

CQC 5000 voices - telephone survey
(PUBLIC)

INTERNAL USE ONLY

4 Aug 2022
Table 1

Q1. Age grouped

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral			
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				Not very/Not at all well supported (x)	Much/little worse (y)
Unweighted Total	4250	210	519	398	379	454	473	427	668	485	4044	86	45	27	176	2259	1991	1943	2304	952	1868	1204	1558	2382	334	361	4250		
Weighted Total	4250	212	540	416	361	446	466	420	679	475	3868	179*	86*	54**	352	2236	2014	1886	2361	926	2092	1006	1554	2390	331	360	4250		
Effective Base	3981	206	488	378	363	422	448	367	626	465	3953	84	44	26	172	2090	1891	1794	2185	897	1780	1145	1452	2236	311	339	4250		
65-74	2236	110	291	212	193	226	225	267	319	264	1982	129	55	31	240	2236	-	1075	1161	505	1177	502	759	1316	177	187	2259		
	53% ajpruv	52%	54% h	51%	53%	48%	49%	53% Zabodeefh	47%	51%	57% d	64%	58%	68% d	100% Zp	100% Zp	-	97% d	49%	55% u	53%	50%	49%	55% Zv	54%	52%	53%		
Over 75	2014	102	249	204	168	220	241	153	361	211	1885	49	31	23	113	-	2014	811	1201	420	975	504	795	1074	154	173	1991		
	47% abnoopw	48% g	46% g	49% g	47% g	49% g	52% u	37%	53% Zbde	48% g	49% deun	28%	36%	42%	32%	100% Zp	43%	61% d	45%	47%	50% Za	51% Zu	45%	46%	47%	47%			
Mean	73.14 acoww	73.09	72.90	73.68 g	73.12	73.55 g	73.94 Zp	72.31	73.55 g	73.12	73.42 Zn	71.58	72.53	72.73	72.04	68.99	71.75 Zp	72.86	73.43 Zr	73.16	73.13	73.39	73.87 Zv	72.82	72.05	73.06	73.11		
Std Dev.	8.56	9.12	8.60	7.16	8.64	7.68	8.60	6.59	8.29	7.32	8.03	4.41	4.92	4.97	4.71	8.08	6.45	8.66	8.18	7.68	8.03	8.87	7.60	8.29	10.86	8.34	8.66		

Fieldwork dates : 17.05.22 - 12.06.22
Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months
Source : Ipsos MORI
Job Number : J22-018181-01
Less than 0.5 %
Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 2

Q1. Age grouped

Base : All respondents including people who have not used any health and social care services over the last 6 months.

		Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4250	1241	1386	2627	1334	243	1407	2598	3712	489	38	99	1446	2367	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4250	
Weighted Total	4250	1237	1382	2619	1348	240	1399	2610	3715	487	37*	99*	1428	2388	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4250	
Effective Base	3981	1164	1292	2457	1251	231	1320	2429	3481	452	37	93	1368	2202	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4250	
65-74	2236	655	686	1342	743	133	770	1324	2008	208	16	47	724	1203	360	1742	725	1374	480	1610	39	2059	403	925	778	1603	503	2259	
		53% Za	53%	51%	55% Zd	56%	56% Zf	51%	54% Zh	43%	44%	47%	51%	54% Zl	43%	55% Zn	55% Zp	51%	54%	52%	38%	53% Zt	57% Zv	53%	50%	53%	50%	53%	
Over 75	2014	581	696	1277	605	106	620	1286	1707	279	21	52	704	1094	487	1419	598	1303	404	1483	63	1834	310	818	782	1411	499	1991	
		47% Za	47%	50% Zd	47% Zd	44%	44%	49% Zf	46%	57% Zh	56%	53%	49% Zl	57% Zn	45%	45%	49% Zp	46%	48%	62% Zt	47%	43%	47%	50% Zv	47%	50%	47%		
Mean		73.14 Za	73.39 Zb	73.76 Zd	73.69 Zd	72.59	70.92	72.83 Zf	73.53 Zf	72.93	73.40	75.44 Zl	73.61 Zl	72.94	74.58 Zn	72.94	72.96	73.47 Zp	72.94	73.37 Zr	74.97 Zt	73.24 Zt	72.83	73.11	73.67 Zv	73.17	73.61	73.11	
Std Dev.		8.56	7.45	7.25	7.35	9.18	14.84	8.40	7.67	8.30	7.57	12.58	6.69	7.56	8.28	8.12	7.85	7.87	7.84	8.52	7.78	4.63	8.01	8.14	8.83	6.88	7.96	8.15	8.66

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base

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Table 3

Q2. Gender

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4250	210	519	398	379	454	473	427	668	485	4044	86	45	27	176	2259	1991	1943	2304	952	1868	1204	1558	2362	334	361	4250
Weighted Total	4250	212	540	416	361	446	466	420	679	475	3868	179*	86*	54**	352	2236	2014	1886	2361	926	2092	1006	1554	2390	331	360	4250
Effective Base	3981	206	498	378	363	422	448	367	626	465	3653	84	44	26	172	2090	1891	1794	2185	897	1780	1145	1452	2236	311	339	4250
Male	1986	78	242	172	168	190	200	225	295	219	1663	95	56	32	206	1075	811	1886	-	490	973	346	649	1110	137	148	1943
		44% Za	46% a	47% a	47% a	43% a	43% a	54% Zabcedfhi	43% a	46% a	43% a	53% a	66% Zd	59% a	59% Zj	48% Zo	40% a	100% Zq	-	53% Zu	46% Zt	34% a	42% a	46% Zv	41% a	41% a	46% a
Female	2361	135	298	245	193	256	266	194	384	256	2203	84	29	22	147	1161	1201	-	2361	433	1120	659	905	1279	194	211	2304
		59% Zr	57% Zbdg	59% g	53% g	57% g	57% g	46% a	57% g	54% g	57% Zin	47% a	34% a	41% a	42% a	52% a	60% Zo	-	100% Zr	47% a	54% ts	66% Zu	58% Zw	54% a	59% a	59% a	54% a
In another way	3	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	3	-	-	2	-	1	-	1	-	-	3
		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 4

Q2. Gender

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4250	1241	1386	2627	1334	243	1407	2598	3712	489	38	99	1446	2367	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4250
Weighted Total	4250	1237	1382	2619	1348	240	1399	2610	3715	487	37*	99*	1428	2388	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4250
Effective Base	3981	1164	1292	2457	1251	231	1320	2429	3481	452	37*	93	1368	2202	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4250
Male	1886	569	594	1162	606	101	595	1189	1688	182	10	41	650	1059	307	1478	565	1216	384	1389	43	1741	285	786	718	1387	422	1943
	44% 10w	46%	43%	44%	45%	42%	43%	46%	45% 12z	37%	26%	41%	46%	44%	36%	47% 12n	43%	45%	43%	45%	42%	45%	40%	43% 1v	45% 1w	45%	42%	46%
Female	2361	667	789	1456	741	137	804	1420	2024	305	27	59	778	1328	541	1682	758	1460	500	1704	59	2151	429	957	841	1646	580	2304
	56% 10o	54%	57%	56%	55%	57%	57%	54%	54%	63% 2n	74% 2n	59%	54%	56%	54% 2o	53%	57%	55%	57%	55%	58%	55%	60% 2w1	55%	54%	55%	58%	54%
In another way	3	1	-	1	-	2	-	1	3	-	-	-	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	3
10u	*	*	*	*	*	1% 12n	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z

* small base

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Table 5

Q3. Ethnicity

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4250	210	519	398	379	454	473	427	668	485	4044	86	45	27	176	2259	1991	1943	2304	952	1868	1204	1558	2382	334	361	4250	
Weighted Total	4250	212	540	416	361	446	466	420	679	475	3868	179*	86*	54**	352	2236	2014	1886	2361	926	2092	1006	1554	2390	311	360	4250	
Effective Base	3981	206	488	378	363	422	448	367	626	465	3953	84	44	26	172	2090	1891	1794	2185	897	1780	1145	1452	2236	331	339	4250	
White English/Welsh/ Scottish/Northern Irish/ British	3868	208	499	392	347	411	432	296	621	457	3868	-	-	-	-	1982	1885	1663	2203	824	1922	922	1418	2182	298	326	4044	
	91%kn	98%Zucefgh	92%g	94%Zg	96%Zbeegh	92%g	93%g	70%	91%g	96%Zbeegh	100%Zkn	-	-	-	-	89%	94%Zg	88%	93%Zg	89%	92%k	92%g	91%	91%	90%	91%	95%	
Any other white background (including Irish, European, Gypsy or Irish Traveller)	179	2	18	16	11	20	11	48	36	9	-	179	-	-	179	129	49	95	84	46	90	32	75	93	11	8	86	
	4%adipm	1%	3%	4%a	3%	4%al	2%	11%Zabudefhi	6%ad	2%	-	100%Zjp	-	-	11%Zg	6%Zg	2%	5%Zg	4%	5%h	4%	3%	5%	4%	3%	2%	2%	
Mixed / Multiple ethnic groups (including White and Black Caribbean, White and Black African and Asian / Asian British (including Indian, Pakistani, Bangladeshi and Chinese))	15	-	2	-	-	-	4	7	-	2	-	-	-	-	15	11	4	10	6	6	4	1	7	8	4	6	8	
	1%	-	-	-	-	-	1%h	2%Zden	-	-	-	-	-	-	4%Zg	1%	-	1%	-	1%	-	-	-	-	1%Z	2%Z	-	
Black / African / Caribbean / Black British (including African and Caribbean)	54	-	7	2	2	8	11	18	2	-	-	-	-	54	54	31	23	32	22	6	30	17	18	33	2	2	27	
	1%ipm	-	1%di	-	1%	2%ah	2%Zach	4%Zabudefhi	-	-	-	-	-	100%	15%Zg	1%	1%	2%Zg	1%	1%	1%	2%g	1%	1%	1%	1%	1%	
Any other ethnic group (including Arab)	18	-	2	-	-	2	-	9	4	2	-	-	-	-	18	13	6	13	6	9	2	7	2	15	2	-	10	
	0%iv	-	-	-	-	-	-	2%Zabudefhi	1%	2	-	-	-	-	5%Zg	1%	-	1%g	-	1%Zg	-	1%Zg	-	1%Zg	-	-	-	
Don't know	9	-	-	1	-	1	-	-	4	-	-	-	-	-	-	5	4	6	2	3	3	2	4	2	2	1	9	
	0%jw	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Prefer not to say	21	2	1	-	1	-	2	3	1	3	-	-	-	-	9	12	11	9	3	6	5	2	7	6	2	2	21	
	0%jw	1%ceh	-	-	-	-	-	1%	-	1%	-	-	-	-	-	1%	1%	1%	-	1%	-	1%	-	-	1%	-	-	
Ethnic minorities including white ethnic minorities	352	2	40	23	13	34	31	121	54	15	-	179	86	54	352	240	113	206	147	96	161	77	125	200	30	31	176	
	8%adipm	1%	7%adi	5%a	4%	8%adi	7%al	28%Zabudefhi	8%ad	3%	-	100%Zj	100%Zj	100%	100%Zj	11%Zg	6%	11%Zg	6%	10%Zg	8%	8%	8%	8%	9%	9%	4%	

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Table 6

Q3. Ethnicity

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
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Effective Base	3981	1154	1292	2457	1251	231	1320	2429	3481	452	37	93	1368	2202	785	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4250
White English/Welsh/ Scottish/Northern Irish/ British	3850	1138	1259	2397	1219	209	1282	2374	3379	443	36	92	1334	2147	769	2887	1181	2467	798	2833	91	3553	641	1610	1413	2717	947	4044
	91% ⁹⁹	92%	91%	92%	90%	87%	92%	91%	91%	91%	97%	92%	93% ^{2m}	90%	91%	91%	89%	92% ^{2p}	90%	92% ²	90%	91% ²	90%	92% ^{2w}	91%	90%	85% ^{2x}	95%
Any other white background (including Irish, European, Gypsy or Irish Traveller)	179	4%	4%	4%	4%	8	48	123	159	20	-	2	40	129	30	141	72	99	36	131	6	165	22	62	87	132	39	86
	4% ⁹	4%	4%	4%	4%	3%	3%	5%	4%	4%	-	2%	3%	2% ²	4%	4%	2% ^{2p}	4%	4%	4%	6%	4%	3%	4%	6% ^{2w}	4%	4%	2%
Mixed / Multiple ethnic groups (including White and Black Caribbean, White and Black African and Asian / Asian British (including Indian, Pakistani, Bangladeshi and Chinese))	15	2	7	9	6	-	6	9	13	2	-	1	-	14	5	11	6	10	6	10	-	15	4	6	6	11	4	8
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	-	1% ²	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Black / African / Caribbean / Black British (including African and Caribbean)	86	24	21	45	33	9	29	48	78	8	-	-	26	47	16	61	33	44	25	50	-	77	15	26	35	71	6	45
	2% ^{99w}	2%	2%	2%	2%	4%	2%	2%	2%	2%	-	-	2%	2%	2%	2%	3%	2%	3% ⁹	2%	-	2%	2%	2%	2%	2% ²	1%	1%
Black / African / Caribbean / Black British (including African and Caribbean)	54	15	21	36	15	3	25	26	39	13	-	2	18	26	17	33	16	34	8	43	4	44	25	22	4	51	-	27
	1% ^{99w}	1%	2%	1%	1%	1%	2% ⁹	1%	1%	3% ²ⁿ	-	2%	1%	1%	2% ^{2o}	1%	1%	1%	1%	1%	4% ²	1%	3% ^{2w}	1% ⁹	-	2% ²	-	1%
Any other ethnic group (including Arab)	18	2	7	10	9	-	2	17	18	-	-	2	5	11	3	15	5	13	6	13	-	18	-	9	10	16	2	10
	1%	1%	1%	1%	1%	-	1%	1% ⁹	1%	-	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%
Don't know	9	2	3	5	1	3	1	5	8	1	-	-	3	3	2	4	1	5	3	3	-	6	2	3	1	5	1	9
	0% ⁹	1%	1%	1%	1%	1% ²	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Prefer not to say	21	4	5	9	4	8	5	8	20	-	1	-	2	10	5	9	8	5	3	11	-	13	4	5	4	11	2	21
	1% ⁹	1%	1%	1%	1%	1% ²	1%	1%	1%	-	1% ^{2m}	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Ethnic minorities including white ethnic minorities	352	93	115	207	123	20	110	223	308	43	-	8	90	227	72	261	133	200	80	247	11	320	66	125	142	281	51	176
	8% ^{99w}	7%	8%	8%	9%	8%	8%	9%	8%	9%	-	8%	8%	10% ²	8%	8%	10% ^{2p}	7%	8%	8%	10%	8%	9%	7%	9% ^{2w}	9% ²	5%	4%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base

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Table 7

SEG3. Social Grade

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4250	210	519	398	379	454	473	427	668	485	4044	86	45	27	176	2259	1991	1943	2304	952	1868	1204	1558	2382	334	361	4250
Weighted Total	4250	212	540	416	361	446	466	420	679	475	3968	179*	86*	54**	352	2236	2014	1886	2361	926	2092	1006	1554	2390	331	360	4250
Effective Base	3681	206	488	378	363	422	448	367	626	465	3953	84	44	26	172	2090	1891	1794	2185	897	1780	1145	1452	2236	311	339	4250
A	164	3	19	22	19	19	21	17	26	15	143	6	10	2	19	89	75	100	63	164	-	-	43	115	11	10	168
	4% ^{Wtd}	1%	3%	5% ^{Wtd}	5% ^{Wtd}	4%	5% ^{Wtd}	4%	4%	3%	4%	3%	11% ^{Wtd}	4%	6%	4%	4%	5% ^{Wtd}	3%	16% ^{Wtd}	-	-	3%	5% ^{Wtd}	3%	3%	4%
B	762	48	105	76	66	62	83	85	123	91	681	40	19	4	76	416	345	391	370	762	-	-	256	474	61	56	784
	18% ^{Wtd}	22% ^{Wtd}	20% ^{Wtd}	18%	18%	14%	18%	20% ^{Wtd}	18%	19% ^{Wtd}	18%	22%	22%	7%	22%	19%	17%	21% ^{Wtd}	16%	82% ^{Wtd}	-	-	16%	20% ^{Wtd}	18%	16%	18%
C1	1359	58	184	133	112	153	157	153	222	136	1239	63	25	23	112	718	640	622	736	-	1359	-	501	783	111	117	1210
	32% ^{Wtd}	27%	34%	32%	31%	34%	34%	35% ^{Wtd}	33%	29%	32%	35%	29%	42%	32%	32%	32%	33%	31%	-	100% ^{Wtd}	-	32%	33%	34%	32%	28%
C2	734	45	92	72	62	83	78	47	115	90	682	27	11	7	49	399	335	350	383	-	734	-	265	410	44	59	658
	17% ^{Wtd}	21% ^{Wtd}	17% ^{Wtd}	17% ^{Wtd}	17% ^{Wtd}	19% ^{Wtd}	17% ^{Wtd}	11%	17% ^{Wtd}	19% ^{Wtd}	16% ^{Wtd}	15%	12%	12%	14%	18%	17%	19% ^{Wtd}	16%	-	35% ^{Wtd}	-	17%	17%	13%	16%	15%
D	234	14	19	21	17	29	22	24	35	29	212	7	4	10	22	129	106	85	149	-	-	234	86	118	16	22	280
	6% ^{Wtd}	7%	4%	5%	5%	6% ^{Wtd}	5%	6%	5%	6%	5%	4%	4%	18%	6%	6%	5%	5%	6% ^{Wtd}	-	-	23% ^{Wtd}	6%	5%	5%	6%	7%
E	772	34	94	70	65	85	83	75	125	89	710	25	17	7	55	374	308	261	510	-	-	772	335	365	72	81	924
	18% ^{Wtd}	16%	17%	17%	18%	19%	18%	18%	18%	19%	16% ^{Wtd}	14%	20%	13%	16%	17%	20% ^{Wtd}	14%	22% ^{Wtd}	-	-	77% ^{Wtd}	22% ^{Wtd}	15%	22%	23% ^{Wtd}	22%
(DO NOT REAT OUT) Prefer not to say	226	10	27	23	20	16	21	19	34	26	200	11	2	2	18	110	116	76	150	-	-	-	68	126	14	226	5%
	5% ^{Wtd}	5%	5%	5%	6%	4%	4%	5%	5%	6%	5%	6%	2%	3%	5%	5%	6%	4%	6% ^{Wtd}	-	-	-	4%	5%	5%	4%	5%
AB	926	51	124	98	85	81	104	102	149	106	824	46	29	6	96	505	420	490	433	926	-	-	299	589	72	66	952
	22% ^{Wtd}	24%	23%	24%	23%	18%	22%	24% ^{Wtd}	22%	22%	21%	26%	33% ^{Wtd}	11%	27%	23%	21%	26% ^{Wtd}	18%	100% ^{Wtd}	-	-	19%	23% ^{Wtd}	22%	18%	22%
C1C2	2092	103	276	205	174	235	234	209	337	226	1922	90	35	30	161	1117	975	973	1120	-	2092	-	766	1192	166	176	1868
	48% ^{Wtd}	48%	51%	49%	48%	50%	49%	48%	48%	48%	48% ^{Wtd}	50%	41%	55%	46%	50%	48%	48% ^{Wtd}	47%	-	100% ^{Wtd}	-	49%	47%	47%	49%	44%
DE	1008	49	113	91	82	114	106	99	159	118	922	32	20	17	77	502	504	348	659	-	-	1006	421	483	88	104	1204
	24% ^{Wtd}	23%	21%	22%	23%	25%	23%	23%	23%	25%	24% ^{Wtd}	18%	24%	31%	22%	22%	25%	18%	28% ^{Wtd}	-	-	189% ^{Wtd}	27% ^{Wtd}	20%	27%	29% ^{Wtd}	28%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 8

SEG3. Social Grade

Base : All respondents including people who have not used any health and social care services over the last 6 months.

		Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total		4250	1241	1386	2627	1334	243	1407	2598	3712	489	38	99	1446	2367	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4250
Weighted Total		4250	1237	1382	2619	1348	240	1399	2610	3715	487	37*	99*	1428	2388	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4250
Effective Base		3981	1164	1292	2457	1251	231	1320	2429	3481	452	37	93	1368	2202	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4250
A		164	50	63	113	44	4	36	123	152	10	-	-	60	93	20	140	67	92	29	132	1	158	5	66	89	115	45	168
		4% <i>W</i>	4%	5%	4%	3%	2%	3%	5% <i>Z</i> <i>W</i>	4% <i>Z</i>	2%	-	-	4% <i>W</i>	4%	2%	4% <i>Z</i> <i>W</i>	5% <i>Z</i> <i>W</i>	3%	3%	4% <i>Z</i>	1%	4% <i>Z</i>	1%	4% <i>W</i>	5% <i>Z</i> <i>W</i>	4%	4%	4%
B		762	236	240	477	256	22	231	509	677	80	3	11	264	456	122	617	267	470	150	584	10	729	76	306	358	534	206	784
		18% <i>W</i>	19%	17%	18%	19%	9%	17% <i>W</i>	19% <i>Z</i> <i>W</i>	18%	17%	8%	11%	18%	10% <i>Z</i> <i>W</i>	14%	20% <i>Z</i> <i>W</i>	20% <i>Z</i>	18%	17%	19% <i>Z</i>	10%	10% <i>Z</i>	11%	18% <i>W</i>	23% <i>Z</i> <i>W</i>	18%	21% <i>Z</i>	18%
C1		1350	408	425	833	455	53	420	885	1215	130	11	27	451	802	264	1041	446	856	318	983	27	1278	171	589	546	980	326	1210
		31% <i>W</i>	33%	31%	32%	34%	22%	30% <i>W</i>	33% <i>Z</i> <i>W</i>	33% <i>Z</i>	27%	30%	27%	32%	17% <i>Z</i>	31%	33% <i>Z</i>	34%	32%	31%	32%	27%	31% <i>Z</i>	24%	34% <i>Z</i> <i>W</i>	35% <i>Z</i> <i>W</i>	33%	33%	29%
C2		734	211	235	447	234	54	265	416	633	90	8	29	252	387	140	542	218	465	125	541	26	650	156	296	231	513	170	658
		17% <i>W</i> <i>W</i>	17%	17%	17%	17%	22% <i>Z</i> <i>W</i>	19% <i>W</i>	16%	17%	19%	23%	29% <i>Z</i> <i>W</i>	16%	16%	14%	18%	17%	16%	14%	17% <i>W</i>	17%	22% <i>Z</i> <i>W</i>	17%	15%	17%	17%	17%	15%
D		234	63	81	144	61	25	77	131	204	27	3	5	73	123	49	159	65	142	52	155	5	203	67	89	53	172	38	280
		5% <i>W</i>	5%	6%	6%	5%	10% <i>Z</i> <i>W</i>	6%	5%	5%	5%	9%	5%	5%	5%	6%	5%	5%	5%	5%	6%	5%	5%	5%	6% <i>Z</i> <i>W</i>	5% <i>W</i>	3%	6% <i>W</i>	4%
E		722	219	268	485	222	53	302	416	637	127	7	21	273	402	108	521	207	512	174	540	23	690	168	315	217	558	162	924
		18% <i>W</i> <i>W</i> <i>W</i>	18%	19%	19%	16%	22% <i>W</i>	22% <i>Z</i> <i>W</i>	16%	17%	26% <i>Z</i> <i>W</i>	20%	21%	19%	17%	21% <i>Z</i> <i>W</i>	16%	16%	17%	17%	23%	18%	26% <i>Z</i> <i>W</i>	18% <i>W</i>	14%	19%	16%	22%	
(DO NOT REAT OUT) Prefer not to say		228	49	71	120	75	29	68	129	196	22	4	7	57	125	55	141	53	141	37	158	9	185	50	82	66	142	55	226
		5% <i>W</i> <i>W</i> <i>W</i>	4%	5%	5%	6%	12% <i>Z</i> <i>W</i>	5%	5%	5%	5%	10%	7%	4%	5%	7% <i>W</i>	4%	4%	5%	4%	5%	9%	5%	7% <i>Z</i> <i>W</i>	5%	4%	5%	6%	5%
AB		926	286	303	590	300	26	267	632	830	91	3	11	323	549	142	757	334	562	178	716	11	887	81	372	447	649	251	952
		22% <i>W</i> <i>W</i> <i>W</i>	23%	22%	23%	22%	11%	19% <i>W</i>	24% <i>Z</i> <i>W</i>	23% <i>Z</i>	19%	8%	11%	23% <i>W</i>	23% <i>Z</i> <i>W</i>	17%	24% <i>Z</i> <i>W</i>	20% <i>Z</i> <i>W</i>	21%	20%	21% <i>Z</i> <i>W</i>	11%	20% <i>Z</i>	11%	21% <i>W</i>	23% <i>Z</i> <i>W</i>	22%	23% <i>Z</i> <i>W</i>	22%
C1C2		2092	619	660	1280	669	107	685	1301	1848	220	20	56	703	1189	356	1583	664	1320	443	1525	54	1928	327	886	777	1483	496	1868
		49%	50%	48%	49%	51%	4%	49%	50%	50%	45%	53%	56%	49%	50%	48%	50%	50%	49%	50%	49%	53%	50%	46%	50% <i>W</i>	50%	50%	50%	44%
DE		1006	282	348	629	283	78	379	548	841	153	11	26	345	525	247	680	272	654	226	695	28	892	256	404	270	730	199	1204
		24% <i>W</i> <i>W</i> <i>W</i> <i>W</i>	23% <i>W</i>	24% <i>W</i>			33% <i>Z</i> <i>W</i>	27% <i>Z</i> <i>W</i>	21%	23%	31% <i>Z</i> <i>W</i>	29%	26%	24%	22%	23% <i>Z</i> <i>W</i>	22%	21%	24% <i>W</i>	26%	22%	28%	23%	36% <i>Z</i> <i>W</i>	23% <i>W</i>	17%	24% <i>W</i>	20%	28%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

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* small base

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Table 9

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				
Unweighted Total	4250	210	519	398	379	454	473	427	668	485	4044	86	45	27	176	2259	1991	1943	2304	952	1868	1204	1558	2382	334	361	4250	
Weighted Total	4250	212	540	416	361	446	466	420	679	475	3868	179*	86*	54**	352	2236	2014	1886	2361	926	2092	1006	1554	2390	331	360	4250	
Effective Base	3981	206	488	378	363	422	448	367	626	465	3953	84	44	26	172	2090	1891	1794	2185	897	1780	1145	1452	2236	311	339	4250	
NHS 111 (telephone or online)	584	28	66	52	55	70	86	58	97	73	547	25	7	2	36	282	302	254	330	121	299	138	293	267	64	83	594	
	14%w	13%	12%	12%	15%	16%	16%Zbc	14%	14%	15%	14%Z	14%	8%	4%	10%	13%	15%Za	13%	14%	13%	13%	14%	14%	19%Zw	11%	19%Z	23%Z	14%
Pharmacist	3345	174	473	347	293	377	384	365	561	371	3048	147	62	39	280	1729	1617	1506	1839	751	1646	777	1379	1904	289	321	3346	
	79%w	82%	88%Zadthi	83%Z	81%	85%Zi	83%Z	87%Zdi	83%Z	78%	79%	82%	72%	73%	79%	77%	80%Za	80%	78%	81%Zu	79%	77%	89%Zw	80%	87%Z	89%Z	79%	
Dentist	2339	112	325	253	224	247	275	219	399	284	2139	110	37	21	187	1272	1067	1041	1298	607	1170	461	825	1478	185	201	2324	
	55%w	53%	60%Zg	61%Zg	62%Zadth	55%	59%Zi	52%	60%Zg	60%Z	59%Z	62%Zb	43%	40%	53%	61%Za	53%	55%	55%	66%Zb	66%Z	46%	53%	62%Zb	56%	56%	55%	
GP Practice or GP out-of-hours service	2771	146	362	298	250	318	326	307	439	324	2508	124	64	36	252	1430	1342	1245	1526	656	1370	607	1201	1519	279	308	2756	
	65%w	69%	67%	72%Zb	69%	71%Zb	70%Z	73%Zb	65%	68%	65%	70%	74%	66%	72%	64%	67%	66%	65%	71%Zu	68%Z	60%	77%Zw	64%	84%Z	86%Z	65%	
999 or an ambulance or paramedic, Accident & Emergency or an Urgent Treatment Centre or Minor Injuries unit	533	26	65	57	46	63	64	56	88	69	495	22	7	3	33	247	286	245	288	108	254	141	305	216	60	72	543	
	13%w	12%	12%	14%	13%	14%	14%	13%	13%	14%	13%Z	12%	8%	6%	9%	11%	14%Z	13%	12%	12%	12%	14%	20%Zb	9%	19%Z	20%Z	13%	
NHS or private hospital for a non-emergency routine appointment or procedure	1794	80	241	185	154	210	210	193	323	198	1635	86	32	16	150	921	873	852	942	412	915	374	833	924	178	229	1785	
	42%w	39%	45%	44%	43%	47%Zb	45%	46%	48%Za	42%	42%	48%	37%	29%	43%	41%	43%	45%Zi	40%	44%Zi	44%Zi	37%	54%Zw	39%	54%Z	64%Z	42%	
NHS, charity or private mental health services (for example psychological therapies service, online mental health support service or telephone-based mental health support service)	276	12	37	29	24	32	29	31	48	33	245	18	5	2	29	138	138	133	142	67	137	60	128	141	30	29	271	
	6%w	6%	7%	7%	7%	7%	6%	7%	7%	7%	6%	10%	6%	3%	8%	6%	7%	7%	6%	7%	7%	6%	8%Zw	6%	9%	8%	6%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 9

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Other health services in the community such as physiotherapy, podiatry, speech and language therapy, pulmonary or cardiac rehabilitation, other rehabilitation services or district nurses	921 75% <u>tu</u>	43 20%	139 71% <u>Zd</u>	106 75% <u>vd</u>	69 19%	113 75% <u>vd</u>	103 22%	86 21%	156 23%	105 22%	836 22%	57 1% <u>Zu</u>	17 20%	8 18%	83 24%	487 22%	434 22%	402 21%	518 22%	238 25% <u>Zu</u>	473 25% <u>u</u>	170 17%	503 24% <u>Zw</u>	405 17%	110 15% <u>Z</u>	137 15% <u>Z</u>	905 21%
None of the above	240 19% <u>tdtjgltgtpv%kcellwxy</u>	2 1%	1 1%	-	1 1%	-	-	1 1%	1 1%	-	209 5%	8 4%	9 10%	3 6%	20 6%	133 6%	106 6%	101 5%	137 6%	26 3%	107 19% <u>u</u>	78 8% <u>td</u>	3 1%	3 1%	1 1%	-	243 6%
Don't know	2 0%	-	-	1 1%	-	-	-	-	1 1%	-	2 0%	-	-	-	-	-	2 0%	1 0%	1 0%	1 1%	-	1 1%	2 0%	-	-	1 1%	2 0%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Used only 1 service	488 11% <u>tpvxyw</u>	30 14%	58 11%	40 10%	46 13%	52 12%	63 14%	44 10%	94 14% <u>Zu</u>	61 13%	451 12% <u>Z</u>	16 9%	10 11%	7 12%	34 10%	293 13% <u>Zu</u>	195 10%	199 11%	289 12%	87 9%	233 11%	137 14% <u>Ztd</u>	100 6%	379 16% <u>Zv</u>	13 4%	10 3%	494 12%
NET: Used only 2 services	911 71% <u>tdv</u>	55 26%	132 29%	85 20%	89 25%	101 23%	98 21%	85 20%	147 22%	118 25%	831 21%	32 18%	20 23%	18 33%	76 22%	485 22%	426 21%	396 21%	515 22%	180 19%	452 22%	242 24% <u>td</u>	289 19%	608 16% <u>td</u>	57 7%	40 11%	913 21%
NET: Used 3 or more services	2610 61% <u>tdv</u>	126 59%	349 65%	291 70% <u>Zad</u>	225 62%	293 66%	304 65%	290 69% <u>Zu</u>	436 64%	296 62%	2374 61%	123 69%	48 56%	26 48%	223 63%	1324 59%	1286 64% <u>Zu</u>	1189 63%	1420 60%	632 68% <u>Ztu</u>	1301 62% <u>u</u>	548 54%	1160 79% <u>Zw</u>	1400 59%	261 78% <u>Z</u>	309 86% <u>Z</u>	2598 61%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

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Table 10

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4250	1241	1386	2627	1334	243	1407	2598	3712	489	38	99	1446	2367	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4250	
Weighted Total	4250	1237	1382	2619	1348	240	1399	2610	3715	487	37*	99*	1428	2388	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4250	
Effective Base	3981	1164	1292	2457	1251	231	1320	2429	3481	452	37	93	1368	2202	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4250	
NHS 111 (telephone or online)	584	174	255	429	139	-	35	550	437	129	18	28	248	290	181	402	223	359	188	389	31	546	93	277	214	432	152	594	
	14%deh	14%id	18%zacd	16%zan	10%	-	2%e	21%ze	12%	26%zh	48%zm	28%zm	17%zm	12%	21%zn	13%	17%zn	13%	21%zn	13%	30%zn	14%	13%	16%z	14%	14%	15%	14%	
Pharmacist	3345	1083	1238	2321	981	-	909	2437	2883	425	30	82	1332	1858	755	2585	1107	2228	779	2537	89	3239	611	1433	1302	2559	786	3346	
	79%deh	85%zd	90%zd	89%zd	73%	-	75%e	85%ze	78%	87%zh	82%	82%	93%zm	78%	89%zn	82%z	84%z	83%z	88%zn	82%z	87%z	83%z	86%zw	82%z	83%z	85%zn	78%	79%	
Dentist	2339	699	775	1474	840	-	508	1831	2091	228	15	27	788	1471	405	1929	831	1501	495	1828	48	2281	308	1022	1009	1707	632	2324	
	59%deh	57%	56%	66%ze	62%zacd	-	34%e	70%ze	56%z	27%	40%	28%	59%e	62%ze	48%	81%zn	63%ze	56%	56%	59%ze	47%	69%ze	43%	59%ze	66%ze	67%ze	63%ze	55%	
GP Practice or GP out-of-hours service	2771	870	1075	1944	792	-	538	2234	2356	380	29	74	1060	1573	655	2113	921	1840	728	2015	78	2678	479	1205	1087	2071	701	2756	
	65%deh	79%zd	78%zacd	74%zan	59%	-	38%e	85%ze	63%	78%zh	77%	75%	74%zm	66%	77%zn	67%z	79%z	69%z	82%zn	65%	77%ze	69%ze	67%	69%z	70%z	69%ze	70%ze	65%	
999 or an ambulance or paramedic, Accident & Emergency or an Urgent Treatment Centre or Minor Injuries unit	533	142	260	402	120	-	35	498	372	145	17	36	222	256	188	343	181	349	168	356	29	500	99	246	188	406	127	543	
	13%deh	11%id	19%zacd	15%zan	9%	-	3%e	11%ze	10%	30%zh	40%zm	28%zm	18%zm	11%	22%zn	11%	14%	13%	19%zn	12%	28%zn	13%	14%	14%z	12%	13%z	13%	13%	
NHS or private hospital for a non-emergency routine appointment or procedure	1794	548	752	1301	469	-	200	1595	1501	268	24	60	725	971	478	1314	570	1218	534	1243	52	1736	314	765	715	1341	453	1785	
	42%deh	44%id	54%zacd	50%zan	35%	-	14%e	61%ze	40%	55%zh	64%zm	51%zm	51%zm	41%	26%zn	42%	43%	45%z	60%zn	40%	51%	45%z	44%	44%	46%z	45%z	45%z	42%	
NHS, charity or private mental health services (for example psychological therapies service, online mental health support service or telephone-based mental health support service)	276	85	111	195	77	-	20	255	204	65	6	11	117	136	76	199	93	183	7%	187	6%	14	260	44	126	105	198	78	271
	0%deh	7%	8%zd	7%zd	6%	-	1%	10%ze	5%	13%zh	16%zm	11%zm	8%zm	6%	9%zn	6%	7%	7%	10%zn	6%	13%zn	7%	6%	7%	7%	7%	8%	6%	
Other health services in the community such as physiotherapy, podiatry, speech and language therapy, pulmonary or cardiac rehabilitation, other rehabilitation services or district nurses	921	270	435	705	208	-	66	855	700	194	22	44	396	454	296	623	318	600	283	627	36	877	167	410	344	689	232	905	
	22%deh	22%id	31%zacd	27%zan	15%	-	9%e	33%ze	19%	40%zh	69%zm	44%zm	28%zm	19%	35%zn	20%	24%z	22%	32%zn	20%	39%zn	23%z	23%	24%z	22%	23%z	23%	21%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

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* small base

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Table 10

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
None of the above	240	2	1	3	3	240	-	-	231	8	-	3	2	7	1	5	2	4	2	4	-	6	1	3	2	5	1	243
	6%abccgghllmmno					100%Zb			96%Za	2%		3%am																6%
Don't know	2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-	2	-	1	1	2
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Used only 1 service	488	118	83	201	281	-	488	-	463	22	2	9	121	336	54	433	163	323	37	447	11	476	102	213	173	354	133	494
	11%abccghlmr	10%bc	6%	8%b	21%Zabc	-	35%Zab	-	12%Z	5%	5%	9%	8%	14%Z	6%	14%Za	12%	12%	4%	14%Zb	11%	12%Z	14%Za	12%	11%	12%	13%Z	12%
NET: Used only 2 services	911	299	240	539	363	-	911	-	834	70	6	16	257	612	146	763	282	626	126	775	15	891	196	380	335	690	221	913
	21%abccghlmr	14%Zbc	17%	24%b	19%Zabc	-	40%Zab	-	91%Za	14%	1%	16%	18%	25%Za	17%	25%Za	21%	23%Z	14%	23%Z	15%	21%Z	23%Za	22%	21%	23%Z	22%	21%
NET: Used 3 or more services	2610	816	1059	1875	701	-	-	2610	2187	387	29	72	1048	1432	647	1959	876	1725	718	1869	75	2519	414	1145	1051	1964	645	2598
	51%defghms	66%Zd	77%Zacd	72%Zac	52%	-	-	100%Za	59%	79%Zb	69%Zb	72%Zb	73%Zb	60%	76%Zb	62%	66%Z	64%Z	51%Za	60%	74%Z	65%Z	58%	64%Zb	67%Zb	65%Z	64%Z	61%

Fieldwork dates : 17.05.22 - 12.06.22

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* small base

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Table 11

Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral		
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)				Much/little worse (y)
Unweighted Total	4250	210	519	398	379	454	473	427	668	485	4044	86	45	27	176	2259	1991	1943	2304	952	1688	1204	1558	2382	334	361	4250		
Weighted Total	4250	212	540	416	361	446	466	420	679	475	3868	179*	86*	54**	352	2236	2014	1886	2361	926	2092	1006	1554	2390	331	360	4250		
Effective Base	3981	206	488	378	363	422	448	367	626	465	3553	84	44	26	172	2090	1891	1794	2185	897	1780	1145	1452	2236	311	339	4250		
Home care. This may be provided by a care worker, a helper or a personal assistant.	183	7	23	17	17	23	28	20	29	16	168	9	2	2	12	67	116	65	118	29	90	51	132	42	15	21	183		
	4% ^{sdw}	3%	4%	4%	5%	5%	6%	5%	4%	3%	4%	5%	2%	3%	4%	3%	6% ^{sdw}	3%	6% ^{sdw}	3%	4%	6% ^{sdw}	6% ^{sdw}	2%	5%	6%	4%		
Residential/nursing care in a care home	25	-	5	2	1	4	3	-	7	2	23	-	-	2	2	12	13	11	14	2	14	7	17	7	1	4	25		
	1% ^{sw}	-	1%	*	*	1%	1%	-	1%	*	1%	-	-	4%	1%	1%	1%	1%	1%	*	1%	1%	1% ^{sdw}	*	*	1%	1%		
Day centre, community centre or luncheon centres	52	2	8	7	2	11	7	4	9	2	43	2	5	3	9	21	31	22	30	6	23	20	30	19	2	4	51		
	1% ^{sdw}	1%	1%	2%	*	2% ^{sdw}	1%	1%	1%	1%	1%	1%	6% ^{sdw}	5%	3%	1%	2%	1%	1%	1%	1%	2% ^{sdw}	2% ^{sdw}	1%	*	1%	1%		
Assisted technology (such as automatic sensors to say if lights left on or fridge door open), a personal alarm, or equipment or adaptations to your home (such as a wheelchair, or handrails)	248	8	32	28	23	35	37	17	38	32	234	8	-	5	13	104	144	82	168	41	107	83	194	49	35	43	253		
	6% ^{sdw}	4%	6%	7%	6%	8% ^{sdw}	8% ^{sdw}	4%	6%	7%	6% ^{sdw}	5%	-	8%	4%	5%	7% ^{sdw}	4%	7% ^{sdw}	4%	5%	8% ^{sdw}	12% ^{sdw}	2%	11% ^{sdw}	12% ^{sdw}	6%		
Meals services, also called meals on wheels	13	1	1	-	1	-	5	1	4	-	13	-	-	-	-	4	9	3	10	3	6	3	7	4	2	2	13		
	*	*	*	-	*	-	1% ^{sdw}	*	1%	-	1%	-	-	-	-	*	*	*	*	*	*	*	*	*	2	1%	2	1%	
Transport services for older people or people with disabilities	109	4	12	10	7	12	10	17	20	17	103	3	-	2	6	43	68	41	68	20	48	38	79	25	15	24	112		
	3% ^{sdw}	2%	2%	2%	2%	3%	2%	4% ^{sdw}	2%	4% ^{sdw}	3% ^{sdw}	1%	-	3%	2%	2%	3% ^{sdw}	2%	3%	2%	2%	4% ^{sdw}	5% ^{sdw}	1%	6% ^{sdw}	6% ^{sdw}	3%		
Respite care for you personally, or support or services allowing you to take a break from caring, if you have any caring responsibilities.	56	3	4	6	5	7	7	6	6	11	54	-	1	-	1	33	23	15	41	11	32	9	34	22	7	10	55		
	1% ^{sdw}	1%	1%	2%	1%	2%	1%	1%	1%	2%	1% ^{sdw}	-	2%	-	*	1%	1%	1%	6% ^{sdw}	1%	2%	1%	6% ^{sdw}	1%	2%	1% ^{sdw}	1%		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral			
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				Not very/Not at all well supported (x)	Much/little worse (y)
Support to stay in work for those with a disability/long-term health condition	42	6	8	2	3	5	7	1	6	5	36	2	-	2	5	24	18	18	24	3	27	9	34	7	2	5	40		
	1.1%	1.5%	1%	*	1%	1%	1.5%	*	1%	1%	1%	1%	-	4%	1%	1%	1%	1%	1%	1%	1%	1%	1.5%	*	1%	1%	1%		
None of the above	3715	185	471	363	316	370	399	371	598	411	3379	159	78	39	308	2008	1707	1688	2024	830	1848	841	1182	2244	278	282	3712		
	87%	87%	87%	87%	87%	83%	86%	85%	89%	86%	87%	89%	90%	73%	87%	90%	85%	90%	86%	90%	90%	84%	76%	84%	78%	87%	87%		
Don't know	10	-	1	1	-	1	1	2	2	1	8	-	-	2	2	3	7	5	5	2	4	2	2	7	-	1	9		
	]	-	*	*	-	*	*	*	*	*	*	-	-	4%	1%	*	*	*	*	*	*	*	*	*	*	*	*		
Prefer not to say	2	-	1	-	-	-	1	-	-	-	2	-	-	-	-	1	1	2	-	-	-	-	2	-	-	2			
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*	*	*	*	*	*	*	*	*	*		
Mean number of statements selected	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.1	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.1	1.0	1.1	1.1	1.1	1.0	1.1	1.0			

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Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4250	1241	1386	2627	1334	243	1407	2598	3712	489	38	99	1446	2367	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4250
Weighted Total	4250	1237	1382	2619	1348	240	1399	2610	3715	487	37*	99*	1428	2388	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4250
Effective Base	3981	1164	1292	2457	1251	231	1320	2429	3481	452	37	93	1368	2202	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4250
Home care. This may be provided by a care worker, a helper or a personal assistant.	183	41	103	144	32	5	27	151	-	151	32	56	74	43	109	72	57	123	56	120	10	168	41	86	54	131	50	183
	4%adefmoss	3%	7%Zacd	5%Zad	2%	2%	2%	6%Zad	-	31%Zh	86%Zb	57%Zm	5%um	2%	13%Zn	2%	4%	12%	6%Zr	4%	10%Zs	4%	6%v	5%w	3%	4%	5%	4%
Residential/nursing care in a care home	25	4	15	19	7	-	4	21	-	17	9	8	12	5	11	14	12	13	9	15	2	22	10	10	5	21	5	25
	1%abce	*	1%Zac	1%u	*	-	*	1%Z	-	3%Zh	23%Zb	6%Zm	1%um	*	1%Zn	*	1%	1%	1%	*	2%	1%	1%Zw	1%	*	1%	*	1%
Day centre, community centre or luncheon centres	52	20	19	39	12	-	14	38	-	45	7	-	29	19	23	29	20	32	13	38	1	50	11	23	18	42	10	51
	1%abce	2%	1%	2%Z	1%	-	1%	1%	-	9%Zh	19%Zb	-	2%Zm	1%	3%Zn	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Assisted technology (such as automatic sensors to say if lights left on or fridge door open), a personal alarm, or equipment or adaptations to your home (such as a wheelchair, or handrails)	248	54	155	210	33	1	46	201	-	219	29	45	99	95	151	96	72	176	80	159	19	224	69	112	67	191	57	253
	6%adefmoss	4%ad	11%Zacd	8%Zad	2%	*	3%u	6%Zad	-	46%Zh	77%Zb	45%Zm	7%Zm	4%	18%Zn	3%	5%	7%Z	9%Zr	5%	19%Zs	6%	10%Zw	6%v	4%	6%Z	6%	6%
Meals services, also called meals on wheels	13	2	5	7	4	-	2	11	-	9	4	3	5	5	5	8	2	11	4	7	3	9	1	6	5	10	3	13
	1%u	*	*	*	*	-	*	*	-	2%Zh	10%Zb	3%Zm	*	*	1%	*	*	*	*	*	3%Z	*	*	*	*	*	*	*
Transport services for older people or people with disabilities	109	31	61	92	15	1	21	87	-	87	22	12	58	36	59	49	33	75	38	67	7	99	29	51	29	78	31	112
	4%adefmoss	3%ad	4%Zacd	4%Zad	1%	*	2%	3%Zad	-	16%Zh	43%Zb	12%Zm	4%Zm	2%	7%Zn	2%	3%	3%	4%Zr	3%	7%Zs	3%	4%Zw	3%v	2%	3%	3%	3%
Respite care for you personally, or support or services allowing you to take a break from caring, if you have any caring responsibilities.	56	16	25	40	15	2	11	42	-	42	14	12	26	15	17	39	32	24	13	41	5	50	9	22	25	37	19	55
	1%abce	1%	2%	2%	1%	1%	1%	2%Z	-	9%Zh	38%Zb	12%Zm	2%Zm	1%	2%	1%	2%Z	1%	1%	1%	5%Z	1%	1%	1%	2%	1%	2%	1%
Support to stay in work for those with a disability/long-term health condition	42	15	24	39	2	-	6	36	-	33	9	6	20	14	23	19	20	22	13	29	2	40	12	23	6	37	5	40
	1%adefmoss	1%ad	2%Zd	3%Zd	*	-	*	1%Z	-	7%Zh	25%Zb	6%Zm	1%um	1%	3%Zn	1%	1%Z	1%	1%	2%	2%	4%	2%Zw	1%v	*	1%Z	1%	1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base

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Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents including people who have not used any health and social care services over the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
None of the above	3715 (7%) 3715	1100 (3%) 1100	1099 (3%) 1099	2189 (6%) 2189	1247 (3%) 1247	231 (1%) 231	1287 (3%) 1287	2187 (6%) 2187	3715 (100%) 3715	- - -	- - -	21 (0%) 21	1184 (32%) 1184	2189 (59%) 2189	969 (26%) 969	2910 (79%) 2910	1145 (31%) 1145	2327 (63%) 2327	725 (20%) 725	2735 (74%) 2735	67 (0%) 67	3484 (95%) 3484	585 (16%) 585	1495 (41%) 1495	1404 (39%) 1404	2610 (71%) 2610	874 (24%) 874	3712 (100%) 3712
Don't know	10 (0%) 10	5 (1%) 5	- - -	5 (1%) 5	4 (1%) 4	1 (0%) 1	2 (1%) 2	5 (1%) 5	- - -	- - -	- - -	- - -	2 (0%) 2	5 (14%) 5	1 (3%) 1	7 (20%) 7	3 (8%) 3	4 (11%) 4	1 (3%) 1	7 (20%) 7	- - -	8 (22%) 8	1 (3%) 1	7 (20%) 7	1 (3%) 1	5 (14%) 5	4 (11%) 4	9 (24%) 9
Prefer not to say	2 (0%) 2	- - -	1 (0%) 1	1 (0%) 1	1 (0%) 1	- - -	- - -	2 (1%) 2	- - -	- - -	- - -	- - -	2 (6%) 2	1 (3%) 1	1 (3%) 1	- - -	- - -	2 (6%) 2	- - -	2 (6%) 2	- - -	2 (6%) 2	1 (3%) 1	- - -	1 (3%) 1	2 (6%) 2	- - -	2 (6%) 2
Mean number of statements selected	1.00 (1.00)	1.00 (1.00)	1.12 (1.12)	1.12 (1.12)	1.0 (1.0)	1.0 (1.0)	1.0 (1.0)	1.12 (1.12)	1.0 (1.0)	1.22 (1.22)	1.42 (1.42)	1.72 (1.72)	1.12 (1.12)	1.0 (1.0)	1.12 (1.12)	1.0 (1.0)	1.1 (1.1)	1.0 (1.0)	1.12 (1.12)	1.0 (1.0)	1.12 (1.12)	1.0 (1.0)	1.12 (1.12)	1.1 (1.1)	1.0 (1.0)	1.0 (1.0)	1.1 (1.1)	1.0 (1.0)

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Table 13

QCONSENT. Are you happy to proceed?

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes	3977	210	536	415	353	440	461	416	672	473	3632	164	77	51	326	2087	1889	1777	2199	891	1966	924	1533	2371	329	355	3977
	99%	99%	99%	100%	98%	99%	99%	99%	99%	100%	99%	96%	100%	100%	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 14

QCONSENT. Are you happy to proceed?

Base : All respondents who have used health or social care services in the last 6 months.

		Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		
		Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
	3977	1231	1361	2592	1335	6	1363	2586	3449	481	36	97	1416	2355	835	3134	1308	2653	877	3063	99	3856	708	1719	1550	2989	987	3977
	99%low	100%2low	98%	99%lo	99%	100%	99%	99%	99%	99%	98%	98%	99%	99%	99%	99%	99%	99%	97%	99%	99%	99%	99%	99%	99%	99%	99%	99%
No																												

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Table 15

Q1. Age grouped

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)			
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	331	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3654	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
65-74	2106	110	291	212	193	226	225	267	319	264	1878	122	48	28	222	2106	-	1021	1068	491	1059	465	759	1316	177	187	2131
	53% ^h _g	52%	54% ^h _h	51%	53%	51%	49%	53% ^h _g	47%	55% ^h _h	51%	71% ^h _h	62%	55%	67% ^h _h	100% ^h _h	-	57% ^h _h	49%	55% ^h _h	53%	50%	49%	55% ^h _h	54%	52%	53%
Over 75	1910	102	249	204	168	220	241	153	361	211	1786	49	29	23	111	-	1910	768	1141	409	931	465	795	1074	154	173	1882
	48% ^h _g	48% ^h _g	46% ^h _g	46% ^h _g	47% ^h _g	49% ^h _g	52% ^h _h	37%	53% ^h _h	49% ^h _g	49% ^h _h	29%	38%	45%	33%	-	100% ^h _h	43%	51% ^h _h	45%	47%	50% ^h _h	51% ^h _h	45%	46%	47%	
Mean	73.28 ^g _g	73.09	72.90	73.68 ^g _g	73.12	73.55 ^g _g	73.94 ^g _g	72.31	73.55 ^g _g	73.12	73.42 ^h _h	71.80	72.38	73.12	72.16	69.17	77.89 ^h _h	72.99	73.50 ^h _h	73.24	73.17	73.57	73.87 ^h _h	72.82	72.05	73.06	73.23
Std Dev.	8.00	9.12	8.60	7.16	8.64	7.68	8.60	6.59	8.29	7.32	7.98	4.36	5.09	4.86	4.71	7.32	6.06	7.91	8.07	7.30	7.78	8.21	7.60	8.29	10.86	8.34	8.12

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 16

Q1. Age grouped

Base : All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
65-74	2106	655	686	1342	743	4	779	1324	1578	208	16	47	724	1290	360	1742	725	1374	480	1610	39	2059	403	925	778	1603	503	2131
	52% abgim	53%	50%	51%	55% 2b	65%	56% 2a	51%	54% 2i	43%	44%	48%	51%	54% 2i	43%	55% 2a	55% 2a	51%	54%	52%	38%	53% 2a	51% 2a	53%	50%	53%	50%	53%
Over 75	1910	581	696	1277	605	2	620	1286	1605	277	21	51	703	1093	487	1419	598	1303	404	1483	63	1834	310	818	782	1411	499	1882
	46% cdhmnopuv	47%	50% 2d	49% 2d	45%	35%	44%	49% 2i	46%	57% 2h	56%	52%	49% im	46%	57% 2a	45%	45%	49% p	46%	48%	62% 2i	47%	43%	47%	50% 2a	47%	50%	47%
Mean	73.28 dfhmo	73.39 d	73.78 2d	73.59 2a	72.59	73.37	72.83	73.53 2i	73.07	75.21 2h	73.40	75.42 2im	73.51 m	72.94	74.58 2a	72.94	72.96	73.47 2	72.94	73.37	74.67 2a	73.24	72.83	73.11	73.67 2a	73.17	73.61	73.23
Std Dev.	8.00	7.45	7.25	7.35	9.18	3.31	8.40	7.67	7.62	7.59	12.58	6.72	7.56	8.29	8.12	7.85	7.87	7.84	8.52	7.78	4.63	8.01	8.14	8.83	6.88	7.96	8.15	8.12

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

CQC 5000 voices - telephone survey
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4 Aug 2022
Table 17

Q2. Gender

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral			
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				Not very/Not at all well supported (x)	Much/little worse (y)
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013		
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013		
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80*	39*	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013		
Male	1789	78	242	172	168	190	200	225	295	219	1583	93	48	32	195	1021	768	1789	-	474	932	321	649	1110	137	148	1840		
	45% ^a _{gpruv}	37%	45% ^a	43% ^a	43%	43%	43%	54% ^a _{Zabcedfhi}	43%	46% ^a	43%	55% ^a	62% ^a	63%	59% ^a _z	48% ^a _z	40%	100% ^a _z	-	53% ^a _{Zu}	47% ^a _{Zt}	34%	42%	46% ^a _{Zv}	41%	41%	46%		
Female	2227	135	298	245	193	256	266	194	384	256	2081	78	29	19	138	1085	1141	-	2227	425	1058	609	905	1279	194	211	2172		
	55% ^a _{gpruvstw}	63% ^a _{Zbdg}	55% ^a _g	59% ^a _g	53% ^a _g	57% ^a _g	57% ^a _g	46%	67% ^a _g	54% ^a _g	57% ^a _{Zkin}	45%	38%	37%	41%	52%	60% ^a _{Zo}	-	100% ^a _{Zq}	47%	53% ^a _{ts}	66% ^a _{Zu}	58% ^a _{Zw}	54%	59%	54%			
In another way	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-	1		
	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	*		
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

CQC 5000 voices - telephone survey
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4 Aug 2022
Table 18

Q2. Gender

Base : All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Male	1789	569	594	1162	606	4	595	1169	1591	182	10	41	649	1057	307	1478	565	1216	384	1389	43	1741	285	786	718	1367	422	1840
	45%	46%	43%	44%	45%	65%	43%	46%	46%	36%	26%	41%	45%	44%	36%	47%	43%	45%	43%	45%	42%	45%	40%	43%	45%	42%	46%	
Female	2227	667	789	1456	741	2	804	1420	1892	303	27	58	778	1324	541	1682	758	1460	500	1704	59	2151	429	957	841	1646	580	2172
	55%	54%	57%	56%	55%	35%	57%	54%	54%	62%	74%	59%	55%	56%	54%	53%	57%	55%	57%	55%	58%	55%	60%	55%	54%	55%	58%	54%
In another way	1	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	1	-	1
	*	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	*	-	*	-	*	-	*	-	*	-	*	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 19

Q3. Ethnicity

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	Greater London	South East	South West	White English/ Welsh/ Scottish/ Northern Irish/British	Any other white background	Asian / Asian British	Black / African / Caribbean / Black British	Ethnic minorities including white ethnic minorities	65-74	Over 75	Male	Female	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1862	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	446	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
White English/Welsh/ Scottish/Northern Irish/ British	3664	208	499	392	347	411	432	296	621	457	3664	-	-	-	-	1878	1785	1583	2081	805	1823	857	1418	2182	298	326	3829
	91%kino	98%Zucefgh	92%g	94%Zg	96%Zbeegh	92%g	93%g	70%	91%g	96%Zbeegh	100%Zkin	-	-	-	-	89%	94%Zg	88%	93%Zg	89%	92%	92%Zg	91%	91%	90%	91%	95%
Any other white background (including Irish, European, Gypsy or Irish Traveller)	171	2	18	16	11	20	11	48	36	9	-	171	-	-	171	122	49	93	78	44	90	28	75	93	11	8	82
	4%adipno	1%	3%	4%a	3%	4%ad	2%	1%Zabudefgh	6%ad	2%	-	100%Zkin	-	-	11%Zg	6%Zg	3%	5%Zg	3%	5%ad	5%ad	3%	5%	4%	3%	2%	2%
Mixed / Multiple ethnic groups (including White and Black Caribbean, White and Black African and Asian / Asian British (including Indian, Pakistani, Bangladeshi and Chinese))	15	-	2	-	-	-	4	7	-	2	-	-	-	-	15	11	4	10	6	6	4	1	7	8	4	6	8
	1	-	1	-	-	-	1%h	2%Zadeh	-	2	-	-	-	-	8%Zg	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%Z	1%Z	1%
Black / African / Caribbean / Black British (including African and Caribbean)	77	-	10	5	-	4	6	39	12	2	-	-	77	-	77	48	29	48	29	25	33	19	23	51	11	15	40
	2%adip	-	2%ad	1%	-	1%	1%ad	6%Zabudefgh	2%ad	2	-	-	100%Zkin	-	23%Zg	2%	2%	3%Zg	1%	3%Zg	2%	2%	1%	2%	3%	4%Z	1%
Black / African / Caribbean / Black British (including African and Caribbean)	51	-	7	2	2	8	11	18	2	-	-	-	-	51	51	28	23	32	19	6	30	13	18	33	2	2	25
	1%adip	-	1%ad	1%	1%	2%ad	2%Zach	4%Zabudefgh	1	-	-	-	-	100%	15%Zg	1%	1%	2%Zg	1%	6	1%	1%	1%	1%	1%	1%	1%
Any other ethnic group (including Arab)	18	-	2	-	-	2	-	9	4	2	-	-	-	-	18	13	6	13	6	9	2	7	2	15	2	-	10
	7%v	-	1%	-	-	1%	-	2%Zabudefgh	1%	2	-	-	-	-	6%Zg	1%	1%	1%	1%	1%ad	1%ad	1%	1%	1%	1%	1%	1%
Don't know	6	-	-	1	-	1	-	-	-	-	-	-	-	-	-	3	4	4	2	2	2	2	4	2	2	1	6
	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Prefer not to say	13	2	1	-	1	-	2	3	1	3	-	-	-	-	-	4	10	7	7	3	5	2	7	6	2	2	13
	1%adip	1%ad	1%	-	1%	-	1%	1%	1%	1%	-	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Ethnic minorities including white ethnic minorities	333	2	40	23	13	34	31	121	54	15	-	171	77	51	333	222	111	195	138	90	159	69	125	200	30	31	165
	8%adip	1%	7%ad	6%a	4%	8%ad	7%ad	29%Zabudefgh	8%ad	3%	-	100%Zg	100%Zg	100%	100%Zg	11%Zg	6%	11%Zg	6%	10%Zg	8%	7%	8%	8%	9%	9%	4%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 20

Q3. Ethnicity

Base : All respondents who have used health or social care services in the last 6 months.

	W/t Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013	
White English/Welsh/ Scottish/Northern Irish/ British	3654	1138	1259	2397	1219	6	1282	2374	3179	441	36	91	1333	2141	769	2887	1181	2467	798	2833	91	3553	641	1610	1413	2717	947	3829	
	91% mpv	92%	91%	92%	90%	100%	92%	91%	91%	91%	97%	92%	93% zm	90%	91%	91%	89%	92% zp	90%	92%	90%	91%	90%	92% zw	91%	90%	85% zx	90%	95%
Any other white background (including Irish, European, Gypsy or Irish Traveller)	171	50	58	108	60	-	48	123	152	20	-	2	40	129	30	141	72	99	36	131	6	165	22	62	87	132	39	82	
	4% mpv	4%	4%	4%	4%	-	3%	5%	4%	4%	-	2%	3%	2% zm	4%	4%	2% zp	4%	4%	4%	6%	4%	3%	4%	3% zw	4%	4%	2%	
Mixed / Multiple ethnic groups (including White and Black Caribbean, White and Black African and Asian / Asian British (including Indian, Pakistani, Bangladeshi and Chinese))	15	2	7	9	6	-	6	9	13	2	-	1	-	14	5	11	6	10	6	10	-	15	4	6	6	11	4	8	
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	-	1% zm	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	
Black / African / Caribbean / Black British (including African and Caribbean)	77	24	21	45	33	-	29	48	69	8	-	-	26	47	16	61	33	44	25	50	-	77	15	26	35	71	6	40	
	2% mpv	2%	2%	2%	2%	-	2%	2%	2%	2%	-	-	2%	2%	2%	2%	3%	2%	3% zp	2%	-	2%	2%	2%	2%	2%	2% zw	1%	1%
Black / African / Caribbean / Black British (including African and Caribbean)	51	15	21	36	15	-	25	26	36	13	-	2	18	26	17	33	16	34	8	43	4	44	25	22	4	51	-	25	
	1% mpv	1%	2%	1%	1%	-	2% zm	1%	1%	3% zm	-	2%	1%	1%	2% zp	1%	1%	1%	1%	1%	4% zp	1%	3% zw	1% zw	1%	-	2% zx	-	1%
Any other ethnic group (including Arab)	18	2	7	10	9	-	2	17	18	-	-	2	5	11	3	15	5	13	6	13	-	18	-	9	10	16	2	10	
	1%	1%	1%	1%	1%	-	1%	1% zm	1%	-	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	
Don't know	6	2	3	5	1	-	1	5	5	1	-	-	3	3	2	4	1	5	3	3	-	6	2	3	1	5	1	6	
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	
Prefer not to say	13	4	5	9	4	-	5	8	12	-	1	-	2	10	5	9	8	5	3	11	-	13	4	5	4	11	2	13	
	1% mpv	1%	1%	1%	1%	-	1%	1%	1%	-	1% zm	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	
Ethnic minorities including white ethnic minorities	333	93	115	207	123	-	110	223	288	43	-	8	90	227	72	261	133	200	80	247	11	320	66	125	142	281	51	165	
	8% mpv	7%	8%	8%	9%	-	8%	9%	8%	9%	-	8%	8%	10% zm	8%	8%	10% zp	7%	8%	9%	8%	10%	8%	7%	9% zw	9% zw	5%	4%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 21

SEG3. Social Grade

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	38	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
A	160	3	19	22	19	19	21	17	26	15	141	6	10	2	19	88	72	68	62	160	-	-	43	115	11	10	164
	4% ^W	1%	3%	5% ^W	5% ^W	4%	5% ^W	4%	4%	3%	4%	3%	12% ^W	4%	6%	4%	4%	5% ^W	3%	16% ^W	-	-	3%	5% ^W	3%	3%	4%
B	740	48	105	76	66	62	83	85	123	91	664	38	16	4	71	403	337	376	363	740	-	-	256	474	61	56	763
	18% ^W	22% ^W	20% ^W	18%	18%	14%	18%	20% ^W	18%	19% ^W	18%	22%	20%	8%	21%	19%	18%	21% ^W	16%	62% ^W	-	-	16%	20% ^W	18%	16%	19%
C1	1306	58	184	133	112	153	157	153	222	136	1192	63	22	23	110	687	620	597	710	-	1306	-	501	783	111	117	1162
	33% ^W	27%	34%	32%	31%	34%	34%	30% ^W	33%	29%	33%	37%	29%	45%	33%	33%	32%	33%	32%	-	100% ^W	-	32%	33%	34%	32%	29%
C2	683	45	92	72	62	83	78	47	115	90	632	27	11	7	49	373	311	335	348	-	683	-	265	410	44	59	611
	17% ^W	21% ^W	17% ^W	17% ^W	17% ^W	19% ^W	17% ^W	11%	17% ^W	19% ^W	17% ^W	16%	14%	13%	15%	18%	16%	19% ^W	16%	-	34% ^W	-	17%	17%	13%	16%	15%
D	209	14	19	21	17	29	22	24	35	29	191	7	2	6	17	117	93	78	131	-	-	209	86	118	16	22	252
	5% ^W	7%	4%	5%	5%	6% ^W	5%	6%	5%	6%	5%	4%	3%	13%	5%	6%	5%	4%	6% ^W	-	-	22% ^W	6%	5%	5%	6%	6%
E	720	34	94	70	65	85	83	75	125	89	605	21	17	7	52	348	372	243	478	-	-	720	335	365	72	81	863
	18% ^W	16%	17%	17%	18%	19%	18%	18%	18%	19%	16% ^W	12%	22%	14%	15%	17%	19% ^W	14%	21% ^W	-	-	22% ^W	15%	22%	23% ^W	22%	22%
(DO NOT REAT OUT) Prefer not to say	197	10	27	23	20	16	21	19	34	26	179	9	-	2	15	91	106	63	134	-	-	-	68	126	16	14	198
	5% ^W	5%	5%	5%	6%	4%	4%	5%	5%	6%	5%	5%	-	3%	4%	4%	6%	4%	6% ^W	-	-	-	4%	5%	5%	4%	5%
AB	900	51	124	98	85	81	104	102	149	106	805	44	25	6	90	491	409	474	425	900	-	-	299	589	72	66	927
	22% ^W	24%	23%	24%	23%	18%	22%	24% ^W	22%	22%	22%	26%	33%	12%	27%	23%	21%	25% ^W	19%	100% ^W	-	-	19%	23% ^W	22%	18%	23%
C1C2	1990	103	276	205	174	235	234	209	337	226	1623	90	33	30	159	1059	931	932	1058	-	-	1990	766	1192	166	176	1773
	50% ^W	48%	51%	49%	47%	49%	49%	48%	49%	48%	45% ^W	53%	43%	58%	46%	50%	49%	52% ^W	46%	-	100% ^W	-	49%	50%	47%	49%	44%
DE	929	49	113	91	82	114	106	99	159	118	857	28	19	13	69	465	465	321	609	-	-	929	421	483	88	104	1115
	23% ^W	23%	21%	22%	23%	25%	23%	23%	23%	25%	23% ^W	16%	24%	26%	21%	22%	24%	18%	27% ^W	-	-	100% ^W	27% ^W	20%	27%	29% ^W	28%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 22

SEG3. Social Grade

Base : All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3084	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
A	160	50	63	113	44	-	36	123	149	10	-	-	60	93	20	140	67	92	29	132	1	158	5	66	89	115	45	164
	4% ns	4%	5%	4%	3%	-	3%	5% z	4% z	2%	-	-	4% z	4%	2%	4% z	5% z	3%	3%	4%	1%	4%	1%	4% v	9% z vw	4%	4%	4%
B	740	236	240	477	256	-	231	509	655	80	3	11	264	455	122	617	267	470	150	584	10	729	76	306	358	534	206	763
	18% ns	19%	17%	18%	19%	-	17%	19% z	19%	17%	8%	11%	18%	19% z	14%	20% z	18%	18%	17%	19%	10%	19% z	11%	18% v	23% z vw	18%	21%	19%
C1	1306	408	425	833	455	1	420	885	1165	129	11	27	451	801	264	1041	446	856	318	983	27	1278	171	589	546	980	326	1162
	33% ns	33%	31%	32%	34%	16%	30%	33% z	33% z	27%	30%	27%	32%	34%	31%	33%	34%	32%	32%	32%	27%	32%	24%	34% v	31% z	33%	29%	
C2	683	211	235	447	234	3	265	416	584	89	8	28	251	388	140	542	218	465	125	541	26	650	156	296	231	513	170	611
	17% ns	17%	17%	17%	17%	55%	19% z	16%	17%	18%	23%	29% z	18%	16%	16%	17%	16%	17%	14%	17%	14%	17% v	26% z	17%	15%	17%	17%	15%
D	209	63	81	144	61	-	77	131	179	27	3	5	73	121	49	159	65	142	52	155	5	203	67	89	53	172	38	252
	5% ns	5%	6%	6%	5%	-	6%	5%	5%	5%	9%	6%	5%	5%	6%	5%	5%	5%	6%	5%	5%	5%	5%	7% z vw	5% z	3%	4%	6%
E	720	219	268	7	222	2	302	416	585	127	7	21	273	401	108	521	207	512	174	540	23	690	168	315	217	558	162	863
	18% ns	18%	19%	16%	16%	27%	25% z	16%	17%	16%	20%	21%	19%	17%	16%	16%	16%	16%	20%	17%	23%	19%	26% z vw	18% z	14%	19%	16%	22%
(DO NOT REAT OUT) Prefer not to say	197	49	71	120	75	-	68	129	167	22	4	7	57	125	55	141	53	141	37	158	9	185	50	82	66	142	55	198
	5% ns	4%	5%	5%	6%	-	5%	5%	5%	5%	10%	7%	4%	5%	7% z	4%	4%	5%	4%	5%	9%	5%	7% z vw	5%	4%	5%	6%	5%
AB	900	286	303	590	300	-	287	632	804	91	3	11	323	548	142	787	334	562	178	716	11	887	81	372	447	649	251	927
	22% ns	23%	22%	23%	22%	-	19%	23% z	23% z	19%	8%	11%	25% z	25% z	17%	23% z	21% z	21%	20%	23% z	11%	25% z	11%	21% v	25% z vw	22%	23% z	23%
C1C2	1990	619	660	1280	689	4	685	1301	1749	218	20	55	702	1187	404	1583	664	1328	443	1525	54	1928	327	886	777	1493	496	1773
	50% ns	46%	49%	49%	51%	73%	49%	50%	49%	45%	53%	56%	49%	50%	48%	49%	49%	49%	50%	49%	53%	49%	46%	53% z	50%	50%	50%	44%
DE	929	292	348	629	283	2	379	548	764	153	11	26	345	522	247	680	272	654	226	695	28	892	256	404	270	730	199	1115
	23% ns	23% z	25% z	24% d	21%	27%	27% z	21%	22%	32% z	29%	27%	24%	22%	29% z	22%	21%	24% z	26%	22%	28%	23%	36% z vw	23% z	17%	24% z	20%	28%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 23

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (j)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3654	171**	77**	51**	333	2105	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
NHS 111 (telephone or online)	584	28	66	52	55	70	86	58	97	73	547	25	7	2	36	282	202	254	330	121	299	138	293	267	64	83	594
	15%low	13%	12%	12%	15%	16%	18%2b	14%	14%	15%	15%Z	15%	9%	5%	11%	13%	16%2a	14%	15%	13%	15%	15%	19%2w	11%	19%Z	23%Z	15%
Pharmacist	3345	174	473	347	293	377	384	365	561	371	3048	147	62	39	280	1729	1617	1506	1839	751	1646	777	1379	1904	289	321	3346
	83%low	82%	88%2adn	83%	81%	85%u	83%	87%2d	83%	78%	83%	86%	80%	77%	84%	82%	85%2a	84%	83%	83%	83%	84%	89%2w	80%	87%	89%Z	83%
Dentist	2339	112	325	253	224	247	275	219	399	284	2139	110	37	21	187	1272	1067	1041	1298	607	1170	461	825	1478	185	201	2324
	58%high	53%	61%u	61%u	55%	61%u	61%u	52%	61%u	61%u	61%Z	61%u	49%	42%	56%	61%2a	56%	58%	58%	61%2b	61%u	61%u	61%u	61%u	61%u	61%u	58%
GP Practice or GP out-of-hours service	2771	146	362	298	250	318	326	307	439	324	2508	124	64	36	252	1430	1342	1245	1528	656	1370	607	1201	1519	279	308	2756
	69%2um	69%	67%	72%u	69%	71%u	70%	73%u	65%	68%	68%	73%	83%	71%	76%u	68%	70%	70%	69%	73%2u	69%	65%	77%2w	64%	84%Z	86%Z	69%
999 or an ambulance or paramedic, Accident & Emergency or an Urgent Treatment Centre or Minor Injuries unit	533	26	65	57	46	63	64	56	88	69	495	22	7	3	33	247	286	245	288	108	254	141	305	216	60	72	543
	13%low	12%	12%	14%	13%	14%	14%	13%	13%	14%	14%Z	13%	9%	6%	10%	12%	16%2a	14%	13%	12%	12%	13%	19%2w	20%2u	19%Z	20%Z	14%
NHS or private hospital for a non-emergency routine appointment or procedure	1794	80	241	185	154	210	210	193	323	198	1635	86	32	16	150	921	873	852	942	412	915	374	833	924	178	229	1785
	45%2um	38%	45%	44%	43%	47%u	45%	46%	48%u	42%	45%	50%	41%	31%	45%	44%	46%	46%2i	42%	46%u	46%u	40%	54%2w	39%	54%Z	64%Z	44%
NHS, charity or private mental health services (for example psychological therapies service, online mental health support service or telephone-based mental health support service)	276	12	37	29	24	32	29	31	48	33	245	18	5	2	29	138	138	133	142	67	137	60	128	141	30	29	271
	7%low	6%	7%	7%	7%	7%	6%	7%	7%	7%	7%	10%	7%	3%	9%	7%	7%	7%	6%	7%	7%	6%	8%2u	6%	9%	8%	7%

Fieldwork dates : 17.05.22 - 12.06.22

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Table 23

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Other health services in the community such as physiotherapy, podiatry, speech and language therapy, pulmonary or cardiac rehabilitation, other rehabilitation services or district nurses	921	43	139	106	69	113	103	86	156	105	836	57	17	8	83	487	434	402	518	238	473	170	503	405	110	137	905
	23%w	20%	26% ^u d	25% ^u d	19%	21% ^u d	22%	21%	23%	22%	23%	33% ^u Z ^u	22%	16%	28%	23%	23%	22%	23%	75% ^u Z ^u	74% ^u	18%	75% ^u w	77%	35% ^u Z	15% ^u Z	23%
None of the above	6	2	1	-	1	-	-	1	1	-	8	-	-	-	-	4	2	4	2	-	4	2	3	3	1	-	6
	*	1% ^u d	*	*	*	*	*	*	*	*	*Z	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	2	-	-	1	-	-	-	-	1	-	2	-	-	-	-	-	2	1	1	1	-	1	2	-	-	1	2
	*	*	*	*	*	*	*	*	*	*	*Z	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Used only 1 service	488	30	58	40	46	52	63	44	94	61	451	16	10	7	34	203	195	199	289	87	233	137	100	379	13	10	494
	12% ^u away	14%	17%	10%	13%	12%	14%	10%	14%	13%	12% ^u Z	9%	12%	13%	10%	14% ^u Z ^u	10%	11%	13%	10%	12%	16% ^u Z ^u	6%	16% ^u Z ^u v	4%	3%	12%
NET: Used only 2 services	911	55	132	85	89	101	98	85	147	118	831	32	20	18	76	485	426	396	515	180	452	242	289	608	57	40	913
	23% ^u away	26%	25%	20%	25%	23%	21%	20%	22%	25%	23%	19%	26%	35%	23%	23%	22%	22%	23%	20%	23%	28% ^u Z ^u	19%	25% ^u Z ^u v	17%	11%	23%
NET: Used 3 or more services	2810	126	349	291	225	293	304	290	436	296	2374	123	48	26	223	1324	1286	1189	1420	632	1301	548	1160	1400	261	300	2598
	15% ^u away	59%	65%	71% ^u Z ^u d	62%	66%	65%	64% ^u Z ^u	64%	62%	65%	72%	62%	51%	67%	63%	67% ^u Z ^u	66%	64%	71% ^u Z ^u	67% ^u	59%	71% ^u Z ^u w	59%	71% ^u Z	65%	65%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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Table 24

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2381	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
NHS 111 (telephone or online)	584	174	255	429	139	-	35	550	437	129	18	28	248	290	181	402	223	359	188	389	31	546	93	277	214	432	152	594
		15% <i>Za</i>	18% <i>Zb</i>	16% <i>Zc</i>	10%	-	2%	21% <i>Zg</i>	13%	27% <i>Zi</i>	48% <i>Zj</i>	23% <i>Zk</i>	17% <i>Zl</i>	12%	21% <i>Zn</i>	13%	17% <i>Zp</i>	13%	21% <i>Zr</i>	13%	30% <i>Zt</i>	14%	13%	16% <i>Zv</i>	14%	14%	15%	15%
Pharmacist	3345	1083	1238	2321	981	-	909	2437	2883	425	30	82	1332	1858	755	2585	1107	2228	779	2537	89	3239	611	1433	1302	2559	786	3346
		33% <i>Za</i>	36% <i>Zb</i>	30% <i>Zc</i>	73%	-	65%	83% <i>Zg</i>	83%	68% <i>Zi</i>	82%	83%	83% <i>Zk</i>	78%	89% <i>Zn</i>	82%	84%	83%	88% <i>Zr</i>	82%	87%	83%	68% <i>Zv</i>	82%	83%	85% <i>Zx</i>	78%	83%
Dentist	2339	699	775	1474	840	-	508	1831	2091	228	15	27	788	1471	405	1929	831	1501	495	1828	48	2281	308	1022	1009	1707	632	2324
		30% <i>Za</i>	33% <i>Zb</i>	36% <i>Zc</i>	36%	-	36%	78% <i>Zg</i>	90% <i>Zh</i>	47%	40%	28%	15% <i>Zk</i>	5% <i>Zm</i>	48%	81% <i>Zo</i>	61% <i>Zq</i>	56%	48%	25% <i>Zs</i>	47%	87% <i>Zu</i>	43%	59% <i>Zw</i>	65% <i>Zx</i>	57%	53% <i>Zz</i>	58%
GP Practice or GP out-of-hours service	2771	870	1075	1944	792	-	538	2234	2356	380	29	74	1060	1573	655	2113	921	1840	728	2015	78	2678	479	1205	1087	2071	701	2756
		26% <i>Za</i>	29% <i>Zb</i>	28% <i>Zc</i>	29%	-	38%	80% <i>Zg</i>	68%	78% <i>Zi</i>	77%	75%	74% <i>Zk</i>	66%	77% <i>Zn</i>	67%	70%	69%	72% <i>Zr</i>	65%	77%	69%	67%	69%	70%	69%	70%	69%
999 or an ambulance or paramedic, Accident & Emergency or an Urgent Treatment Centre or Minor Injuries unit	633	142	260	402	120	-	35	498	372	145	17	36	272	296	188	343	181	349	168	356	29	500	99	248	188	406	127	543
		13% <i>Za</i>	19% <i>Zb</i>	16% <i>Zc</i>	9%	-	3%	19% <i>Zg</i>	11%	20% <i>Zi</i>	48% <i>Zj</i>	36% <i>Zk</i>	14% <i>Zl</i>	11%	25% <i>Zn</i>	11%	14%	13%	16% <i>Zr</i>	12%	13% <i>Zt</i>	13%	14%	14%	12%	13%	13%	14%
NHS or private hospital for a non-emergency routine appointment or procedure	1794	548	752	1301	469	-	200	1595	1501	268	24	60	725	971	478	1314	570	1218	534	1243	52	1736	314	765	715	1341	453	1785
		31% <i>Za</i>	34% <i>Zb</i>	30% <i>Zc</i>	33%	-	14%	71% <i>Zg</i>	43%	55% <i>Zi</i>	64% <i>Zj</i>	61% <i>Zk</i>	51% <i>Zl</i>	41%	26% <i>Zn</i>	42%	43%	45%	20% <i>Zr</i>	40%	52	51%	44%	44%	46%	45%	45%	44%
NHS, charity or private mental health services (for example psychological therapies service, online mental health support service or telephone-based mental health support service)	276	85	111	195	77	-	20	255	204	65	6	11	117	136	76	199	93	183	88	187	14	260	44	126	105	198	78	271
		7% <i>Za</i>	8% <i>Zb</i>	7% <i>Zc</i>	6%	-	1%	19% <i>Zg</i>	6%	13% <i>Zi</i>	18% <i>Zj</i>	11% <i>Zk</i>	8% <i>Zl</i>	4%	8% <i>Zn</i>	6%	7%	7%	11% <i>Zr</i>	6%	13% <i>Zt</i>	7%	6%	7%	7%	7%	8%	7%
Other health services in the community such as physiotherapy, podiatry, speech and language therapy, pulmonary or cardiac rehabilitation, other rehabilitation services or district nurses	921	270	435	705	208	-	66	855	700	194	22	44	396	454	296	623	318	600	283	627	36	877	167	410	344	689	232	905
		23% <i>Za</i>	27% <i>Zb</i>	24% <i>Zc</i>	23%	-	5%	93% <i>Zg</i>	20%	40% <i>Zi</i>	69% <i>Zj</i>	44% <i>Zk</i>	29% <i>Zl</i>	19%	31% <i>Zn</i>	20%	24%	22%	25% <i>Zr</i>	20%	25% <i>Zt</i>	23%	23%	24%	22%	23%	23%	23%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 24

Q5. Which of the following health services, if any, have you personally used in the last six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
None of the above	6	2	1	3	3	6	-	-	-	8	-	2	1	2	1	5	2	4	2	4	-	6	1	3	2	5	1	6
Don't know	2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-	2	-	1	1	2
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Used only 1 service	488	118	83	201	281	-	488	-	463	22	2	9	121	336	54	433	163	323	37	447	11	476	102	213	173	354	133	494
	12%abgijl	10%bc	6%	9%b	21%Zabc	-	55%Zd	-	13%Z	5%	5%	9%	8%	14%Zl	6%	14%Zn	12%	12%	4%	14%Zr	11%	12%	14%w	12%	11%	12%	13%	12%
NET: Used only 2 services	911	299	240	539	363	-	911	-	834	70	6	16	257	612	146	763	282	626	126	775	15	891	196	380	335	690	221	913
	23%abgijl	24%bc	17%	21%b	27%Zbc	-	69%Zn	-	24%Z	14%	15%	16%	18%	26%Zkl	17%	24%Zn	21%	23%	12%	25%Zr	15%	23%	28%Zvw	22%	21%	23%	22%	23%
NET: Used 3 or more services	2610	816	1059	1875	701	-	2610	-	2187	387	29	72	1048	1432	647	1959	876	1725	718	1869	75	2519	414	1145	1051	1964	645	2598
	43%abgijl	44%cd	37%Zacd	32%Zad	52%	-	100%Zl	-	63%	16%Zb	10%Zn	13%klm	17%Zlm	60%	14%Zn	62%	66%	64%	41%Zr	60%	74%	65%	58%	47%Zv	47%Zw	63%	64%	65%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 25

Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral		
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)				Much/little worse (y)
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013		
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013		
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013		
Home care. This may be provided by a care worker, a helper or a personal assistant.	181	7	23	17	17	23	28	20	29	16	166	9	2	2	12	67	113	65	116	29	88	51	132	42	15	21	181		
	5% <u>20w</u>	3%	4%	4%	5%	5%	6%	5%	4%	3%	5%	5%	3%	4%	4%	3%	6% <u>20</u>	4%	6% <u>20</u>	3%	4%	6% <u>4</u>	6% <u>20w</u>	2%	5%	6%	5%		
Residential/nursing care in a care home	25	-	5	2	1	4	3	-	7	2	23	-	-	2	2	12	13	11	14	2	14	7	17	7	1	4	25		
	1% <u>w</u>	-	1%	*	*	1%	1%	-	1%	*	1%	-	-	5%	1%	1%	1%	1%	1%	*	1%	1%	1% <u>20w</u>	*	*	1%	1%		
Day centre, community centre or luncheon centres	52	2	8	7	2	11	7	4	9	2	43	2	5	3	9	21	31	22	30	6	23	20	30	19	2	4	51		
	1% <u>20w</u>	1%	1%	2%	*	2% <u>20</u>	1%	1%	1%	1%	1%	1%	6% <u>20</u>	5%	3%	1%	2%	1%	1%	1%	1%	2% <u>20w</u>	2% <u>20w</u>	1%	*	1%	1%		
Assisted technology (such as automatic sensors to say if lights left on or fridge door open), a personal alarm, or equipment or adaptations to your home (such as a wheelchair, or handrails)	248	8	32	28	23	35	37	17	38	32	234	8	-	5	13	104	144	82	166	41	107	83	194	49	35	43	253		
	6% <u>20w</u>	4%	6%	7%	6%	8% <u>20</u>	8% <u>20</u>	4%	6%	7%	6% <u>2</u>	5%	-	9%	4%	5%	6% <u>20</u>	5%	7% <u>20</u>	5%	5%	9% <u>20</u>	12% <u>20w</u>	2%	11% <u>2</u>	12% <u>2</u>	6%		
Meals services, also called meals on wheels	13	1	1	-	1	-	5	1	4	-	13	-	-	-	-	4	9	3	10	3	6	3	7	4	2	2	13		
	0% <u>w</u>	*	*	-	*	-	1% <u>20w</u>	*	1%	-	1% <u>2</u>	-	-	-	-	*	*	*	*	*	*	*	*	*	1%	1%	*		
Transport services for older people or people with disabilities	109	4	12	10	7	12	10	17	20	17	103	3	-	2	6	43	68	41	68	20	48	38	79	25	15	24	112		
	3% <u>w</u>	2%	2%	2%	2%	3%	2%	4%	2%	4% <u>2</u>	3% <u>2</u>	2%	-	3%	2%	2%	3% <u>20</u>	2%	3%	2%	2%	2%	4% <u>20w</u>	5% <u>20w</u>	1%	6% <u>2</u>	6% <u>2</u>	3%	
Respite care for you personally, or support or services allowing you to take a break from caring, if you have any caring responsibilities.	56	3	4	6	5	7	7	6	6	11	54	-	1	-	1	33	23	15	41	11	32	9	34	22	7	10	55		
	1% <u>w</u>	1%	1%	2%	1%	2%	1%	1%	1%	2%	1% <u>2</u>	-	2%	-	*	2%	1%	1%	2% <u>20</u>	1%	2%	1%	2% <u>20w</u>	1%	2%	1% <u>2</u>	1%		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 25

Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Support to stay in work for those with a disability/long-term health condition	42	6	8	2	3	5	7	1	6	5	36	2	-	2	5	24	18	18	24	3	27	9	34	7	2	5	40
	1%	1%	1%	*	1%	1%	2%	*	1%	1%	1%	1%	-	5%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	
None of the above	3484	185	471	363	316	370	399	371	598	411	3179	152	69	36	288	1879	1605	1591	1892	804	1749	764	1182	2244	278	282	3478
	87%	87%	87%	87%	87%	83%	86%	86%	89%	89%	87%	89%	89%	71%	87%	89%	84%	89%	85%	89%	89%	82%	76%	84%	78%	87%	
Don't know	9	-	1	1	-	1	1	2	2	1	7	-	-	2	2	2	7	5	4	2	3	2	2	7	-	1	8
	2	-	1	*	-	-	-	1	-	-	2	-	-	-	1%	-	1	2	-	*	*	-	-	2	-	-	2
	*	-	*	-	-	-	-	-	-	-	2	-	-	-	-	2	*	*	*	-	-	-	*	*	-	*	*
Mean number of statements selected	1.10	1.0	1.0	1.0	1.0	1.0	1.12	1.0	1.1	1.1	1.12	1.0	1.0	1.0	1.0	1.0	1.12	1.0	1.12	1.0	1.1	1.1	1.12	1.0	1.1	1.12	1.1

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Table 26

Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Home care. This may be provided by a care worker, a helper or a personal assistant.	181	41	103	144	32	3	27	151	-	149	32	55	74	43	109	72	57	123	56	120	10	168	41	86	54	131	50	181
		5%adhmousu	3%	7%zacd	5%zac	2%	51%	2%	6%Z	-	31%Zh	86%Zm	98%Zm	5%um	2%	13%Zn	4%	5%	6%Zr	4%	10%Zs	4%	6%Zv	5%	3%	4%	5%	5%
Residential/nursing care in a care home	25	4	15	19	7	-	4	21	-	17	9	8	12	5	11	14	12	13	9	15	2	22	10	10	5	21	5	25
		1%adhmou	*	1%Zac	1%u	-	*	1%	-	3%Zh	23%Zm	9%Zm	1%um	*	1%Zn	*	1%	*	1%	*	2%	1%	1%Zvs	1%	*	1%	*	1%
Day centre, community centre or luncheon centres	52	20	19	39	12	-	14	38	-	45	7	-	29	19	23	29	20	32	13	38	1	50	11	23	18	42	10	51
		1%admo	2%	1%	2%	1%	1%	1%	-	9%Zh	19%Zm	-	2%Zm	1%	3%Zn	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Assisted technology (such as automatic sensors to say if lights left on or fridge door open), a personal alarm, or equipment or adaptations to your home (such as a wheelchair, or handrails)	248	54	155	210	33	1	46	201	-	219	29	45	99	95	151	96	72	176	80	159	19	224	69	112	67	191	57	253
		6%adhmousu	4%df	11%Zacd	9%Zad	2%	15%	3%	6%Z	-	46%Zh	77%Zm	46%Zm	7%um	4%	18%Zn	3%	5%	7%	9%Zr	5%	19%Zs	6%	10%Zvs	6%	4%	6%	6%
Meals services, also called meals on wheels	13	2	5	7	4	-	2	11	-	9	4	3	5	5	5	8	2	11	4	7	3	9	1	6	5	10	3	13
		*hsu	*	*	*	-	*	*	-	2%Zh	10%Zm	3%Zm	*	*	1%	*	*	*	*	*	3%Zr	*	*	*	*	*	*	*
Transport services for older people or people with disabilities	109	31	61	92	15	1	21	87	-	87	22	12	58	36	59	49	33	75	38	67	7	99	29	51	29	78	31	112
		3%adhmousu	3%df	4%Zacd	4%Zad	1%	12%	2%	6%Z	-	15%Zh	43%Zm	13%Zm	4%Zm	2%	7%Zn	2%	3%	3%	4%Zr	2%	7%Zs	3%	4%Zvs	3%	2%	3%	3%
Respite care for you personally, or support or services allowing you to take a break from caring, if you have any caring responsibilities.	56	16	25	40	15	2	11	42	-	42	14	12	26	15	17	39	32	24	13	41	5	50	9	22	25	37	19	55
		1%adhmou	1%	2%	2%	36%	1%	2%df	-	9%Zh	35%Zm	12%Zm	2%um	1%	2%	1%	2%Zn	1%	1%	1%	5%Zr	1%	1%	1%	1%	2%	1%	1%
Support to stay in work for those with a disability/long-term health condition	42	15	24	39	2	-	6	36	-	33	9	6	20	14	23	19	20	22	13	29	2	40	12	23	6	37	5	40
		1%adhmou	1%df	2%Zad	3%Zd	-	*	1%Z	-	7%Zh	25%Zm	7%Zm	1%um	1%	3%Zn	1%	1%	1%	1%	1%	2%	1%	2%Zv	1%	*	1%	5%	1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z

* small base; ** very small base (under 30) ineligible for sig testing

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Table 26

Q6. Which of the following social care services, if any, have you personally used in the last six months?
This could be provided by the local authority, a private care provider, a charity or the voluntary sector.

Base : All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
None of the above	3484	1100	1099	2199	1247	-	1297	2187	3484	-	-	21	1193	2183	569	2910	1145	2327	725	2735	67	3404	585	1495	1404	2610	874	3478
	37% ^{ab}	31% ^{ab}	79%	64% ^b	53% ^{ab}	-	93% ^{ab}	84%	100% ^{ab}	-	-	21%	84% ^a	88% ^{ab}	67%	92% ^{ab}	87%	87%	82%	88% ^{ab}	66%	87% ^{ab}	82%	86% ^{ab}	90% ^{ab}	87%	87%	87%
Don't know	9	5	-	5	4	-	2	5	-	-	-	-	2	5	1	7	3	4	1	7	-	8	1	7	1	5	4	8
	0%	0%	-	0%	0%	-	0%	0%	-	-	-	-	0%	0%	0%	0%	0%	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	2	-	1	1	1	-	-	2	-	-	-	-	-	2	1	1	-	2	-	2	-	2	1	-	1	2	-	2
	0%	0%	0%	0%	0%	-	0%	0%	-	-	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Mean number of statements selected	1.10 ^{ab}	1.50 ^{ab}	1.12 ^{ab}	1.12 ^{ab}	1.0	1.1	1.0	1.12 ^{ab}	1.0	1.22 ^{ab}	1.42 ^{ab}	1.12 ^{ab}	1.12 ^{ab}	1.0	1.12 ^{ab}	1.0	1.1	1.0	1.12 ^{ab}	1.0	1.12 ^{ab}	1.0	1.12 ^{ab}	1.1	1.0	1.0	1.1	1.1

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Table 27

Q7. Over the past six months, how often have you used the health and social care services that you have just told me you used?

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Every day	85	1	9	6	2	16	7	8	10	6	59	2	-	2	6	29	37	27	38	5	40	15	49	15	4	7	63
	21%w	*	2%	1%	1%	4%Zadth	2%	2%	1%	1%	2%	1%	-	5%	2%	1%	2%	2%	2%	1%	21%w	21%w	31%Zw	1%	1%	2%	2%
Most days	33	2	2	2	1	5	8	3	6	5	32	-	-	-	1	18	15	14	19	6	15	11	24	9	4	8	35
	1%w	1%	*	*	*	1%	2%bd	1%	1%	1%	1%Z	-	-	-	*	1%	1%	1%	1%	1%	1%	1%	2%Zw	*	1%	1%	1%
About once or twice a week	202	9	26	26	15	22	21	17	35	30	181	9	3	-	11	92	110	78	124	45	87	57	119	73	21	23	206
	5%w	4%	5%	6%	4%	5%	5%	4%	5%	6%	5%Z	5%	3%	-	3%	4%	6%	4%	6%	5%	5%	4%	5%Z	3%	6%	7%	5%
About once or twice a month	1225	68	173	122	124	136	141	126	193	143	1142	31	24	18	79	632	593	571	654	278	614	289	593	611	110	142	1239
	31%w	32%	32%	29%	34%	31%	30%	30%	28%	30%	31%Zw	18%	31%	36%	24%	30%	31%	32%	29%	31%	31%	31%	31%	26%	33%	49%Z	31%
About once every two or three months	1166	68	160	107	104	137	118	127	213	131	1057	57	23	9	100	627	539	538	627	288	586	229	413	735	104	105	1160
	29%w	32%	30%	26%	29%	31%	25%	30%	31%	28%	29%	33%	30%	7%	30%	30%	28%	30%	28%	29%Zw	29%w	25%	27%	31%Zw	31%	29%	29%
About once in the last six months	1217	58	159	130	105	118	154	128	208	148	1084	73	24	17	127	663	554	519	697	260	601	293	314	884	85	71	1201
	30%w	27%	30%	29%	26%	33%w	31%	31%	31%	31%	30%	42%Z	31%	34%	38%Z	31%	29%	29%	31%	29%	30%	32%	20%	31%Zw	26%	20%	30%
Don't know	108	7	11	14	10	13	17	11	14	12	99	-	4	4	8	45	63	42	67	18	46	36	42	63	4	4	109
	3%w	3%	2%	3%	3%	3%	4%	3%	2%	2%	3%	-	6%w	8%	2%	2%	3%Zw	2%	3%	2%	2%	4%Zw	3%	3%	1%	1%	3%
Every day / most days	98	3	11	8	3	21	15	11	16	11	91	2	-	2	8	47	51	41	58	11	55	26	73	24	8	14	98
	2%w	1%	2%	2%	1%	5%Zabodth	3%	3%	2%	2%	2%	1%	-	5%	2%	2%	3%	2%	3%	1%	21%w	24%w	3%Zw	1%	2%	4%	2%
About once or twice a week / About once or twice a month	1427	77	199	149	139	168	162	142	228	173	1333	40	26	18	90	724	703	649	778	323	702	345	712	684	130	166	1445
	34%w	36%	37%	36%	39%	35%	35%	34%	34%	36%	35%Zw	23%	34%	36%	27%	34%	37%	36%	35%	36%	35%	37%	37%	29%	39%	41%Z	36%
About once every two or three months / about once in the last six months	2382	125	320	245	209	255	272	256	422	279	2141	129	47	26	227	1290	1093	1057	1324	548	1187	522	727	1619	189	176	2361
	59%w	59%	59%	59%	58%	57%	58%	61%	62%	59%	58%	76%Zw	61%	51%	66%Z	61%Zw	57%	59%	59%	61%w	60%	56%	47%	68%Zw	57%	49%	59%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/ab/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 28

Q7. Over the past six months, how often have you used the health and social care services that you have just told me you used?

Base : All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Every day	65	14	39	53	11	2	14	49	5	52	9	65	-	-	41	23	16	49	18	46	3	60	19	33	14	55	11	63
	2% <i>dhlmou</i>	1%	3% <i>zacd</i>	2% <i>zac</i>	1%	31%	1%	2% <i>d</i>	-	11% <i>zh</i>	24% <i>zh</i>	66% <i>zhm</i>	-	-	5% <i>zo</i>	1%	1%	2%	2%	1%	3%	2%	3% <i>z</i>	2%	1%	2%	1%	2%
Most days	33	8	19	27	6	-	11	22	16	15	2	33	-	-	15	18	9	24	12	20	3	30	8	17	8	27	6	35
	1% <i>hlmou</i>	1%	1% <i>zd</i>	1% <i>a</i>	-	-	1%	1%	-	3% <i>zh</i>	6% <i>zh</i>	34% <i>zhm</i>	-	-	2% <i>zo</i>	1%	1%	1%	1%	1%	3% <i>z</i>	1%	1%	1%	1%	1%	1%	1%
About once or twice a week	202	54	99	153	43	1	28	172	118	75	8	-	202	-	88	113	70	129	55	143	14	185	43	82	76	146	56	206
	5% <i>dhlmou</i>	4%	7% <i>zacd</i>	6% <i>zac</i>	3%	20%	2%	7% <i>d</i>	3%	15% <i>zh</i>	23% <i>zh</i>	-	41% <i>zhm</i>	-	10% <i>zo</i>	4%	5%	5%	6%	5%	5%	14% <i>z</i>	5%	6%	5%	5%	6%	5%
About once or twice a month	1225	416	517	933	279	-	349	876	1075	140	10	-	1225	-	330	895	404	821	311	899	32	1186	220	552	453	912	313	1239
	31% <i>dhlmou</i>	34% <i>zd</i>	37% <i>zd</i>	36% <i>zac</i>	21%	-	25%	34% <i>z</i>	31%	29%	27%	-	86% <i>zhm</i>	-	39% <i>zo</i>	28%	31%	31%	31%	29%	31%	30%	31%	32%	29%	30%	31%	31%
About once every two or three months	1166	371	389	761	392	-	357	809	1063	95	4	-	-	1166	170	994	423	738	264	894	14	1148	189	478	498	907	259	1160
	29% <i>dhlmou</i>	30%	28%	29%	29%	-	26%	31% <i>z</i>	31% <i>z</i>	20%	11%	-	-	49% <i>zh</i>	20%	31% <i>z</i>	32% <i>z</i>	28%	30%	29%	14%	29% <i>z</i>	27%	27%	34% <i>z</i>	28% <i>z</i>	26%	29%
About once in the last six months	1217	342	284	626	577	2	591	624	1120	92	2	-	-	1217	180	1034	370	841	198	1011	31	1181	214	521	481	887	330	1201
	30% <i>dhlmou</i>	21%	24% <i>b</i>	43% <i>zab</i>	43%	30%	42% <i>z</i>	24%	32% <i>z</i>	19% <i>z</i>	4%	-	-	91% <i>zh</i>	21%	33% <i>z</i>	28%	31% <i>z</i>	22%	33% <i>z</i>	31%	30%	30%	30%	31%	29%	33% <i>z</i>	30%
Don't know	106	32	35	67	39	1	48	58	87	18	2	-	-	-	24	82	31	75	26	81	4	103	20	60	29	82	27	109
	2% <i>ghlmou</i>	3%	3%	3%	3%	18%	3% <i>z</i>	2%	2%	4%	6%	-	-	-	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	2%	3%	3%	3%
Every day / most days	88	21	89	80	18	2	25	72	21	66	11	98	-	-	55	42	25	73	30	66	6	91	27	50	22	82	17	98
	2% <i>dhlmou</i>	2%	4% <i>zacd</i>	3% <i>zac</i>	1%	31%	2%	3%	1%	14% <i>zh</i>	36% <i>zhm</i>	100% <i>zhm</i>	-	-	7% <i>zo</i>	1%	2%	3%	3% <i>z</i>	2%	6% <i>z</i>	2%	4% <i>z</i>	3% <i>z</i>	1%	3%	2%	2%
About once or twice a week / About once or twice a month	1427	470	616	1086	322	1	378	1048	1193	214	18	-	1427	-	418	1008	474	950	367	1041	46	1370	263	634	530	1067	370	1445
	36% <i>dhlmou</i>	38% <i>zd</i>	45% <i>zacd</i>	41% <i>zac</i>	24%	20%	27%	40% <i>z</i>	34%	44% <i>zh</i>	49%	-	100% <i>zhm</i>	-	49% <i>zo</i>	32%	36%	35%	41% <i>z</i>	34%	45% <i>z</i>	35%	37%	36%	34%	35%	37%	36%
About once every two or three months / about once in the last six months	2382	714	673	1386	969	2	948	1432	2183	187	6	-	-	2382	350	2028	793	1579	462	1906	45	2329	404	999	979	1794	589	2361
	59% <i>dhlmou</i>	59% <i>z</i>	49%	53% <i>b</i>	72% <i>zab</i>	30%	68% <i>z</i>	55%	63% <i>z</i>	39% <i>z</i>	15%	-	100% <i>zh</i>	-	41%	64% <i>z</i>	60%	59%	52%	62% <i>z</i>	45%	60% <i>z</i>	57%	57%	63% <i>z</i>	60%	59%	59%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z

* small base; ** very small base (under 30) ineligible for sig testing

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Table 29

Q8. Overall, how would you describe the care and support you have received for your health and wellbeing over the last six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Region									Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				
		Not very/Not at all well supported (x)	Much/little worse (y)	Unweighted total																								
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	446	367	626	462	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very good	2095	123	281	208	198	233	228	211	351	262	1923	105	22	22	167	1076	1020	983	1112	468	1038	489	746	1309	81	149	2098	
	52%Unv	58%W	52%	50%	55%	52%	49%	50%	52%	55%	52%Z	61%W	22%	43%	56%U	51%	53%	55%Z	50%	52%	52%	53%	48%	55%Z	24%	42%	52%	
Fairly good	1030	55	143	112	87	121	129	101	172	110	937	35	33	16	90	569	462	456	575	234	517	234	417	601	101	96	1026	
	26%W	26%	26%	27%	24%	27%	28%	24%	25%	23%	26%	20%	42%Z	31%	27%	27%Z	24%	25%	26%	26%	26%	25%	27%	26%	30%Z	27%	26%	
Neither good nor poor	343	10	45	45	23	35	44	34	71	35	308	10	11	7	29	189	154	155	187	82	183	54	136	201	49	36	336	
	8%W	5%	8%	11%W	6%	8%	10%W	8%	10%W	7%	8%	6%	14%	14%	9%	9%	8%	9%	8%	8%	10%	6%	9%	8%	13%Z	10%	8%	
Fairly poor	252	11	37	22	23	31	27	38	38	28	231	10	3	-	18	130	122	93	159	58	120	64	120	130	56	44	255	
	6%W	5%	7%	5%	6%	7%	6%	8%	6%	6%	6%	6%	4%	-	5%	6%	6%	5%	7%Z	6%	6%	7%	8%Z	10%	17%Z	12%Z	6%	
Very poor	195	8	23	18	21	18	27	19	32	31	175	7	4	6	19	98	97	69	127	36	86	63	104	82	42	31	197	
	5%W	4%	4%	4%	5%	4%	6%	5%	5%	7%	5%	4%	3%	6%	6%	5%	5%	4%	6%Z	4%	4%	4%	7%Z	6%	13%Z	6%Z	5%	
Don't know	101	6	12	12	10	8	10	10	16	9	89	5	4	-	9	45	56	34	67	21	46	26	30	68	4	3	101	
	3%W	3%	2%	3%	3%	2%	2%	2%	2%	2%	2%	3%	6%	-	3%	2%	3%	2%	3%Z	2%	2%	3%	2%	3%	1%	1%	3%	
Very/Fairly good	3126	178	423	320	285	354	357	312	523	372	2860	140	55	38	258	1644	1482	1438	1687	702	1555	723	1163	1910	182	245	3124	
	78%Unv	84%Z	78%	77%	79%	79%	77%	74%	77%	78%	78%Z	82%	71%	74%	77%	78%	78%	78%	78%	78%	78%	75%	80%Z	75%	80%Z	55%	68%	78%
Very/Fairly poor	447	19	60	39	43	49	54	55	69	59	406	16	7	6	37	228	219	161	286	95	205	127	224	211	98	75	452	
	11%W	9%	11%	9%	12%	11%	12%	13%	10%	13%	11%	10%	9%	12%	11%	11%	11%	9%	10%Z	11%	10%	14%Z	14%Z	9%	28%Z	21%Z	11%	
Net good	2679	159	363	281	242	306	304	257	454	313	2454	124	48	31	221	1416	1262	1277	1401	607	1350	595	939	1699	84	170	2672	
	67%Unv	75%Z	67%	68%	67%	69%W	65%	61%	67%	66%	67%Z	72%	62%	62%	66%	67%	66%	71%Z	63%	67%	69%W	64%	68%	71%Z	25%	47%	67%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 30

Q8. Overall, how would you describe the care and support you have received for your health and wellbeing over the last six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total		
	W/t'd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2362	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013	
Very good	2095	636	664	1300	769	2	742	1350	1795	272	21	67	745	1235	455	1636	661	1424	406	1673	53	2033	345	905	845	1542	553	2098	
	52%abv	51%	48%	50%	57%Zab	31%	53%	52%	52%	56%	57%	68%Zlm	52%	52%	54%	52%	50%	53%	46%	54%Zt	52%	52%	48%	52%	54%	51%	55%Zy	52%	
Fairly good	1030	306	393	699	322	2	334	694	908	110	10	20	369	622	196	832	342	685	244	778	22	1003	194	437	399	792	238	1026	
	26%	25%	28%Zacd	27%Za	24%	30%	24%	27%	26%	23%	27%	20%	26%	26%	23%	26%	26%	26%	28%	25%	22%	26%	27%	25%	26%	26%	24%	26%	
Neither good nor poor	343	120	121	240	99	-	105	238	308	30	4	2	118	213	67	276	128	213	79	261	12	330	57	158	127	259	83	336	
	8%Zak	10%Zd	9%	9%	7%	-	7%	9%	9%	6%	11%	2%	9%Zk	9%Zl	6%	9%	10%	9%	8%	8%	12%	8%	8%	8%	8%	9%	8%	8%	
Fairly poor	252	85	93	178	71	-	83	169	221	31	-	6	93	146	57	194	87	163	82	168	6	245	45	108	98	195	56	255	
	6%Za	7%	7%	7%	5%	-	6%	6%	6%	6%	-	6%	6%	6%	7%	6%	7%	6%	9%Za	5%	6%	6%	6%	6%	6%	6%	6%	6%	
Very poor	195	60	86	146	41	1	83	111	162	30	2	4	74	112	57	139	70	125	56	132	6	185	52	86	57	151	45	197	
	5%Zapose	5%Zd	6%Zd	6%Zd	3%	20%	6%Zd	4%	5%	6%	5%	4%	5%	5%	7%Za	4%	5%	5%	6%Za	4%	6%	5%	7%Zaw	5%	5%	5%	4%	5%	
Don't know	101	30	25	55	45	1	52	48	89	11	-	-	28	55	15	85	34	66	17	81	3	97	19	49	33	75	26	101	
	3%Zak	2%	2%	2%	2%	18%	6%Za	2%	3%	2%	-	-	2%	2%	2%	3%	3%	2%	3%	2%	3%	2%	3%	3%	3%	2%	2%	3%	3%
Very/Fairly good	3126	842	1057	1999	1091	4	1076	2044	2704	382	31	87	1114	1856	651	2468	1004	2109	650	2451	75	3036	539	1342	1244	2334	791	3124	
	78%Za	76%	76%	76%	81%Zab	62%	77%	78%	78%	79%	84%	88%Zlm	78%	78%	77%	78%	76%	79%Za	74%	79%Zt	74%	78%	76%	77%	80%Za	77%	79%	78%	
Very/Fairly poor	447	145	179	324	112	1	166	280	383	61	2	10	166	258	114	333	157	288	138	300	12	430	97	195	155	346	101	452	
	11%Za	12%Zd	13%Zd	12%Zd	8%	20%	12%	11%	11%	13%	5%	10%	12%	11%	13%Za	11%	12%	11%	16%Za	10%	12%	11%	14%Za	11%	10%	11%	10%	11%	
Net good	2679	797	877	1675	979	2	911	1764	2321	321	29	77	948	1599	537	2135	847	1821	512	2150	63	2606	442	1148	1089	1989	690	2672	
	67%Zabpr	64%	63%	64%	73%Zab	41%	65%	68%	67%	66%	79%	78%Zlm	66%	67%	63%	69%Za	64%	68%Zp	58%	70%Za	62%	67%	62%	66%	70%Zave	66%	69%	67%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 31

Q11. Overall, have you received the care and support that you have needed for your health and wellbeing over the past six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1940	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	468	378	363	422	448	367	626	465	3743	80	38	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes completely	2071	110	299	211	181	233	224	211	356	251	1904	93	29	21	160	1084	987	1014	1056	491	1020	459	679	1355	60	121	2078
	52%wvy	52%	54%	51%	50%	52%	48%	50%	52%	53%	52%w	55%	38%	41%	48%	51%	52%	57%w	47%	55%w	51%	49%	44%	57%w	18%	34%	52%
Yes, to some extent	1160	57	144	122	107	124	152	111	215	129	1059	47	29	12	95	603	558	474	687	267	596	248	572	568	165	153	1152
	29%w	27%	27%	29%	30%	28%	33%w	26%	32%	27%	29%	27%	38%	23%	29%	29%	29%	26%	31%w	30%	30%	27%	37%w	24%	50%w	43%w	29%
No, not at all	550	32	78	54	50	69	62	68	67	71	487	24	15	14	60	298	253	207	343	106	248	160	245	295	91	78	550
	14%w	15%w	15%w	13%	14%	15%w	13%	15%w	10%	15%w	13%	14%	19%	28%	18%	14%	13%	12%	15%w	12%	12%	11%w	13%w	12%	20%w	25%w	14%
Don't know/Can't remember	234	14	24	28	23	20	28	31	42	24	214	7	4	4	18	122	113	94	141	38	125	63	58	172	15	8	233
	6%w	6%	5%	7%	6%	5%	6%	7%	6%	5%	6%	4%	5%	9%	5%	6%	6%	5%	6%	4%	6%w	7%w	4%	7%w	5%	2%	6%
Yes	3232	167	437	334	288	357	376	322	571	380	2963	140	58	32	265	1687	1545	1488	1743	758	1616	707	1251	1923	225	274	3230
	80%w	79%	81%	80%	80%	80%	81%	77%	84%w	80%	81%w	82%	75%	64%	77%	80%	81%	83%w	78%	84%w	81%w	76%	80%	80%	68%	76%	80%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 32

Q11. Overall, have you received the care and support that you have needed for your health and wellbeing over the past six months?

Base : All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services				Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013	
Yes completely	2071	650	625	1275	774	2	727	1342	1806	245	14	62	737	1231	388	1678	641	1420	352	1708	38	2026	332	900	840	1549	522	2078	
	29% bcprtv	53% bc	49% b	57% zabc	31%	-	52%	51%	52%	50%	37%	63% zlm	52%	52%	46%	53% zn	48%	53% zn	40%	55% zn	38%	52% zn	47%	52% w	54% zn	51%	52%	52%	
Yes, to some extent	1160	346	511	857	286	-	267	893	986	155	18	25	447	664	292	866	433	723	372	772	41	1112	201	498	462	852	309	1152	
	29% d#noqas	28% d	37% zacd	33% zaci	21%	-	19%	34% zi	28%	32%	59% zm	26%	51% zm	28%	34% zi	27%	33% zi	27%	42% zn	25%	41% zn	29%	28%	29%	30%	28%	31%	29%	
No, not at all	550	171	200	371	172	4	263	283	479	67	4	11	175	342	130	420	182	366	130	412	17	527	127	240	183	435	115	550	
	15% zad	14%	14%	14%	13%	69%	53% zcd	11%	14%	14%	10%	11%	12%	14%	15%	13%	14%	14%	15%	13%	17%	14%	31% zacd	14%	12%	15% zcd	11%	14%	
Don't know/Can't remember	234	70	47	116	116	-	142	92	213	18	1	1	69	145	36	197	66	168	30	202	5	229	53	106	75	178	56	233	
	6% noqators	6% nb	4% b	6% zabc	-	19% zcd	4%	6% zi	4%	3%	1%	5%	6% zi	4%	6% zi	5%	6%	3%	7% zi	5%	6%	7% zi	6%	5%	6%	6%	6%	6%	
Yes	3232	996	1136	2132	1059	2	993	2235	2792	400	32	87	1184	1895	681	2544	1075	2143	724	2480	80	3137	533	1397	1301	2401	840	830	3230
	89% dty	81%	62% d	61% zd	79%	31%	71%	86% zi	80%	82%	87%	88% lm	83% zm	80%	80%	81%	80%	82%	80%	78%	81%	75%	80% w	83% zvw	80%	83% zy	80%		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 33

Q12_3. You said that you have not received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they did not receive the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	550	32	74	54	54	72	60	66	66	72	515	12	8	7	31	298	252	213	337	104	220	189	247	292	92	80	550	
Weighted Total	550	32*	78*	54*	50*	69*	62*	68*	67*	71*	487	24**	15**	14**	60*	298	253	207	343	106*	248	160	245	295	91*	78*	550	
Effective Base	511	31	69	52	52	66	55	56	62	69	502	12	8	7	30	273	238	194	317	95	210	177	232	270	86	76	550	
POSITIVE	11	-	2	1	3	1	-	3	-	2	11	-	-	-	-	8	4	1	11	1	5	4	5	6	1	-	12	
	21%	-	3%	2%	6%h	1%	-	4%	-	3%	21%	-	-	-	-	3%	1%	*	3%a	1%	2%	3%	2%	2%	1%	-	2%	
Average / OK / satisfactory service / as expected	2	-	-	-	-	1	-	1	-	-	2	-	-	-	-	2	-	-	2	-	1	1	1	1	-	-	2	
	*	-	-	-	-	1%	-	2%	-	-	*	-	-	-	-	-	1%	-	1%	-	*	*	*	*	-	-	*	
I have received the care I needed	4	-	-	-	3	-	-	-	-	1	4	-	-	-	-	2	2	1	3	-	2	2	2	2	1	-	4	
	1%	-	-	-	6%Zabw	-	-	-	-	1%	1%	-	-	-	-	1%	1%	*	1%	-	1%	1%	1%	1%	1%	-	1%	
Quality of care - have frequent / regular check-ups / appointments	2	-	-	1	-	-	-	1	-	-	2	-	-	-	-	2	-	-	2	-	-	2	2	-	-	-	2	
	*	-	-	2%	-	-	-	1%	-	-	*	-	-	-	-	1%	-	-	*	-	-	1%	1%	-	-	-	*	
Staff are knowledgeable / competent / can help	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	1	1	-	-	1	-	-	-	1	
	*	-	1%	-	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	*	1%	-	-	*	-	-	-	*	
Other positive	3	-	1	-	-	-	-	1	-	1	3	-	-	-	-	3	-	-	3	-	2	-	-	3	-	-	3	
	1%	-	1%	-	-	-	-	1%	-	2%	1%	-	-	-	-	1%	-	-	1%	-	1%	-	-	1%	-	-	1%	
NEUTRAL	174	14	21	21	17	26	22	18	15	21	163	4	3	4	11	84	90	73	101	28	78	53	51	121	6	8	178	
	32%wxy	45%h	27%	38%	34%	37%	35%	26%	23%	30%	34%z	17%	22%	27%	18%	28%	36%	35%	29%	27%	32%	33%	21%	41%Zv	7%	10%	32%	
I have needed care or support / mentions of ailments / procedures only	6	1	-	-	1	1	1	-	1	2	6	-	-	-	-	4	3	3	3	1	2	2	5	2	2	2	7	
	1%	3%	-	-	2%	1%	1%	-	2%	3%	1%z	-	-	-	-	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2	1%	
I have not needed any (NHS) care or support / in good health	162	12	19	21	15	25	21	17	14	18	151	4	3	4	11	77	85	67	95	27	72	49	43	117	4	4	165	
	29%wxy	38%	25%	38%	30%	36%	34%	25%	21%	25%	31%z	17%	22%	27%	18%	26%	34%Zv	32%	28%	26%	29%	31%	18%	40%Zv	4%	6%	30%	
My care is ongoing / still in progress / too early to say	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1	-	1	-	-	1	1	
	*	4%z	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-	*	*	-	*	-	*	-	-	-	*	
Other	5	-	2	-	1	-	-	1	-	1	5	-	-	-	-	3	2	3	2	-	3	2	3	2	1	1	5	
	1%	-	2%	-	2%	-	-	1%	-	2%	1%z	-	-	-	-	1%	1%	1%	*	-	1%	1%	1%	1%	1%	1%	1%	

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Q12_3. You said that you have not received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they did not receive the care and support they have needed for their health and wellbeing over the last 6 months

	Wtd Total (Z)	Region									Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
NEGATIVE	362	16	55	31	31	43	39	48	52	48	310	20	12	10	49	205	157	126	236	77	165	99	190	164	85	68	358	
	55% 1w	50%	70%	57%	62%	62%	64%	71% 4	77% 2w	68%	64%	83%	78%	73%	62% 1	69%	62%	61%	69%	73%	66%	62%	75% 2w	55%	73% 2	55%	65%	
I have had to deal with my issue myself	5	-	1	1	2%	-	1	3	-	-	3	2	-	-	3	2	4	2	4	3	-	3	4	2	1	1	5	
	1% 1	-	1%	2%	-	-	1%	4% 2	-	-	1%	8%	-	-	3%	1%	1%	1%	1%	3% 1	-	2% 1	2%	1%	1%	1%		
I have not received the care or support I need	63	2	8	3	6	6	5	8	12	11	53	2	3	2	9	40	23	18	45	12	27	22	35	27	14	14	62	
	11% 1	7%	11%	5%	13%	9%	9%	12%	18% 4	16%	11%	8%	23%	11%	15%	14%	9%	9%	13%	11%	11%	14%	14%	9%	15%	16%	11%	
I have resorted to private healthcare	15	-	2	1	-	2	1	2	4	4	14	2	-	-	2	6	10	4	11	2	9	5	9	6	6	5	15	
	3%	-	3%	2%	-	3%	2%	2%	6%	5%	3%	7%	-	-	3%	2%	4%	2%	3%	2%	4%	3%	4%	2%	7% 2	6%	3%	
Long waiting times / delays	44	2	10	5	2	4	3	12	4	4	36	2	2	2	8	23	21	15	29	15	20	9	23	21	17	9	43	
	6% 1	7%	13%	9%	3%	5%	4%	15% 2	5%	5%	7%	9%	10%	15%	13%	8%	8%	7%	8%	15% 2	15%	8%	6%	9%	7%	17% 2	11%	8%
Poor availability - unable to get an appointment / to see a GP / doctor / medical professional / healthcare service	202	13	31	19	17	23	23	24	32	20	178	9	5	4	22	117	85	62	140	43	89	56	103	93	42	31	202	
	37% 1w	43%	40%	35%	33%	33%	37%	35%	48% 2	28%	37%	40%	32%	31%	37%	39%	33%	30%	41% 2	41%	38%	35%	43% 2	31%	46% 2	40%	37%	
Poor booking in / online system	4	1	1	-	-	-	-	1	1	-	4	-	-	-	-	2	2	2	2	-	2	2	4	-	1	1	4	
	1%	3%	1%	-	-	-	-	1%	2%	-	1%	-	-	-	-	1%	1%	1%	1%	-	1%	1%	3% 1	-	1%	1%		
Poor communication - unresponsive / do not get back to people / have to chase them	13	-	4	1	-	4	3	1	-	1	13	-	-	-	-	7	6	6	7	4	5	4	8	5	5	2	14	
	2%	-	5%	2%	-	5%	5%	2%	-	1%	3% 1	-	-	-	-	2%	3%	3%	2%	3%	2%	3%	3%	2%	5%	3%	3%	
Poor communication / information	14	1	1	-	1	2	1	3	2	3	10	-	2	2	3	8	6	4	10	5	3	4	6	6	4	5	13	
	2% 1	3%	1%	-	2%	3%	2%	5%	3%	4%	2%	-	10%	13%	6%	3%	2%	2%	3%	5%	3%	4%	2%	2%	5%	6% 2	2%	
Poor referral experiences / unable to get appropriate referral	9	-	3	3	1	-	-	2	-	-	5	2	-	2	4	6	3	5	4	3	3	2	1	8	6	3	7	
	5% 1	-	4%	5%	2%	-	-	3%	-	-	1%	9%	-	15%	7% 2	2%	1%	2%	1%	3%	1%	1%	-	5% 1	5% 2	4%	1%	
Poor social care / disability accessibility / maintaining of independence	12	-	1	1	-	4	-	2	1	2	8	-	-	4	4	4	8	3	8	-	8	4	12	-	2	2	10	
	7% 1w	-	1%	2%	-	6% 2	-	3%	1%	3%	2%	-	-	28%	7%	1%	3%	2%	2%	-	3%	2%	5% 2	-	2%	3%	2%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

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Q12_3. You said that you have not received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they did not receive the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Quality of care - poor treatment / advice / did not resolve problems / lack of check ups / continuity of care	67 12%w	2 7%	13 16%	9 16%	7 15%	6 9%	5 7%	5 7%	4 6%	17 23% ² ₉	60 12%	4 18%	-	-	6 10%	31 11%	35 14%	29 14%	38 11%	16 15%	30 12%	19 12%	40 16% ² ₂	23 8%	17 19%	15 20% ² ₂	67 12%
Receptionist is difficult to deal with / presents a barrier to services	13 2%	-	3 4%	1 2%	1 2%	-	-	1 2%	3 4%	3 4%	13 3% ² ₂	-	-	-	-	6 2%	7 3%	4 2%	9 3%	3 3%	8 3%	2 1%	7 3%	5 2%	-	-	13 2%
Service has declined due to covid / pandemic	15 3%	1 4%	2 2%	2 4%	2 4%	3 4%	1 2%	-	1 1%	4 6%	15 3% ² ₂	-	-	-	-	8 3%	7 3%	6 3%	9 3%	3 3%	5 2%	4 2%	7 3%	7 2%	2 2%	1 1%	16 3%
Services are far away / inconvenient to travel to	3 *	-	1 1%	-	-	-	1 1%	1 1%	-	-	3 1%	-	-	-	-	2 1%	1 *	1 *	2 1%	-	1 *	1 1%	2 1%	1 *	2 2%	2 3%	3 1%
Services are over stretched / under resourced / unorganised	22 4%	-	6 6% ¹ ₁	-	1 2%	3 5%	4 6% ¹ ₁	4 5%	-	4 5%	19 4%	-	2 13%	-	2 3%	13 4%	9 3%	9 4%	13 4%	5 4%	12 5%	5 3%	11 5%	11 4%	6 7%	3 4%	22 4%
Staff / doctors do not listen / are not interested / fob you off	16 3% ¹ ₁	2 6% ¹ ₁	-	1 2%	2 4%	1 1%	-	3 5%	3 5%	3 5%	13 3%	2 7%	-	-	3 6%	10 3%	5 2%	6 3%	10 3%	2 2%	7 3%	6 3%	13 5% ² ₂	3 1%	4 4%	1 1%	15 3%
Staff are not knowledgeable / incompetent / cannot help	18 3%	1 3%	5 7%	2 4%	2 4%	2 3%	-	3 4%	2 3%	2 2%	18 4% ² ₂	-	-	-	-	9 3%	9 4%	9 5%	9 3%	5 5%	9 4%	3 2%	11 4%	7 2%	2 2%	3 4%	19 3%
Staff are rude or disrespectful	6 1% ¹ ₁	-	2 2%	-	1 2%	-	-	2 3%	1 1%	-	4 1%	2 7%	-	-	2 3%	4 1%	2 1%	1 *	5 1%	4 5% ² ₂	1 *	1 1%	5 2%	1 *	1 1%	1 1%	5 1%
Other negative	8 1% ¹ ₁	-	-	1 2%	-	-	2 3%	1 1%	3 4%	1 2%	6 1%	2 9%	-	-	2 4%	7 2%	1 *	7 3% ² ₂	1 *	-	5 2%	2 1%	4 1%	3 1%	3 3%	7 1%	
Don't know	7 1%	-	2 2%	3 6% ² ₂	-	1 1%	1 1%	1 1%	-	-	7 1% ² ₂	-	-	-	-	5 1%	3 1%	4 2%	4 1%	1 1%	2 1%	3 2%	4 1%	4 1%	1 1%	1 1%	8 1%
No answer	3 1%	-	1 1%	-	1 3%	-	-	-	-	1 1%	3 1%	-	-	-	-	2 1%	1 *	1 *	2 1%	-	1 1%	1 1%	-	3 1%	-	1 1%	3 1%

Fieldwork dates : 17.05.22 - 12.06.22

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Q12_3. You said that you have not received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they did not receive the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Nothing / no comment	3 2	2 6%	-	-	-	-	-	-	1 1%	3 1%	-	-	-	-	-	2 1%	1	3 1%	-	1	2 1%	-	3 1%	-	-	3 1%	

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Q12_3. You said that you have not received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they did not receive the care and support they have needed for their health and wellbeing over the last 6 months

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	550	176	199	375	168	4	264	282	480	66	4	9	174	344	129	421	180	368	132	411	17	528	130	248	172	434	116	550
Weighted Total	550	171	200	371	172	4**	263	283	479	67*	4**	11**	175	342	130	420	182	366	130	412	17**	527	127	240	183	435	115	550
Effective Base	511	168	183	351	155	4	244	263	448	59	4	8	162	319	119	391	165	344	124	381	15	491	118	237	158	399	112	550
POSITIVE	11	5	3	9	3	-	6	6	9	2	1	-	3	8	1	11	4	7	1	10	-	11	4	5	3	8	3	12
	2%	3%	2%	2%	2%	-	2%	2%	2%	2%	29%	-	2%	2%	1%	3%	2%	2%	1%	2%	-	2%	3%	2%	2%	2%	3%	2%
Average / OK / satisfactory service / as expected	2	1	-	1	1	-	1	1	1	-	1	-	1	1	-	2	-	2	-	2	-	2	1	1	-	2	-	2
	*h	1%	-	*	*	-	*	*	*	-	29%	-	1%	*	-	*	-	1%	-	*	-	*	1%	*	-	*	-	*
I have received the care I needed	4	3	-	3	1	-	-	4	3	1	-	-	1	3	1	3	-	4	1	3	-	4	1	3	-	1	3	4
	1%	2%	-	1%	1%	-	-	1%	7%	1%	-	-	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	-	*	3%	1%
Quality of care - have frequent / regular check-ups / appointments	2	-	2	2	-	-	2	-	1	1	-	-	2	-	-	2	-	2	-	2	-	2	2	-	-	2	-	2
	*	-	1%	*	-	-	1%	-	*	1%	-	-	-	*	-	*	-	*	-	*	-	*	1%	-	-	*	-	*
Staff are knowledgeable / competent / can help	1	-	1	1	-	-	1	-	1	-	-	-	1	-	-	1	1%	-	-	1	-	1	-	-	1	1	-	1
	*	-	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-	-	1%	-	-	*
Other positive	3	1	1	2	1	-	2	1	3	-	-	-	1	2	-	3	3	-	-	3	-	3	-	1	2	3	-	3
	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	1%	1%	-	1%	2%	-	-	1%	-	1%	-	*	1%	1%	-	1%
NEUTRAL	174	44	46	90	83	2	93	79	161	13	-	1	48	114	29	145	50	124	17	156	3	169	41	68	65	141	33	178
	32% Median	26%	23%	24%	48% Median	44%	35%	28%	34% Median	19%	-	7%	27%	33%	22%	34% Median	28%	34%	13%	38% Median	19%	32%	32%	28%	36%	32%	29%	32%
I have needed care or support / mentions of ailments / procedures only	6	1	4	5	2	-	4	3	5	2	-	-	4	3	4	3	2	5	2	4	1	6	3	1	3	3	4	7
	1%	*	2%	1%	1%	-	1%	1%	1%	3%	-	-	2%	1%	3%	1%	1%	1%	1%	1%	5%	1%	2%	*	2%	1%	3%	1%
I have not needed any (NHS) care or support / in good health	162	41	40	81	80	2	87	73	151	11	-	1	41	109	25	137	48	114	13	169	2	158	36	66	60	133	28	165
	29% Median	24%	20%	22%	47% Median	44%	33%	26%	31% Median	17%	-	7%	24%	32%	19%	33% Median	26%	31%	10%	36% Median	2	30%	28%	28%	33%	31%	25%	30%
My care is ongoing / still in progress / too early to say	1	1	-	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-	1	-	-	1	1	-	1
	*	1%	-	*	-	-	-	*	*	-	-	-	1%	-	-	*	-	*	1%	-	-	*	-	-	1%	*	-	*
Other	5	1	3	4	1	-	2	3	5	-	-	-	2	3	1	4	1	4	2	3	1	4	3	1	1	4	1	5
	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	5%	1%	2%	*	1%	1%	1%	1%
NEGATIVE	362	123	151	274	82	1	161	200	307	51	4	10	124	218	99	263	127	234	112	243	13	345	82	165	115	283	80	356
	66% Median	72% Median	75% Median	74% Median	49%	29%	61%	71% Median	64%	77%	100%	83%	71%	64%	74% Median	63%	69%	64%	60% Median	59%	74%	66%	65%	69%	63%	65%	69%	65%

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	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
I have had to deal with my issue myself	5 1%	1 1%	4 2%	5 7%	1 *	-	2 1%	4 1%	5 1%	1 *	-	-	1 *	6 1%	1 1%	5 1%	-	5 1%	2 1%	4 1%	-	5 1%	2 1%	2 1%	2 1%	4 1%	1 1%	5 1%
I have not received the care or support I need	63 (11%)	17 10%	29 15%	47 13%	15 9%	-	32 12%	31 11%	47 10%	14 (22%)(21)	1 26%	3 33%	22 12%	34 10%	18 14%	44 11%	23 12%	40 11%	18 14%	42 10%	5 29%	58 11%	15 12%	33 14%	14 8%	48 11%	15 13%	62 11%
I have resorted to private healthcare	15 (3%)**	7 4%	5 3%	12 3%	3 2%	-	5 2%	10 4%	14 3%	2 3%	-	-	3 2%	11 3%	3 3%	12 3%	5 3%	10 3%	7 (6%)**	8 2%	-	15 3%	3 2%	3 1%	9 (5%)**	9 2%	6 5%	15 3%
Long waiting times / delays	44 (8%)	14 8%	17 8%	31 8%	13 7%	-	15 6%	29 10%	41 9%	3 4%	-	-	13 7%	31 9%	12 9%	32 8%	12 7%	32 9%	20 (16%)**	24 6%	1 5%	43 8%	12 9%	17 7%	16 9%	37 8%	8 7%	43 8%
Poor availability - unable to get an appointment / to see a GP / doctor / medical professional / healthcare service	202 (37%)**	68 (25%)**	85 (31%)**	153 (41%)**	44 26%	-	88 33%	114 40%	180 37%	19 29%	3 71%	2 16%	68 39%	127 37%	51 39%	151 36%	70 39%	130 36%	56 43%	143 36%	5 27%	193 37%	48 38%	93 39%	61 33%	156 36%	46 40%	202 37%
Poor booking in / online system	4 (1%)**	1 *	3 1%	4 7%	-	-	1 *	3 1%	4 1%	-	-	-	1 *	3 1%	3 (2%)**	1 *	2 1%	2 1%	1 1%	3 1%	-	4 1%	3 (2%)**	1 *	-	3 1%	1 1%	4 1%
Poor communication - unresponsive / do not get back to people / have to chase them	13 2%	8 (5%)**	3 1%	11 (3%)**	2 1%	-	5 2%	8 3%	12 2%	-	1 29%	-	5 3%	1 2%	3 2%	10 2%	3 1%	7 2%	5 4%	8 2%	-	13 2%	1 1%	8 3%	4 2%	7 2%	5 5%	14 3%
Poor communication / information	14 (2%)**	1 1%	5 2%	6 2%	6 3%	1 29%	6 2%	7 2%	11 2%	3 5%	-	-	7 4%	6 2%	5 4%	9 2%	3 2%	10 3%	5 4%	9 2%	2 11%	12 2%	4 3%	7 3%	3 2%	11 3%	3 2%	13 2%
Poor referral experience / unable to get appropriate referral	9 (2%)**	2 1%	-	2 *	7 (4%)**	-	3 1%	6 2%	7 1%	2 3%	-	-	2 1%	7 2%	3 2%	6 1%	1 1%	8 2%	5 4%	4 1%	-	9 2%	3 2%	5 1%	1 1%	8 2%	1 1%	7 1%
Poor social care / disability accessibility / maintaining of independence	12 (2%)**	2 1%	9 (9%)**	12 (3%)**	-	-	6 2%	6 2%	5 1%	7 (10%)**	-	2 23%	4 2%	4 1%	9 (7%)**	3 1%	6 3%	6 2%	3 2%	9 2%	2 13%	9 2%	7 (9%)**	4 2%	1 *	12 3%	-	10 2%
Quality of care - poor treatment / advice / did not resolve problems / lack of check ups / continuity of care	67 (12%)**	23 (13%)**	31 (15%)**	53 (14%)**	10 6%	-	28 11%	38 14%	58 12%	9 13%	-	-	32 (15%)**	34 10%	16 13%	50 12%	24 13%	42 12%	20 16%	46 11%	1 5%	66 12%	10 8%	31 13%	26 14%	52 12%	15 13%	67 12%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 34

Q12_3. You said that you have not received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they did not receive the care and support they have needed for their health and wellbeing over the last 6 months

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Receptionist is difficult to deal with / presents a barrier to services	13 2%	1 1%	9 9% Zac	10 10% Zac	2 1%	1 20%	7 3%	5 2%	12 2%	1 2%	-	-	3 2%	9 3%	4 3%	8 2%	7 4%	5 1%	-	13 31% Zac	-	13 2%	3 2%	5 2%	5 3%	8 2%	5 4%	13 2%
Service has declined due to covid / pandemic	15 3%	3 2%	8 4%	11 3%	3 2%	-	5 2%	10 4%	11 2%	4 6%	-	-	5 3%	9 3%	4 3%	11 3%	6 3%	9 3%	5 4%	10 2%	-	15 3%	5 4%	7 3%	3 2%	10 2%	5 4%	16 3%
Services are far away / inconvenient to travel to	3 1%	1 1%	1 *	2 1%	1 *	-	1 *	2 1%	2 *	1 1%	-	-	-	2 1%	2 1%	1 *	1 *	2 1%	2 2%	1 *	-	3 1%	1 1%	2 1%	-	2 *	1 1%	3 1%
Services are over stretched / under resourced / unorganised	22 4% Zac	10 6%	7 3%	16 4%	6 3%	-	12 4%	10 4%	19 4%	3 4%	-	1 10%	9 5%	8 2%	3 2%	19 5%	14 6% Zac	8 2%	7 6%	15 4%	1 5%	21 4%	1 1%	11 6% Zac	10 6% Zac	18 4%	4 4%	22 4%
Staff / doctors do not listen / are not interested / fob you off	16 3% Zac	5 3%	10 6% Zac	15 4% Zac	1 *	-	5 2%	11 4%	13 3%	3 5%	-	-	5 3%	7 2%	7 5%	9 2%	4 2%	12 3%	4 3%	12 3%	-	16 3%	2 1%	10 4%	4 2%	12 3%	4 4%	15 3%
Staff are not knowledgeable / incompetent / cannot help	18 3%	5 3%	6 3%	11 3%	6 3%	-	7 3%	11 4%	16 3%	1 2%	1 29%	1 11%	5 3%	12 4%	8 6%	11 3%	9 5%	9 2%	4 3%	15 4%	-	18 3%	5 4%	9 4%	4 2%	14 3%	5 4%	19 3%
Staff are rude or disrespectful	6 1%	3 2%	2 1%	5 1%	1 1%	-	4 2%	1 1%	4 1%	1 2%	-	-	1 1%	4 1%	1 1%	5 1%	2 1%	4 1%	2 1%	4 1%	-	6 1%	-	2 1%	4 2%	6 1%	-	5 1%
Other negative	8 1% Zac	-	6 3% Zac	6 2%	2 1%	-	3 1%	5 2%	7 1%	1 1%	-	-	2 1%	6 2%	5 4% Zac	3 1%	4 2%	4 1%	4 2%	2 1%	-	8 1%	1 1%	3 1%	4 2%	5 1%	3 2%	7 1%
Don't know	7 1%	3 2%	2 1%	5 1%	3 2%	-	5 2%	2 1%	6 1%	1 1%	-	-	3 1%	4 1%	1 1%	6 1%	3 1%	4 1%	1 1%	6 2%	1 6%	6 1%	2 1%	4 2%	1 *	6 1%	1 1%	8 1%
No answer	3 1%	2 1%	1 *	3 1%	-	-	2 1%	1 *	3 1%	-	-	-	1 1%	2 1%	3 1%	-	2 1%	1 *	1 1%	2 1%	-	3 1%	-	2 1%	1 *	-	1 1%	3 1%
Nothing / no comment	3 *	-	-	-	3 1% Zac	1 26%	1 1%	-	2 *	1 2%	-	-	-	2 *	-	3 1%	1 1%	2 *	-	3 1%	-	3 *	2 1%	-	1 1%	2 *	1 1%	3 1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

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Table 35

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (j)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	2078	110	285	201	190	237	226	221	353	255	1992	45	15	10	79	1102	976	1044	1033	512	911	554	683	1357	60	120	2078
Weighted Total	2071	110	293	211	181	233	224	211	356	251	1904	93*	29**	21**	160*	1084	987	1014	1056	491	1020	459	679	1355	60*	121	2078
Effective Base	1949	107	268	191	181	221	212	193	335	242	1949	44	15	10	77	1020	929	961	987	485	866	526	633	1281	55	112	2078
Response given	2017	104	288	206	173	229	216	206	350	245	1852	93	27	21	158	1061	956	992	1024	483	1001	437	661	1320	60	119	2020
	87%w	95%	98%	97%	96%	98%	97%	98%	86%w	97%	97%	100%	93%	100%	99%	98%	97%	98%	97%	90%w	90%w	95%	97%	97%	100%	98%	97%
POSITIVE	1792	99	262	181	154	197	189	186	307	216	1644	87	25	16	142	937	855	884	907	436	890	383	596	1165	53	107	1792
	87%w	89%	89%	86%	85%	85%	85%	88%	86%	86%	86%	94%	85%	79%	89%	86%	87%	87%	86%	89%w	87%w	83%	88%	86%	88%	89%	86%
Average / OK / satisfactory service / as expected	35	3	8	2	2	5	5	5	3	1	30	2	-	2	4	16	19	19	16	13	17	4	8	27	-	-	33
	2%	3%	3%	1%	1%	2%	2%	2%	1%	*	2%	2%	-	10%	3%	1%	2%	2%	1%	2%	2%	1%	1%	2%	-	-	2%
Doing the best they can under the circumstances	10	-	1	-	2	1	-	5	-	1	8	2	-	-	2	6	4	6	4	1	7	1	7	2	-	1	9
	1%w	-	*	-	1%w	*	-	2%w	-	*	*	2%	-	-	1%	1%	*	1%	*	*	1%	*	1%w	*	-	1%	*
Everything has been good / I have received the care I needed / no problems	961	49	156	98	83	98	104	97	153	123	885	48	8	9	72	483	477	508	452	209	500	204	313	628	28	62	960
	46%w	45%	53%w	46%	46%	42%	47%	46%	43%	49%	46%w	52%	26%	42%	45%	45%	48%	50%w	43%	43%	49%w	44%	46%	46%	47%	51%	46%
Fast / efficient service / short waiting times	187	4	28	23	13	25	16	23	31	25	167	10	6	-	20	109	79	94	93	63	85	33	53	130	3	7	186
	9%w	4%	10%	11%w	7%	11%w	7%	11%w	9%	10%w	9%	11%	20%	-	12%	10%	8%	9%	9%	13%w	8%	7%	8%	10%	6%	6%	9%
Good availability - to a GP / doctor / medical professional / healthcare service	188	13	23	20	14	30	17	14	31	28	171	14	-	4	18	96	93	78	110	46	97	43	74	111	4	12	184
	9%w	11%	8%	9%	8%	13%w	8%	7%	9%	11%	9%	15%	-	18%	11%	9%	9%	8%	10%w	9%	9%	9%	11%	8%	6%	10%	9%
Good care maintained during pandemic	13	1	1	2	2	2	1	2	2	-	13	-	-	-	-	4	9	7	6	2	8	4	7	6	1	3	14
	1%	1%	*	1%	1%	1%	*	1%	1%	-	1%w	-	-	-	-	*	1%	1%	1%	*	1%	1%	1%	*	2%	3%w	1%
Good communication - consult with / listen to / talk to patients / no rushing	40	1	7	4	4	5	5	4	9	2	37	-	-	3	3	24	16	16	24	15	19	6	17	24	-	1	41
	2%w	1%	3%	2%	2%	2%	2%	2%	2%	1%	2%	-	-	12%	2%	2%	2%	2%	2%	3%w	2%	1%	2%	2%	-	1%	2%
Good communication - knowledgeable / informative staff	56	1	13	4	3	7	6	7	10	6	51	4	-	-	4	32	24	27	29	14	25	14	15	40	3	3	58
	3%w	1%	5%	2%	1%	3%	2%	3%	3%	2%	3%	5%	-	-	3%	3%	2%	3%	3%	3%	2%	3%	2%	3%	4%	3%	3%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

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Table 35

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Good communication - respond / reply / return calls / get back to people	69 3% d	6 3%	9 3%	5 3%	1 1%	9 4% d	12 5% d	4 2%	13 4% d	10 4% d	63 3%	2 2%	-	1 7%	6 4%	42 4%	27 3%	30 3%	39 4%	25 5% z	28 3%	13 3%	26 4%	41 3%	1 2%	3 2%	69 3%
Good patient centric / quality care / thorough / there when needed / treated well	366 18% aw	23 21%	42 14%	44 21%	36 20%	39 17%	34 15%	40 19%	58 16%	51 20%	342 16% z	14 15%	8 27%	-	24 15%	211 19% z	155 16%	164 16%	202 19%	98 20%	170 17%	80 17%	137 20% w	223 16%	15 26%	27 23%	372 16%
Good referral / directed to appropriate department / specialist	40 2%	-	4 1%	6 3%	4 2%	6 3%	5 2%	8 4% ah	3 1%	5 2%	39 2% z	-	-	1 7%	1 1%	19 2%	22 2%	17 2%	23 2%	11 2%	20 2%	8 2%	10 1%	31 2%	2 3%	2 2%	42 2%
Good social care / disability accessibility / maintaining of independence	22 1% aw	1 1%	3 1%	2 1%	2 1%	3 1%	2 1%	5 2%	3 1%	1 *	20 1%	2 2%	-	-	2 1%	9 1%	13 1%	10 1%	12 1%	4 1%	11 1%	7 2%	18 3% z w	4 *	1 1%	3 2%	22 1%
Good timekeeping / punctual / adhere to times given	44 2% d	-	10 3%	2 1%	2 1%	6 3%	6 3%	9 4% ad	4 1%	5 2%	43 2% z	2 2%	-	-	2 1%	34 3% z	10 1%	25 2%	19 2%	14 3%	17 2%	12 3%	13 2%	29 2%	1 3%	2 1%	49 2%
I have been able to get a face-to-face appointment	8 *	-	2 1%	1 *	-	1 *	1 *	1 *	2 1%	-	8 2%	-	-	-	-	4 *	4 *	2 *	6 1%	4 1%	3 *	1 *	2 *	6 *	-	-	8 *
I have resorted to private healthcare	34 2% d	1 1%	4 1%	2 1%	-	6 3% d	1 *	2 1%	12 3% z	6 2% d	29 2%	2 2%	2 8%	-	4 3%	18 2%	16 2%	16 2%	18 2%	15 3% z u	14 1%	4 1%	13 2%	21 2%	2 3%	-	32 2%
I receive my prescription / medication with no issues	71 3% d	2 2%	6 2%	5 2%	6 3%	10 4%	7 3%	15 7% z ab	14 4%	6 3%	59 3%	4 4%	2 6%	3 17%	11 7%	43 4%	28 3%	29 3%	43 4%	16 3%	32 3%	19 4%	14 2%	57 4% z	-	2 2%	70 3%
Once you get an appointment / get through it is good / fine	10 *	-	1 *	-	1 1%	3 1%	-	1 *	3 1%	1 *	10 1% z	-	-	-	-	2 *	8 1% z	3 *	7 1%	1 *	7 1%	2 1%	5 1%	5 *	-	2 1%	10 *
Professional / acted appropriately	27 1% d	-	5 2%	2 1%	1 1%	3 1%	-	2 1%	1 *	12 5% z ab cd ef gh	22 1%	8 5% z	-	-	5 3%	14 1%	13 1%	16 2%	11 1%	8 2%	14 1%	4 1%	12 2%	15 1%	-	2 2%	25 1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

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Table 35

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (j)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (v)	
Quality of care - good follow up / have frequent / regular check-ups / resolved problems	333 15%	20 18%	50 17%	29 14%	35 19%	31 13%	32 14%	40 19%	65 19%	32 13%	303 16%	17 18%	8 29%	1 7%	31 19%	184 17%	149 15%	158 16%	170 17%	101 21%	161 16%	66 14%	102 15%	219 16%	10 17%	15 13%	332 16%
Services are local / close / nearby / convenient location	6 *	-	-	2 1%	1 *	-	-	-	1 *	2 1%	6 *Z	-	-	-	-	3 *	3 *	4 *	2 *	2 *	4 *	-	1 *	5 *	-	-	6 *
Other positive	6 *	1 1%	-	2 1%	-	1 *	-	1 *	2 1%	-	6 *Z	-	-	-	-	5 *	1 *	3 *	3 *	2 *	1 *	3 1%	3 *	3 *	-	-	7 *
NEUTRAL	191 9%	6 5%	24 8%	22 10%	16 9%	27 12%	24 11%	19 9%	31 9%	23 9%	177 9%	7 8%	-	4 21%	14 9%	101 9%	90 9%	85 8%	107 10%	39 8%	99 10%	43 9%	54 8%	135 10%	6 10%	8 7%	192 9%
I have needed care or support / mentions of ailments / procedures only	40 2%	2 2%	6 2%	4 2%	4 2%	8 4%	7 3%	4 2%	4 1%	1 *	36 2%	4 4%	-	-	4 2%	21 2%	19 2%	24 2%	16 1%	4 1%	21 2%	12 1%	19 3%	20 2%	1 2%	4 3%	41 2%
I have not needed any (NHS) care or support / in good health	117 5%	3 3%	18 6%	12 6%	8 5%	14 6%	15 7%	10 5%	19 5%	18 7%	110 6%	2 2%	-	3 13%	7 4%	60 6%	56 6%	48 5%	69 6%	32 6%	55 5%	24 5%	19 2%	97 7%	2 3%	2 1%	118 6%
My care is ongoing / still in progress / too early to say	28 1%	1 1%	-	5 2%	3 2%	3 1%	2 1%	6 3%	4 1%	4 2%	25 1%	2 2%	-	2 8%	3 2%	15 1%	13 1%	12 1%	16 2%	1 *	19 2%	6 1%	13 2%	15 1%	1 2%	2 2%	27 1%
Some areas are good and some are bad	2 *	-	-	-	1 1%	1 1%	-	-	-	-	2 *	-	-	-	-	2 *	-	1 *	1 *	1 *	1 *	-	1 *	1 *	1 *	-	2 *
Other neutral	5 *	-	-	1 *	-	1 *	-	-	3 *	-	5 *	-	-	-	-	3 *	2 *	-	5 *	1 *	3 *	1 *	2 *	3 *	1 *	1 1%	5 *
NEGATIVE	157 8%	5 5%	16 5%	11 5%	13 7%	28 12%	10 4%	19 9%	32 9%	24 9%	142 7%	4 8%	4 15%	1 7%	14 9%	93 9%	64 7%	77 8%	80 8%	40 8%	81 8%	30 6%	53 8%	100 7%	9 15%	17 14%	156 8%
Appointments have been cancelled / rescheduled	5 *	-	-	-	-	2 1%	-	1 *	1 *	2 1%	5 *Z	-	-	-	-	5 *	1 *	4 *	2 *	2 *	2 *	2 *	3 *	3 *	-	1 1%	6 *
Long waiting times / delays / slow service	54 3%	2 2%	7 2%	3 2%	4 2%	14 6%	6 2%	3 1%	9 2%	7 3%	47 2%	2 2%	2 8%	-	6 4%	27 3%	27 3%	28 3%	26 2%	12 2%	31 3%	11 2%	19 3%	32 2%	3 5%	9 6%	52 3%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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4 Aug 2022
Table 35

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Poor availability - unable to get an appointment / to see a GP / doctor / medical professional / healthcare service	56 3%	3 3%	3 1%	5 2%	6 3%	11 5% 20	3 1%	7 3%	13 4%	4 1%	53 3%	-	-	-	2 1%	34 3%	22 2%	27 3%	29 3%	20 4%	25 2%	9 2%	15 2%	40 3%	4 7%	2 1%	58 3%
Poor booking in / online system	4 *	-	1 *	-	-	1 1%	-	-	1 *	1 *	4 *	-	-	-	-	1 *	3 *	3 *	1 *	-	4 *	-	-	4 *	-	-	4 *
Poor communication / lack of information	6 *	-	2 1%	-	1 1%	2 1%	-	-	-	1 *	6 *	-	-	-	-	3 *	3 *	4 *	2 *	1 *	4 *	1 *	2 *	4 *	-	-	6 *
Quality of care - poor treatment / advice / did not resolve problems / lack of check ups / continuity of care	7 *	1 1%	1 *	-	2 1%	-	-	-	-	3 1%	7 *	-	-	-	-	4 *	3 *	4 *	3 *	2 *	2 *	2 1%	1 *	6 *	2 1%	1 1%	8 *
Services are over stretched / under resourced / unorganised	23 1%	1 1%	3 1%	-	1 1%	2 1%	3 2%	3 2%	3 1%	6 2%	19 1%	-	-	1 7%	4 2%	12 1%	10 1%	13 1%	10 1%	4 1%	11 1%	7 2%	10 1%	13 1%	2 4%	5 4%	22 1%
Shortage of medication / issues receiving my prescription	12 1%	-	2 1%	1 1%	-	3 1%	-	-	6 2%	1 *	12 1%	-	-	-	-	7 1%	5 1%	2 *	11 1%	3 1%	8 1%	2 *	2 *	9 1%	-	-	12 1%
Other negative	26 1%	1 1%	3 1%	2 1%	1 1%	3 1%	1 *	5 2%	5 1%	5 2%	21 1%	2 3%	2 7%	-	5 3%	15 1%	11 1%	13 1%	12 1%	6 1%	13 1%	4 1%	14 2%	12 1%	1 1%	3 2%	24 1%
Don't know	56 3%	6 5%	5 2%	6 3%	8 4%	4 2%	7 3%	5 2%	8 2%	7 3%	54 3%	-	2 7%	-	2 1%	25 2%	31 3%	22 2%	34 3%	8 2%	20 2%	23 2%	20 3%	34 3%	-	2 2%	60 3%
No answer	5 *	-	1 *	1 *	-	-	2 1%	-	1 *	-	5 *	-	-	-	-	3 *	2 *	3 *	2 *	1 *	2 *	2 *	4 1%	1 *	-	1 *	5 *
Nothing / no comment	4 *	-	-	1 *	-	1 *	-	-	2 *	1 *	4 *	-	-	-	-	3 *	1 *	4 *	1 *	-	2 *	1 *	2 *	3 *	-	-	5 *

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

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Table 36

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	2078	649	629	1278	775	2	735	1340	1812	246	14	61	747	1228	387	1686	635	1433	345	1721	36	2034	343	900	835	1559	519	2078	
Weighted Total	2071	650	625	1275	774	2**	727	1342	1806	245	14**	62*	737	1231	388	1678	641	1420	352	1708	38*	2026	332	900	840	1549	522	2078	
Effective Base	1949	604	589	1193	733	2	695	1251	1703	227	14	58	705	1148	360	1585	593	1347	318	1620	33	1908	321	843	785	1456	493	2078	
Response given	2017	631	613	1243	752	2	698	1316	1760	237	14	59	717	1200	377	1635	620	1387	345	1661	36	1973	319	875	824	1507	510	2020	
	97% ^{sd}	97%	98%	98%	97%	100%	96%	98% ^{sd}	97%	97%	100%	96%	97%	98%	97%	97%	96%	97%	98%	97%	95%	97%	96%	97%	98% ^{sd}	97%	98%	97%	97%
POSITIVE	1792	570	550	1120	653	2	601	1188	1561	215	11	54	642	1059	340	1448	589	1223	314	1471	32	1755	286	760	746	1350	442	1792	
	87% ^{sd}	88%	88%	85% ^{sd}	84%	100%	83%	89% ^{sd}	86%	88%	81%	87%	87%	86%	87%	86%	87%	87%	89%	86%	84%	87%	86%	85%	89% ^{sd}	87%	85%	86%	86%
Average / OK / satisfactory service / as expected	35	11	8	19	15	-	15	20	33	2	-	1	10	24	3	32	11	24	1	34	-	35	6	12	17	24	11	33	
	2% ^{sd}	2%	1%	2%	2%	-	2%	1%	2%	1%	-	2%	1%	2%	1%	2%	2%	2%	1%	2%	-	2%	2%	1%	2%	2%	2%	2%	
Doing the best they can under the circumstances	10	5	2	7	2	-	2	8	7	2	-	-	5	4	2	7	2	8	2	8	-	10	1	6	3	9	1	9	
	*	1%	*	1%	*	-	*	1%	*	1%	-	-	1%	*	1%	*	*	1%	1%	*	-	*	*	1%	*	*	*	*	
Everything has been good / I have received the care I needed / no problems	951	299	294	593	355	1	313	646	839	111	8	26	356	562	201	756	297	655	184	772	18	940	150	415	395	711	249	960	
	46% ^{sd}	46%	47%	47%	46%	47%	43%	48% ^{sd}	46%	45%	59%	42%	48%	46%	45% ^{sd}	45%	46%	46%	46%	45%	48%	46%	45%	46%	47%	46%	48%	46%	
Fast / efficient service / short waiting times	187	54	58	112	75	-	50	138	174	13	-	3	67	111	27	161	59	128	27	161	4	182	17	81	89	140	47	186	
	9% ^{sd}	8%	9%	9%	10%	-	7%	10% ^{sd}	10% ^{sd}	6%	-	5%	9%	9%	7%	10%	9%	9%	8%	9%	11%	9%	5%	9% ^{sd}	11% ^{sd}	9%	9%	9%	
Good availability - to a GP / doctor / medical professional / healthcare service	128	70	65	134	52	-	52	136	159	28	1	12	69	105	35	153	73	116	37	150	5	183	30	72	86	143	46	184	
	6% ^{sd}	11% ^{sd}	10% ^{sd}	11% ^{sd}	7%	-	7%	10% ^{sd}	9%	12%	8%	20% ^{sd}	9%	9%	9%	9%	11% ^{sd}	8%	11%	9%	12%	9%	9%	8%	10%	9%	9%	9%	
Good care maintained during pandemic	13	4	6	10	3	-	3	10	12	1	-	-	4	9	4	9	5	8	3	10	-	13	1	5	8	12	1	14	
	1%	1%	1%	1%	*	-	*	1%	1%	*	-	-	*	1%	1%	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%	*	1%	
Good communication - consult with / listen to / talk to patients / no rushing	40	15	15	30	11	-	12	28	34	6	1	-	19	22	10	30	12	29	4	36	-	40	9	17	14	30	11	41	
	2%	2%	2%	2%	1%	-	2%	2%	2%	2%	9%	-	3%	2%	3%	2%	2%	2%	1%	2%	-	2%	3%	2%	2%	2%	2%	2%	
Good communication - knowledgeable / informative staff	56	20	19	39	16	-	17	39	48	7	-	-	23	31	9	47	19	36	15	41	-	56	11	27	17	44	12	58	
	3%	3%	3%	3%	2%	-	2%	3%	3%	3%	-	-	3%	3%	2%	3%	3%	3%	4%	2%	-	3%	3%	3%	2%	3%	2%	3%	
Good communication - respond / reply / return calls / get back to people	69	13	32	45	24	-	18	51	59	10	-	-	31	37	13	56	27	42	16	52	1	67	10	28	31	46	23	69	
	3% ^{sd}	2%	5% ^{sd}	4% ^{sd}	3%	-	2%	4%	3%	4%	-	-	4%	3%	3%	3%	4%	3%	5%	3%	2%	3%	3%	3%	4%	3%	4%	3%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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Less than 0.5 %

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Table 36

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Good patient centric / quality care / thorough / there when needed / treated well	368 16%	104 16%	128 20% ^{Zac}	232 35% ^a	131 17%	-	113 16%	253 19%	312 17%	52 21%	-	11 16%	143 19%	201 16%	88 18%	297 18%	122 19%	243 17%	71 20%	295 17%	11 29%	354 17%	64 19%	165 18%	138 16%	278 18%	89 17%	372 18%
Good referral / directed to appropriate department / specialist	40 2%	14 2%	11 2%	25 2%	16 2%	-	7 1%	33 2%	38 2%	3 1%	-	-	15 2%	25 2%	4 1%	37 2%	16 2%	25 2%	14 4% ^{Za}	27 2%	-	40 2%	4 1%	12 1%	24 3% ^{Zaw}	31 2%	10 2%	42 2%
Good social care / disability accessibility / maintaining of independence	22 1% ^{abmow}	6 1%	13 2% ^{Za}	20 2% ^{Za}	2 *	1 53%	5 1%	16 1%	5 *	17 7% ^{Zh}	-	11 17% ^{Zim}	5 1%	6 1%	13 3% ^{Zc}	9 1%	3 *	19 1%	7 2%	15 1%	-	22 1%	9 3% ^{Zw}	2 *	11 1% ^{ow}	18 1%	4 1%	22 1%
Good timekeeping / punctual / adhere to times given	44 2%	12 2%	18 3%	30 2%	12 2%	-	20 3%	24 2%	41 2%	3 1%	-	-	20 3%	23 2%	7 2%	37 2%	17 3%	25 2%	6 2%	38 2%	-	43 2%	9 3%	16 2%	19 2%	37 2%	7 1%	49 2%
I have been able to get a face-to-face appointment	8 *	2 *	3 *	5 *	3 *	-	-	8 1% ^d	7 *	1 *	-	-	4 1%	4 *	2 1%	6 *	4 1%	4 *	2 1%	6 *	-	8 *	3 1%	3 *	2 *	7 *	1 *	8 *
I have resorted to private healthcare	34 2% ^{lv}	13 2%	10 2%	22 2%	12 1%	-	4 1%	30 2% ^{Za}	30 2%	4 2%	-	-	9 1%	23 2%	5 1%	29 2%	10 2%	24 2%	7 2%	27 2%	1 2%	33 2%	2 1%	11 1%	21 3% ^{Zaw}	19 1%	15 3% ^{Zv}	32 2%
I receive my prescription / medication with no issues	71 3% ^{agmvr}	27 4% ^{bc}	12 2%	39 3% ^{ab}	32 4% ^b	-	37 5% ^{Zg}	34 3%	67 4% ^a	1 *	-	-	39 5% ^{Zm}	32 3%	11 3%	61 4%	28 4%	43 3%	3 1%	68 4% ^{Zr}	-	71 4%	10 3%	36 4%	26 3%	54 3%	18 3%	70 3%
Once you get an appointment / get through it is good / fine	10 *	3 *	4 1%	7 1%	3 *	-	2 *	8 1%	8 *	2 1%	-	1 1%	3 *	6 *	1 *	9 1%	4 1%	6 *	3 1%	7 *	-	10 *	1 *	4 *	5 1%	8 *	2 *	10 *
Professional / acted appropriately	27 1%	10 1%	9 1%	18 1%	8 1%	-	8 1%	19 1%	23 1%	4 2%	-	1 2%	10 1%	15 1%	6 1%	21 1%	9 1%	18 1%	6 2%	21 1%	-	27 1%	3 1%	17 3% ^{Zv}	7 1%	19 1%	8 2%	25 1%
Quality of care - good follow-up / regular check-ups / resolved problems	333 16% ^{lvw}	110 17%	102 16%	212 17%	117 15%	-	100 14%	233 17% ^{Za}	294 16%	35 14%	3 21%	5 8%	117 16%	209 17%	55 14%	278 17%	105 16%	227 16%	50 14%	282 17%	3 7%	330 16%	57 17%	122 14%	154 18% ^{Zaw}	262 17%	71 14%	332 16%
Services are local / close / nearby / convenient location	6 *	1 *	3 1%	4 *	2 *	-	2 *	4 *	5 *	1 *	-	-	3 *	3 *	-	6 *	2 *	4 *	1 *	5 *	-	6 *	-	4 *	2 *	2 *	4 1% ^{Zv}	6 *

Fieldwork dates : 17.05.22 - 12.06.22

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Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Other positive	6	3	2	4	2	-	1	5	5	1	-	-	1	5	1	5	4	2	-	6	-	6	-	1	5	4	2	7
NEUTRAL	191	51	49	100	89	-	84	107	172	17	1	2	62	126	31	160	53	138	28	162	4	186	28	95	68	139	52	192
I have needed care or support / mentions of ailments / procedures only	40	10	15	25	14	-	13	27	32	7	1	2	10	28	11	29	9	31	6	34	2	37	5	26	9	32	8	41
I have not needed any (NHS) care or support / in good health	117	27	22	49	68	-	66	51	112	3	-	-	33	81	13	104	34	82	9	106	2	115	19	51	46	85	32	118
My care is ongoing / still in progress / too early to say	28	14	9	23	6	-	4	24	24	4	-	-	17	12	5	24	6	22	9	19	-	28	5	12	11	19	9	27
Some areas are good and some are bad	2	-	2	2	-	-	-	2	1	1	-	-	1	1	1	1	2	-	1	1	-	2	-	2	-	-	2	2
Other neutral	5	1	1	2	3	-	2	3	4	1	-	-	1	4	1	4	2	3	3	2	-	5	-	3	2	4	1	5
NEGATIVE	157	56	57	114	41	-	38	120	141	15	1	6	58	89	30	127	54	102	41	116	2	155	18	80	59	108	49	156
Appointments have been cancelled / rescheduled	5	1	4	5	1	-	2	4	5	1	-	-	3	3	1	5	1	4	2	3	-	5	1	2	2	4	1	6
Long waiting times / delays / slow service	54	21	17	38	13	-	11	42	45	8	1	4	17	31	11	43	17	36	17	37	-	54	9	25	20	40	14	52
Poor availability - unable to get an appointment / to see a GP / doctor / medical professional / healthcare service	56	20	19	39	17	-	12	43	52	4	-	2	16	36	10	46	18	38	13	42	-	56	7	26	23	43	13	58
Poor booking in / online system	4	-	4	4	-	-	-	4	4	-	-	-	2	2	1	3	-	4	-	4	-	4	-	-	4	3	1	4
Poor communication / lack of information	6	-	5	5	1	-	1	5	6	-	-	-	4	2	1	5	2	4	-	6	-	6	-	-	6	4	2	6

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Table 36

Q12_1. You said that you have received the care and support you have needed for your health and wellbeing over the past six months. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Yes (v)	No (w)	Least deprived (Deciles 4 - 7) (x)	Urban (y)	Rural (z)		
Quality of care - poor treatment / advice / did not resolve problems / lack of check ups / continuity of care	7 y	2	2	4	3	-	1	6	6	1	-	-	3	4	2	5	1	6	2	5	-	7	2	3	3	3	3	4	8
Services are over stretched / under resourced / unorganised	23 1.1%	4 1%	13 2.1%	17 2.8%	6 1%	-	9 1%	13 1%	19 1%	3 1%	1 5%	2 3%	9 1%	11 1%	4 1%	19 1%	13 2.1%	9 1%	8 1.2%	14 1%	-	23 1%	2 1%	13 1%	8 1%	10 1%	13 2.1%	22 1%	
Shortage of medication / issues receiving my prescription	12 1.1%	5 1%	6 1%	10 1.6%	1 *	-	4 1%	9 1%	10 1%	2 1%	-	1 2%	5 1%	5 *	2 1%	10 1%	4 1%	8 1%	-	12 1%	-	12 1%	2 1%	4 *	6 1%	6 *	8 1.2%	12 1%	
Other negative	26 1%	9 1%	10 2%	16 1%	7 1%	-	6 1%	20 1%	24 1%	2 1%	-	1 1%	11 2%	13 1%	8 2%	18 1%	10 2%	16 1%	4 1%	22 1%	2 5%	24 1%	2 1%	16 2%	8 1%	18 1%	8 1%	24 1%	
Don't know	59 3.1%	20 3%	13 2%	33 3%	22 3%	-	29 4.1%	28 2%	47 3%	9 4%	-	2 4%	21 3%	31 2%	11 3%	45 3%	22 3%	34 2%	7 2%	50 3%	2 5%	54 3%	14 4%	26 3%	16 2%	43 3%	14 3%	60 3%	
No answer	5 0.3%	2 *	2 *	4 *	1 *	-	-	5 *	2 *	2 *	1 8%	1 2.1%	3 *	1 *	2 *	3 *	-	5 *	1 *	2 *	-	3 *	-	3 *	2 *	2 *	3 1%	5 *	
Nothing / no comment	4 *	-	3 *	3 *	2 *	-	1 *	3 *	3 *	1 *	-	-	2 *	2 *	1 *	3 *	-	4 *	1 *	3 *	-	4 *	2 1%	2 *	1 *	4 *	1 *	5 *	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 37

Q12_2. You said that you have received the care and support you have needed for your health and wellbeing over the past six months to some extent. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (j)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	1152	55	136	116	113	124	156	113	206	133	1100	21	15	6	46	612	540	487	665	274	532	297	570	562	165	152	1152
Weighted Total	1160	57*	144	122	107	124	152	111**	215	129	1059	47**	29**	12**	95*	603	558	474	687	267	596	248	572	568	165	153	1152
Effective Base	1077	54	120	109	109	115	150	97	189	129	1076	21	15	6	45	568	509	454	624	259	505	283	532	525	155	143	1077
POSITIVE	225	14	22	20	18	27	27	25	47	24	194	14	10	5	31	119	106	94	131	48	116	47	106	116	27	23	216
	19%	25%	15%	16%	17%	22%	18%	23%	22%	18%	18%	30%	33%	44%	32%Z	20%	19%	20%	19%	18%	19%	19%	19%	20%	17%	15%	19%
Average / OK / satisfactory service / as expected	13	-	1	1	1	3	-	3	4	1	9	-	4	-	4	6	7	5	8	4	4	5	5	7	1	-	12
	1%	-	1%	1%	1%	2%	-	2%	2%	1%	1%	-	13%	-	4%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%
Everything has been good / I have received the care I needed / no problems	40	1	5	5	2	1	8	4	7	7	37	3	-	-	3	23	16	18	21	8	22	8	13	27	4	7	40
	3%	2%	3%	4%	2%	1%	5%	4%	3%	6%	4%	5%	-	-	3%	4%	3%	4%	3%	3%	4%	3%	2%	5%	2%	4%	3%
Fast / efficient service	7	1	-	-	3	-	1	-	2	-	5	2	-	-	2	4	3	4	3	1	3	2	5	2	-	-	6
	1%	2%	-	-	3%	-	1%	-	1%	-	*	4%	-	-	2%	1%	1%	1%	*	*	1%	1%	1%	*	-	-	1%
Good availability - to a GP / doctor / medical professional / healthcare service	19	2	2	1	1	2	3	4	2	2	13	-	2	3	5	12	7	8	10	5	8	6	13	4	2	2	17
	2%	3%	1%	1%	1%	2%	2%	3%	1%	2%	1%	-	6%	28%	5%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%
Good communication - knowledgeable / informative staff	4	-	-	2	-	-	-	-	1	1	2	2	-	-	2	4	-	4	-	1	2	1	-	4	-	1	3
	1%	-	-	2%	-	-	-	-	*	1%	*	5%	-	-	2%	1%	-	4%	-	*	*	*	-	1%	-	-	1%
Good communication - respond / reply / return calls / get back to people	12	-	1	1	-	-	4	1	4	2	8	-	2	2	4	2	10	2	10	3	3	6	3	9	1	-	11
	1%	-	1%	1%	-	-	2%	1%	2%	1%	1%	-	7%	15%	4%	*	2%	*	1%	1%	1%	2%	1%	2%	*	-	1%
Good patient centric / quality care / thorough / there when needed / treated well	13	-	2	-	2	4	1	-	3	1	11	2	-	-	2	6	7	5	8	2	5	5	5	8	2	1	12
	1%	-	1%	-	2%	3%	1%	-	1%	1%	1%	4%	-	-	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%
Good social care / disability accessibility / maintaining of independence	4	-	1	1	-	1	-	-	-	1	4	-	-	-	-	3	1	2	2	-	2	1	2	2	1	1	4
	*	-	1%	1%	-	1%	-	-	-	1%	*2	-	-	-	-	*	*	*	*	-	*	*	*	*	1%	1%	*

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Q12_2. You said that you have received the care and support you have needed for your health and wellbeing over the past six months to some extent. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
I have been able to get a face-to-face appointment	5 -	-	-	2 2%	-	-	-	1 1%	-	2 1%	5 2	-	-	-	-	3	2	1	4	3 1%	1	1	2	3	-	-	5
I receive my prescription / medication with no issues	11 1%	1 2%	-	1 1%	-	3 2%	1 1%	2 2%	2 1%	1 1%	9 1%	-	2 8%	-	2 2%	4 1%	7 1%	4 1%	7 1%	1 *	10 2%	1 *	2 *	9 2%	1 1%	-	10 1%
Once you get an appointment / get through it is good / fine	25 2%	3 5%	2 1%	1 1%	1 1%	3 2%	3 2%	4 4%	5 3%	2 2%	25 2%	-	-	-	-	13 2%	12 2%	6 1%	19 3%	7 3%	12 2%	2 1%	13 2%	12 2%	4 2%	1 1%	25 2%
Quality of care - good follow up / have frequent / regular check-ups / resolved problems	19 2%	-	1 1%	2 2%	-	3 2%	3 2%	1 1%	4 2%	4 3%	19 2%	-	-	-	-	7 1%	12 2%	12 2%	7 1%	2 1%	15 2%	2 1%	9 2%	10 2%	1 1%	1 1%	19 2%
Services are good	64 8%	5 9%	9 6%	4 3%	11 10% ²⁰⁰	5 4%	4 3%	5 4%	17 8%	4 3%	54 5%	7 15%	-	-	9 10%	34 6%	29 5%	25 5%	38 5%	15 6%	30 5%	12 5%	32 6%	30 5%	10 6%	8 5%	61 5%
Staff are good	16 1%	3 5% ²⁰⁰	1 1%	2 1%	1 1%	3 2%	1 1%	2 2%	2 1%	1 1%	16 2%	-	-	-	-	9 1%	7 1%	8 2%	8 1%	3 1%	8 2%	5 2%	9 2%	7 1%	2 1%	1 1%	17 1%
Other positive	11 1%	-	1 1%	-	-	2 1%	1 1%	2 2%	4 2%	1 1%	11 1%	-	2 7%	-	2 2%	4 1%	7 1%	6 1%	5 1%	4 1%	7 1%	-	8 1%	2 *	3 1%	10 1%	
NEUTRAL	123 11%	7 13%	21 15%	17 14%	11 11%	11 9%	15 10%	9 8%	20 9%	11 9%	116 11%	5 10%	2 7%	-	7 7%	56 9%	68 12%	45 10%	78 11%	24 9%	68 11%	30 12%	62 11%	58 10%	16 10%	16 11%	123 11%
I have needed care or support / mentions of ailments / procedures only	32 3%	3 5%	2 2%	3 3%	1 1%	4 3%	4 3%	3 3%	8 4%	3 2%	30 3%	-	2 7%	-	2 2%	10 2%	21 4%	9 2%	22 3%	5 2%	17 3%	4 4%	16 3%	16 3%	2 1%	5 4%	31 3%
I have not needed any (NHS) care or support / in good health	29 3%	-	3 2%	6 5%	5 4%	2 2%	7 5%	1 1%	2 1%	4 3%	27 3%	3 5%	-	-	3 3%	14 2%	15 3%	7 2%	22 3%	4 1%	18 3%	8 3%	12 2%	17 3%	2 1%	3 2%	29 3%
My care is ongoing / still in progress / too early to say	38 3%	3 6%	8 5%	6 5%	5 5%	3 3%	2 1%	3 2%	5 2%	3 2%	38 4%	-	-	-	-	17 3%	21 4%	20 4%	18 3%	9 3%	21 4%	8 3%	22 4%	16 3%	8 5%	9 6%	39 3%
Some areas are good and some are bad	8 1%	-	4 3%	-	-	-	1 1%	-	3 1%	-	6 1%	2 4%	-	-	2 2%	5 1%	3 1%	3 1%	5 1%	4 1%	2 *	1 *	5 1%	3 1%	4 1%	-	7 1%

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Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
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Other	16 1%	1 2%	4 3%	2 2%	1 1%	2 2%	2 1%	1 1%	1 1%	2 2%	15 1%	-	-	-	-	9 2%	7 1%	6 1%	10 1%	3 1%	10 2%	4 2%	7 1%	6 1%	-	-	17 1%
NEGATIVE	929 86%u	43 76%	116 81%	101 82%	88 83%	98 79%	116 76%	89 81%	176 82%	101 79%	855 81%u	35 74%	20 68%	7 56%	68 72%	491 82%	437 78%	385 81%	544 79%	227 85%u	477 80%u	181 73%	473 83%u	442 78%	145 85%u	127 83%	925 80%
I have had to deal with my issue myself	8 1%	1 1%	-	-	3 3%u	4 3%u	-	1 1%	-	-	6 1%	3 6%	-	-	3 3%	5 1%	4 1%	-	8 1%u	3 1%	4 1%	2 1%	5 1%	3 1%	1 1%	2 1%	7 1%
I have not received the care or support I need	29 3%u	-	5 3%	2 2%	4 4%	3 2%	3 2%	3 3%	6 3%	3 2%	25 2%	2 4%	-	2 18%	4 4%	12 2%	17 3%	9 2%	20 3%	7 3%	13 2%	8 3%	22 4%u	7 1%	5 3%	6 4%	28 2%
I have resorted to private healthcare	30 3%u	3 6%u	1	2	1	6	5	3	6	3	29 3%u	-	-	-	-	17	13	11	19	9 4%u	16	2	16	14	4	8	30
Long waiting times / delays / slow service	246 21%u	14 24%	34 24%	32 26%	23 22%	19 16%	29 19%	22 20%	40 19%	33 26%	231 22%u	2 4%	7 25%	-	13 14%	134 22%	113 20%	90 19%	156 23%	62 23%	118 20%	49 19%	147 26%u	96 17%	60 37%u	55 36%u	247 21%
Poor availability - unable to get an appointment / to see a GP / doctor / medical professional / healthcare service	473 41%	19 33%	55 38%	53 44%	44 41%	51 41%	61 40%	40 36%	99 46%	50 39%	431 41%	21 45%	12 42%	2 18%	38 39%	243 40%	229 41%	188 40%	285 41%	104 39%	256 43%	93 38%	221 39%	243 43%	71 43%	59 39%	466 40%
Poor booking in / online system	11 1%	1 2%	-	3 2%	1 1%	-	1 1%	1 1%	2 1%	3 2%	11 1%u	-	-	-	-	8	3	5	6	3	3	4	5	6	1	1	12
Poor communication - between departments	8 1%	-	2 2%	-	-	-	3 2%	1 1%	3 1%	-	8 1%u	-	-	-	-	4	4	3	6	3	3	2	6	3	2	1	9
Poor communication - unresponsive / do not get back to people / have to chase them	58 5%	2 3%	11 7%	4 3%	4 4%	8 6%	4 2%	7 7%	13 6%	7 5%	56 5%u	2 5%	-	-	2	32	26	26	32	16	31	11	28	28	8	7	59
Poor communication / lack of information	16 1%	-	2 1%	-	1 1%	2 1%	4 3%	-	5 2%	3 2%	16 2%u	-	-	-	-	9	8	9	7	4	10	3	10	6	4	3	17
Poor referral experience / unable to get appropriate referral	17 1%u	3 6%u	1 1%	-	3 2%	3 2%	3 2%	3 2%	1 1%	1	17 2%u	-	-	-	-	13	4	4	13	5	9	3	11	6	3	3	18

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	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Poor social care / disability accessibility / maintaining of independence	5 *	-	-	2 2%	-	-	1 1%	-	1 1%	1 1%	5 1% ²	-	-	-	-	2	3 1%	1	4 1%	1	3 1%	-	3 1%	2	-	-	5
Quality of care - poor treatment / advice / did not resolve problems / lack of check ups / continuity of care	155 13% ²	12 21% ²	22 16% ²	17 14%	12 12%	17 14%	23 15%	18 16%	18 8%	16 12%	138 13%	10 21%	4 12%	-	15 16%	80 13%	75 14%	62 13%	94 14%	44 16%	75 13%	31 13%	81 14%	70 12%	22 13%	19 13%	153 13%
Receptionist is difficult to deal with / presents a barrier to services	16 1% ²	2 4%	2 1%	1 1%	2 1%	2 2%	2 1%	1 1%	3 2%	2 2%	16 2% ²	-	-	-	-	10 2%	6 1%	5 1%	11 2%	4 1%	3 1%	8 3% ²	7 1%	8 1%	1	2 1%	18 2%
Service has declined due to covid / pandemic	56 5% ²	4 7%	5 4%	7 5%	5 5%	4 3%	5 4%	9 8%	9 4%	8 6%	48 5%	-	2 6%	5 38%	6 7%	35 6%	20 4%	29 6%	27 4%	13 5%	28 5%	14 5%	32 6%	24 4%	6 3%	5 3%	56 5%
Services are expensive	6 1%	-	-	1 1%	1 1%	-	1 1%	-	3 1%	-	6 1% ²	-	-	-	-	1	5 1%	1	5 1%	1	3 1%	2 1%	4 1%	2	-	-	6 1%
Services are far away / inconvenient to travel to	21 2%	2 4%	2 2%	3 2%	1 1%	1 1%	5 3%	1 1%	4 2%	2 2%	21 2% ²	-	-	-	-	7 1%	14 2%	11 2%	10 1%	2 1%	12 2%	6 2%	7 1%	11 2%	1 1%	1 1%	21 2%
Services are over stretched / under resourced / unorganised	38 3%	3 5% ²	5 4%	3 3%	-	6 4% ²	3 2%	6 5% ²	7 3%	5 4% ²	36 3% ²	2 5%	-	-	2	18 3%	20 4%	13 3%	25 4%	10 4%	18 3%	8 3%	18 3%	19 3%	4 3%	3 2%	38 3%
Services are poor	71 6% ²	7 13% ²	8 5%	6 5%	9 8%	6 4%	8 5%	6 5%	19 9% ²	3 3%	63 6%	3 6%	2 7%	2 18%	7 7%	44 7%	27 5%	32 7%	39 6%	22 8%	35 6%	12 5%	33 6%	37 7%	6 4%	5 3%	71 6%
Shortage of medication / issues receiving my prescription	34 3% ²	1 1%	8 5%	4 3%	3 3%	4 3%	4 3%	2 1%	7 3%	3 2%	28 3%	2 5%	2 7%	2 18%	6 7%	19 3%	15 3%	15 3%	19 3%	9 3%	16 3%	9 4%	18 3%	16 3%	3 2%	-	32 3%
Staff / doctors do not listen / are not interested / fob you off	19 2%	-	1 1%	2 2%	6 6% ²	3 2%	2 1%	2 1%	3 2%	-	19 2% ²	-	-	-	-	11 2%	8 1%	5 1%	14 2%	5 2%	10 2%	4 2%	10 2%	8 1%	3 2%	3 2%	20 2%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 37

Q12_2. You said that you have received the care and support you have needed for your health and wellbeing over the past six months to some extent. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	Unweighted total	
Staff are not knowledgeable / incompetent / cannot help	16 1%	-	5 3%	2 2%	-	-	2 1%	5 4% ^{2dch}	2 1%	1 1%	14 1%	-	2 6%	-	2 2%	10 2%	6 1%	10 2%	6 1%	5 2%	4 1%	6 2%	10 2%	4 1%	2 1%	1 1%	17 1%	
Staff are rude or disrespectful	5 *	-	-	2 2%	-	1 1%	-	1 1%	1 *	1 1%	5 2%	-	-	-	-	3 1%	2 *	1 *	4 1%	4 1%	-	1 1%	3 *	2 *	1 *	-	6 1%	
There is room for improvement / it could have been better	12 1%	-	2 1%	1 1%	1 1%	1 1%	1 1%	2 2%	3 1%	1 1%	10 1%	-	-	-	2 2%	5 1%	7 1%	11 2%	1 *	5 2%	4 1%	2 1%	4 1%	8 1%	2 1%	1 *	12 1%	
Vaccinations are unorganised	7 1%	-	2 1%	1 1%	-	2 2%	1 1%	-	1 *	-	7 1%	-	-	-	-	1 *	6 1%	4 1%	3 *	3 1%	2 *	2 1%	4 1%	2 *	-	1 *	7 1%	
Other negative	17 1%	-	5 3%	2 2%	-	1 1%	3 2%	3 3%	1 *	2 1%	17 2%	-	-	-	-	6 1%	11 2%	7 1%	10 1%	3 1%	12 2%	2 1%	6 1%	11 2%	2 1%	-	16 1%	
Don't know	26 2%	2 4%	3 2%	1 1%	4 4%	2 2%	4 2%	-	4 3%	4 3%	24 2%	2 3%	-	-	2 2%	16 3%	9 2%	8 2%	18 3%	2 1%	11 2%	10 2%	7 1%	18 3%	2 1%	2 1%	27 2%	
No answer	2 *	1 2%	-	-	-	-	-	-	-	-	2 2%	-	-	-	-	2 *	-	-	2 *	-	2 *	-	-	2 *	-	2 *	2 *	
Nothing / no comment	3 *	-	-	-	-	1 1%	1 1%	-	-	1 1%	3 2%	-	-	-	-	-	3 *	1 *	2 *	1 *	-	2 *	2 *	-	-	3 *		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	1152	346	511	857	277	-	262	890	974	158	19	27	453	647	290	860	420	728	374	764	41	1103	205	497	450	850	302	1152
Weighted Total	1160	346	511	857	266	-**	267	893	986	155	18**	25**	447	664	292	866	433	723	372	772	41*	1112	201	498	462	852	309	1152
Effective Base	1077	326	476	802	255	-	242	835	909	149	19	26	431	597	271	804	387	686	352	712	38	1031	190	470	417	795	282	1152
POSITIVE	225	65	92	157	66	-	57	167	195	29	1	9	95	115	69	164	86	136	61	159	14	209	49	95	90	167	58	216
	33%	19%	18%	18%	23%	-	21%	19%	20%	19%	4%	36%	21%	17%	20%	19%	20%	18%	16%	21%	34%	19%	20%	19%	19%	20%	19%	19%
Average / OK / satisfactory service / as expected	13	3	6	8	4	-	3	10	13	-	-	-	7	5	2	11	7	6	1	10	-	13	2	4	7	10	3	12
	1%	1%	1%	1%	2%	-	1%	1%	1%	-	-	-	2%	1%	1%	1%	2%	1%	*	1%	-	1%	1%	1%	2%	1%	1%	1%
Everything has been good / I have received the care I needed / no problems	40	15	12	27	13	-	13	27	33	7	-	-	18	21	9	30	13	26	15	24	1	38	6	19	15	29	11	40
	3%	4%	2%	3%	4%	-	5%	3%	3%	4%	-	-	4%	3%	3%	3%	3%	4%	4%	3%	3%	3%	3%	4%	3%	3%	3%	3%
Fast / efficient service	7	2	3	5	2	-	2	5	6	1	-	-	4	3	4	3	4	3	-	7	-	7	-	4	3	2	5	6
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	*	1%	*	1%	*	-	1%	-	1%	-	1%	1%	*	2%	1%
Good availability - to a GP / doctor / medical professional / healthcare service	19	1	12	13	4	-	7	12	12	6	1	2	9	7	6	12	5	13	4	15	2	17	6	8	5	15	4	17
	2%	-	2%	2%	2%	-	3%	1%	1%	4%	4%	7%	2%	1%	2%	1%	1%	2%	1%	2%	4%	2%	3%	2%	1%	2%	1%	1%
Good communication - knowledgeable / informative staff	4	-	-	-	4	-	-	4	4	-	-	-	2	2	-	4	1	3	1	3	-	4	-	2	2	2	2	3
	*	-	-	-	1%	-	-	*	*	-	-	-	*	*	-	*	*	*	*	*	-	*	-	*	*	*	*	*
Good communication - respond / reply / return calls / get back to people	12	5	3	8	4	-	2	10	12	-	-	-	6	4	3	9	6	6	2	10	-	12	3	4	6	11	1	11
	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%	*	1%	-	1%	1%	1%	1%	1%	*	1%
Good patient centric / quality care / thorough / there when needed / treated well	13	4	6	10	3	-	1	11	11	2	-	1	6	6	4	9	7	6	4	9	2	11	1	7	5	8	5	12
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	3%	1%	1%	1%	1%	2%	1%	1%	1%	4%	1%	1%	1%	1%	1%	2%	1%
Good social care / disability accessibility / maintaining of independence	4	1	2	3	1	-	2	2	2	2	-	-	1	3	3	1	-	4	2	2	1	3	1	3	-	3	1	4
	no	*	*	*	*	-	1%	*	*	1%	-	-	*	*	1%	*	-	1%	1%	1%	2%	*	*	1%	-	*	*	*
I have been able to get a face-to-face appointment	5	2	1	3	2	-	1	4	4	1	-	-	3	2	3	2	2	3	3	2	1	4	2	-	3	3	2	5
	ou	1%	*	*	1%	-	*	*	*	1%	-	-	1%	*	1%	*	*	*	1%	*	3%	*	1%	-	1%	*	1%	*

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

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Q12_2. You said that you have received the care and support you have needed for your health and wellbeing over the past six months to some extent. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
I receive my prescription / medication with no issues	11 1%	1	3	4	7 2% ^{Za}	-	7 3% ^{Za}	4	11 1%	-	-	-	5 1%	6 1%	1	10 1%	5 1%	7 1%	1	10 1%	-	11 1%	4 1%	5 1%	2	11 1%	-	10 1%
Once you get an appointment / get through it is good / fine	25 2%	7	14	20	4	-	5	20	23	2	-	1	12	10	5	20	12	12	8	15	3 1% ^{Za}	21	2	8	15	19	6	25
Quality of care - good follow up / have frequent / regular check-ups / resolved problems	19 2%	5	7	12	7	-	9 3% ^{Za}	10	16	3	-	1	4	14	5	14	4	14	6	14	-	19	5	7	7	14	5	19
Services are good	64 5%	18	25	43	10	-	12	52	59	5	-	2	22	38	17	45	28	35	16	47	3	59	7	30	27	43	21	61
Staff are good	16 1% ^{Za}	9	6	15	1	-	3	13	11	5	-	3	7	5	9 3% ^{Za}	7	6	10	8	8	-	16	5	7	4	12	4	17
Other positive	11 1%	5	5	10	-	-	2	9	9	2	-	-	7	4	3	8	7	4	5	6	1	9	-	6	5	11	-	10
NEUTRAL	123 11% ^{Za}	47 14% ^{Za}	43 8%	90 11%	30 11%	-	38 14% ^{Za}	86 10%	98 10%	22 14%	3 17%	2 9%	47 11%	72 11%	33 11%	90 10%	43 10%	80 11%	39 10%	82 11%	3 8%	119 11%	26 13%	50 10%	47 10%	89 10%	34 11%	123 11%
I have needed care or support / mentions of ailments / procedures only	32 3%	11	8	19	13 4% ^{Za}	-	9	22	23	6	2	1	11	19	8	24	6	26	8	24	2	30	5	12	11	25	7	31
I have not needed any (NHS) care or support / in good health	29 3% ^{Za}	16 5% ^{Za}	8	24 3% ^{Za}	5 2%	-	15 6% ^{Za}	14	28	2	-	-	10	19	7	23	14	16	3	27	-	29	4	12	14	15	14	29
My care is ongoing / still in progress / too early to say	38 3%	12	19	32	6	-	7	31	31	6	1	-	16	21	11	27	16	22	22	15	1	36	8	16	14	32	6	39
Some areas are good and some are bad	8 1%	4	3	7	1	-	1	7	6	2	-	-	4	4	2	6	2	6	4	4	-	8	1	4	3	6	2	7
Other	10 1% ^{Za}	3	6	9	5	-	5	11	9	3	-	1	9	6	5	11	7	6	1	13	-	16	5	7	5	11	5	17
NEGATIVE	929 89% ^{Za}	272 79%	432 85% ^{Za}	704 82% ^{Za}	213 75%	-	176 66%	753 84% ^{Za}	792 80%	122 79%	14 78%	20 77%	360 81%	532 80%	231 79%	696 80%	355 82%	571 79%	317 85% ^{Za}	596 77%	32 76%	893 80%	152 76%	399 80%	378 82%	679 80%	250 81%	925 80%

Fieldwork dates : 17.05.22 - 12.06.22

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Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
I have had to deal with my issue myself	8 1%	4 1%	3 1%	7 1%	2 1%	-	4 2%	4 1%	5 1%	1 1%	2 10%	-	3 1%	6 1%	2 1%	6 1%	3 1%	5 1%	2 1%	6 1%	1 2%	7 1%	2 1%	4 1%	3 1%	4 1%	7 1%	7
I have not received the care or support I need	29 3%	6 2%	19 4%	24 3%	4 1%	-	5 2%	24 3%	17 2%	11 7%	1 5%	-	22 6%	7 1%	16 6%	14 2%	16 4%	13 2%	11 3%	18 2%	2 4%	28 2%	4 2%	13 3%	12 3%	17 2%	12 4%	28
I have resorted to private healthcare	30 3%	8 2%	15 3%	23 3%	7 2%	-	1 *	29 3%	27 3%	3 2%	-	-	14 3%	16 2%	8 3%	22 3%	11 3%	19 3%	11 3%	17 2%	1 2%	29 3%	4 2%	10 2%	16 4%	22 3%	8 3%	30
Long waiting times / delays / slow service	246 24%	75 22%	123 24%	198 23%	46 16%	-	40 15%	206 23%	209 21%	35 22%	3 16%	3 12%	99 22%	140 21%	66 23%	180 21%	89 20%	158 22%	114 31%	122 16%	6 15%	237 21%	51 25%	97 19%	99 21%	182 21%	65 21%	247
Poor availability - unable to get an appointment / to see a GP / doctor / medical professional / healthcare service	473 47%	145 42%	211 41%	356 42%	111 39%	-	83 31%	389 41%	421 43%	46 29%	6 31%	9 34%	170 38%	288 43%	112 38%	361 42%	170 39%	302 42%	156 42%	314 41%	10 23%	460 41%	78 39%	203 41%	192 42%	348 41%	124 40%	466
Poor booking in / online system	11 1%	3 1%	6 1%	8 1%	2 1%	-	1 *	10 1%	10 1%	1 *	-	-	4 1%	7 1%	1 *	10 1%	4 1%	6 1%	3 1%	8 1%	-	11 1%	2 1%	6 1%	3 1%	9 1%	2 1%	12
Poor communication - between departments	8 1%	2 *	6 1%	7 1%	1 *	-	1 *	8 1%	7 1%	2 1%	-	-	6 1%	2 *	3 1%	5 1%	4 1%	3 1%	5 1%	1 2%	8 1%	1 1%	3 1%	5 1%	8 1%	-	9 1%	9
Poor communication - unresponsive / do not get back to people / have to chase them	58 6%	21 6%	28 5%	49 6%	7 2%	-	10 4%	48 5%	53 5%	5 3%	-	-	30 7%	27 4%	9 3%	49 6%	20 5%	38 5%	16 4%	40 5%	2 5%	54 5%	9 5%	22 4%	26 6%	43 5%	14 5%	59
Poor communication / lack of information	16 1%	7 2%	6 1%	13 2%	3 1%	-	-	16 2%	13 1%	4 2%	-	1 3%	5 1%	10 2%	6 2%	10 1%	6 1%	10 1%	9 2%	8 1%	1 2%	15 1%	-	8 2%	8 2%	11 1%	6 2%	17
Poor referral experience / unable to get appropriate referral	17 1%	7 2%	8 2%	15 2%	2 1%	-	4 2%	13 1%	13 1%	4 2%	-	1 3%	8 2%	8 1%	4 1%	13 2%	9 2%	9 1%	10 3%	7 1%	-	17 2%	4 2%	4 1%	9 2%	15 2%	2 1%	18
Poor social care / disability accessibility / maintaining of independence	5 *	-	3 1%	3 *	2 1%	-	-	5 1%	1 *	2 1%	2 11%	2 9%	1 *	2 *	2 1%	3 *	2 *	3 *	2 1%	2 *	2 9%	3 *	-	3 1%	2 *	4 1%	1 *	5

Fieldwork dates : 17.05.22 - 12.06.22

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Quality of care - poor treatment / advice / did not resolve problems / lack of check ups / continuity of care	155 13.1%	40 11%	81 16.1%	121 14%	33 11%	-	23 9%	133 15.12%	135 14%	18 12%	2 9%	3 11%	64 14%	86 13%	32 11%	123 14%	61 14%	93 13%	54 15%	100 13%	5 13%	149 13%	28 14%	69 14%	58 13%	107 13%	48 16%	153 13%
Receptionist is difficult to deal with / presents a barrier to services	16 1.3%	4 1%	6 1%	10 1%	6 2%	-	5 2%	11 1%	14 1%	2 1%	-	-	7 1%	9 1%	5 2%	11 1%	7 2%	9 1%	2 *	14 2%	-	16 1%	3 1%	8 2%	5 1%	12 1%	4 1%	18 2%
Service has declined due to covid / pandemic	56 5%	19 6%	28 5%	47 5%	9 3%	-	10 4%	46 5%	49 5%	6 4%	-	1 3%	27 6%	25 4%	10 3%	45 5%	24 6%	31 4%	12 3%	41 5%	1 2%	55 5%	15 5%	23 5%	17 4%	43 5%	13 4%	56 5%
Services are expensive	6 1%	2 1%	2 *	4 *	2 1%	-	1 *	5 1%	4 *	2 1%	-	-	2 *	4 1%	1 *	5 1%	1 *	5 1%	2 1%	3 *	1 2%	5 *	-	2 *	4 1%	4 *	2 1%	6 1%
Services are far away / inconvenient to travel to	21 2.1%	7 2%	7 1%	14 2%	5 2%	-	4 2%	16 2%	14 1%	5 3%	5%	-	5 1%	14 2%	5 2%	16 2%	9 2%	11 2%	7 2%	14 2%	-	21 2%	1 1%	10 2%	2 2%	10 1%	4 2%	21 2%
Services are over stretched / under resourced / unorganised	38 3%	13 4%	16 3%	29 3%	8 3%	-	7 3%	31 4%	32 3%	6 4%	-	2 7%	14 3%	21 3%	10 3%	28 3%	15 3%	24 3%	11 3%	25 3%	2 4%	36 3%	8 4%	16 3%	15 3%	31 4%	7 2%	38 3%
Services are poor	71 6%	23 7%	28 6%	51 6%	19 7%	-	10 4%	61 7%	63 6%	9 6%	-	1 4%	24 4%	44 7%	20 7%	51 6%	34 8%	38 5%	21 6%	50 7%	2 4%	70 6%	8 4%	26 5%	38 5%	58 7%	13 4%	71 6%
Shortage of medication / issues receiving my prescription	34 3.4%	11 3%	17 3%	28 3%	6 2%	-	10 4%	24 3%	29 3%	5 3%	-	-	21 3%	13 2%	7 2%	27 3%	15 3%	19 3%	5 1%	29 4%	-	34 3%	5 3%	13 3%	15 3%	27 3%	7 2%	32 3%
Staff / doctors do not listen / are not interested / fob you off	19 2%	8 2%	8 2%	16 2%	2 1%	-	5 2%	14 2%	15 2%	4 2%	-	1 4%	8 2%	10 2%	5 2%	14 2%	6 1%	13 2%	8 2%	11 1%	1 3%	18 2%	3 2%	7 1%	9 2%	16 2%	3 1%	20 2%
Staff are not knowledgeable / incompetent / cannot help	16 1%	4 1%	10 2%	13 2%	3 1%	-	5 2%	11 1%	13 1%	2 2%	-	1 2%	4 1%	10 1%	5 2%	11 1%	5 1%	10 1%	7 2%	9 1%	2 4%	14 1%	2 1%	11 2%	3 1%	13 1%	3 1%	17 1%
Staff are rude or disrespectful	5 .7%	2 1%	3 1%	5 1%	-	-	2 1%	3 *	2 *	3 2.1%	-	1 3%	1 *	3 1%	3 1%	2 *	1 *	5 1%	1 *	5 1%	-	5 *	1 *	2 *	2 1%	4 *	1 *	6 1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 38

Q12_2. You said that you have received the care and support you have needed for your health and wellbeing over the past six months to some extent. Why do you say that?

Base : All respondents who said they received the care and support they have needed for their health and wellbeing over the last 6 months, to some extent

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
There is room for improvement / it could have been better	12	2	4	6	6	-	3	9	11	1	-	-	6	7	2	10	3	9	4	8	-	12	-	6	6	6	6	12
	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	2%	1%
	7	2	3	5	1	-	1	6	3	4	-	-	1	6	3	4	3	4	2	5	-	7	-	5	2	4	3	7
	1%	1%	1%	1%	-	-	1%	1%	1%	2%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	-	1%	1%	1%
Other negative	17	5	7	12	4	-	3	13	13	3	1	-	6	10	3	13	10	6	3	14	1	15	3	7	6	12	5	16
	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	7%	-	1%	2%	2%	2%	2%	1%	1%	2%	3%	1%	2%	1%	1%	1%	2%	1%
	26	4	8	13	12	-	15	11	23	2	-	-	6	17	5	21	11	15	3	23	2	23	5	15	6	17	9	27
	2%	1%	2%	1%	4%	-	6%	1%	2%	1%	-	-	1%	3%	2%	2%	2%	3%	2%	1%	3%	5%	2%	3%	3%	1%	2%	3%
No answer	2	1	-	1	1	-	1	1	2	-	-	-	2	-	2	2	1	1	-	2	-	2	1	-	1	2	-	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nothing / no comment	3	1	1	2	-	-	3	2	1	-	-	-	2	1	1	2	-	3	-	3	-	3	-	1	2	2	1	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 39

Q12b_A. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Being able to access services when you need them

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Region									Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very satisfied	1390	81	182	155	120	138	147	160	219	188	1283	63	15	16	105	732	657	650	739	324	673	327	465	904	36	78	1399	
	35% <i>de</i> <i>xy</i>	38%	34%	37%	33%	31%	32%	38%	32%	39%	33%	37%	19%	31%	31%	35%	34%	36%	33%	36%	34%	35%	30%	38%	11%	22%	35%	
Fairly satisfied	1217	55	153	128	119	151	171	113	197	130	1115	48	20	22	102	651	566	561	656	268	619	278	476	716	85	108	1216	
	30%	26%	28%	31%	33%	34%	37%	27%	29%	27%	30%	28%	26%	43%	31%	31%	30%	31%	29%	30%	31%	30%	31%	30%	26%	30%	30%	
Neither satisfied nor dissatisfied	258	14	29	18	22	39	29	22	59	25	232	20	4	-	24	132	126	101	156	60	132	50	114	139	29	25	254	
	6% <i>de</i>	7%	5%	4%	6%	8%	6%	5%	8%	5%	6%	6%	1%	-	7%	6%	6%	7%	7%	7%	7%	6%	7%	6%	9%	7%	6%	
Fairly dissatisfied	532	28	79	58	46	59	57	58	91	57	468	26	21	2	59	264	268	227	305	123	274	109	237	285	94	77	517	
	13% <i>de</i> <i>xy</i>	13%	15%	14%	13%	13%	12%	14%	13%	12%	13%	15%	27%	5%	18%	13%	14%	13%	14%	14%	14%	12%	18%	12%	28%	21%	13%	
Very dissatisfied	412	22	73	37	36	36	43	40	74	51	381	8	10	8	28	233	179	169	244	85	204	100	202	203	78	61	415	
	10% <i>de</i> <i>xy</i>	10%	14%	9%	10%	8%	9%	9%	11%	11%	10%	5%	12%	17%	8%	11%	9%	9%	11%	9%	10%	11%	18%	8%	24%	17%	10%	
(DO NOT READ OUT) Not applicable to me	163	10	17	16	16	19	13	22	32	18	147	2	8	2	11	75	89	67	96	30	71	40	46	116	5	6	168	
	4% <i>de</i> <i>xy</i>	5%	3%	4%	4%	4%	3%	5%	4%	4%	4%	1%	10%	4%	3%	4%	5%	4%	6%	3%	7%	5%	5%	2%	2%	4%	4%	
(DO NOT READ OUT) Don't know	44	2	6	5	2	4	5	5	8	7	38	4	-	-	4	19	25	14	30	9	16	15	14	27	4	5	44	
	1% <i>de</i>	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	2%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Satisfied	2607	136	335	283	239	289	318	273	416	317	2398	111	35	38	207	1383	1224	1210	1396	592	1293	605	941	1621	121	186	2615	
	65% <i>de</i> <i>xy</i>	64%	62%	63%	66%	65%	65%	65%	61%	67%	63%	63%	45%	74%	62%	66%	64%	63%	63%	63%	66%	65%	65%	61%	63%	38%	52%	65%
Dissatisfied	945	50	152	95	82	95	100	98	164	108	848	34	31	11	86	497	447	399	549	208	478	210	439	487	172	138	932	
	24% <i>de</i> <i>xy</i>	24%	28%	23%	23%	21%	21%	23%	24%	23%	23%	20%	26%	26%	21%	24%	23%	24%	23%	23%	24%	23%	23%	24%	29%	28%	23%	
Net satisfied	1662	86	183	188	157	194	218	176	252	209	1549	77	4	27	120	886	776	814	847	384	814	395	502	1133	-51	49	1683	
	41% <i>de</i> <i>gh</i> <i>xy</i>	40%	34%	46%	43%	45%	47%	42%	37%	44%	42%	45%	6%	53%	38%	42%	41%	46%	38%	43%	41%	43%	32%	47%	-15%	14%	42%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 40

Q12b_A. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Being able to access services when you need them

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1392	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Very satisfied	1390	442	408	850	526	1	520	869	1199	178	9	43	498	813	292	1096	422	961	224	1155	32	1351	240	590	560	1025	365	1399
	35%bnpv	36%b	30%	32%b	39%b	17%	37%b	33%	34%	37%	24%	43%	35%	34%	34%	35%	32%	36%b	25%	37%b	32%	35%	34%	34%	36%	34%	36%	35%
Fairly satisfied	1217	383	429	813	387	1	342	874	1053	150	12	30	441	716	237	977	412	803	286	920	29	1184	197	504	516	915	302	1216
	30%b	31%	31%	31%	29%	18%	24%	33%b	30%	31%	34%	30%	31%	30%	28%	31%	31%	30%	32%	30%	28%	30%	28%	29%	33%b	30%	30%	30%
Neither satisfied nor dissatisfied	258	69	111	180	73	-	80	176	223	28	4	1	105	142	56	202	92	163	64	191	7	249	50	120	87	191	66	254
	6%b	6%	8%b	7%b	5%	-	6%	7%	6%	6%	11%	1%	7%b	6%b	7%	6%	7%	6%	7%	6%	7%	6%	7%	6%	6%	6%	7%	6%
Fairly dissatisfied	532	156	204	360	165	1	168	363	461	65	4	11	193	329	124	407	191	340	174	351	18	511	90	234	208	401	132	517
	13%b	13%	15%b	14%	12%	18%	12%	14%	13%	14%	12%	11%	13%	14%	15%	13%	14%	13%	17%	13%	17%	13%	13%	13%	13%	13%	13%	13%
Very dissatisfied	412	135	176	311	98	2	159	252	359	47	6	14	137	252	108	303	156	256	113	293	14	393	99	186	128	334	79	415
	10%bnpv	11%b	12%b	12%b	7%	35%	11%	10%	10%	10%	15%	14%	10%	11%	10%b	10%	10%	10%	11%b	9%	14%	10%	10%b	11%b	8%	11%b	8%	10%
(DO NOT READ OUT) Not applicable to me	163	37	42	79	84	1	110	53	153	10	-	1	54	101	22	141	42	122	15	148	1	163	29	88	46	125	38	168
	4%bnpv	3%	3%	3%	6%b	12%	8%b	2%	4%b	2%	-	1%	4%	4%	3%	4%b	3%	5%b	2%	5%b	1%	4%	4%	4%	3%	4%	4%	4%
(DO NOT READ OUT) Don't know	44	14	11	26	15	-	19	23	36	5	2	-	9	28	9	34	8	34	7	35	1	42	8	21	14	24	20	44
	1%bnp	1%	1%	1%	1%	-	1%	1%	1%	1%	9%b	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%b	1%
Satisfied	2607	825	837	1663	913	2	862	1743	2252	329	21	72	938	1529	528	2073	834	1763	510	2075	61	2535	437	1094	1076	1940	667	2615
	65%bnpv	65%b	61%	62%b	69%b	35%	62%	67%b	65%	68%	57%	73%	66%	64%	62%	66%	63%	66%	58%	67%b	60%	65%	61%	63%	63%b	64%	67%	65%
Dissatisfied	945	291	381	672	263	3	327	615	819	113	10	25	320	581	233	710	347	594	267	644	32	904	189	420	336	734	210	932
	23%bnpv	23%b	28%b	25%b	20%	53%	23%	24%	24%	23%	27%	25%	22%	24%	27%b	22%	22%	23%	26%b	21%	23%	23%	24%	24%	22%	24%b	21%	23%
Net satisfied	1662	534	457	991	650	-1	535	1128	1433	216	11	48	618	948	296	1363	487	1169	223	1431	29	1631	247	675	740	1206	456	1683
	41%bnpv	43%b	33%	38%b	48%b	-18%	38%	43%b	41%	45%	30%	48%	43%b	40%	35%	43%b	37%	44%b	25%	46%b	29%	42%b	35%	39%	47%b	40%	46%b	42%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 41

Q12b_B. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Being able to access services in a way that suits you

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very satisfied	1432	90	192	154	123	141	150	152	242	185	1326	55	19	13	102	760	673	666	765	337	687	331	474	933	36	84	1445	
	36% Very	43% Sat	36%	37%	34%	32%	32%	36%	36%	40% Sat	35% Sat	32%	25%	26%	31%	36%	35%	37%	34%	37%	35%	36%	31%	39% Sat	11%	23%	36%	
Fairly satisfied	1222	53	146	135	110	150	164	133	197	135	1110	55	18	30	111	629	593	569	653	270	639	275	464	737	94	108	1215	
	30% Sat	25%	27%	32%	30%	34% Sat	35% Sat	32%	29%	28%	30%	32%	23%	59%	33%	30%	31%	32%	29%	30%	32% Sat	30%	30%	31%	28%	30%	30%	
Neither satisfied nor dissatisfied	259	10	37	22	19	31	31	29	45	34	226	20	8	2	33	140	120	103	156	53	132	58	106	151	27	17	251	
	6% Ind	5%	7%	5%	5%	7%	7%	7%	7%	7%	6%	9% Ind	11%	4%	10%	7%	6%	6%	7%	6%	7%	6%	7%	6%	8%	5%	6%	
Fairly dissatisfied	522	25	76	55	52	62	54	49	100	48	474	18	19	-	42	290	232	204	318	124	261	107	256	257	90	82	516	
	13% Diss	12%	14%	13%	15%	14%	12%	12%	15% Diss	10%	13%	11%	26% Diss	-	13%	14%	12%	11%	14%	14%	13%	11%	16% Diss	11%	27% Diss	23% Diss	13%	
Very dissatisfied	415	25	69	34	39	43	46	44	66	49	371	21	10	6	40	224	191	178	237	82	209	100	202	203	76	61	411	
	10% Diss	12%	15% Diss	8%	11%	10%	10%	10%	10%	10%	10%	12%	12%	11%	12%	11%	10%	10%	11%	9%	10%	11%	13% Diss	8%	25% Diss	17% Diss	10%	
(DO NOT READ OUT) Not applicable to me	116	5	16	9	15	10	15	11	22	13	108	2	4	-	5	47	69	43	73	23	44	44	34	80	6	5	123	
	3% NA	2%	3%	2%	4%	2%	3%	3%	3%	3%	3% NA	1%	5%	-	2%	2%	6% NA	3%	3%	2%	2%	5% NA	2%	3% NA	2%	2%	3%	
(DO NOT READ OUT) Don't know	49	5	4	7	3	9	5	2	7	7	48	-	-	-	-	17	32	25	24	11	18	16	17	28	2	2	52	
	1% DK	2% DK	1%	2%	1%	2% DK	1%	1%	1%	2%	1% DK	-	-	-	-	1%	2% DK	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	
Satisfied	2654	143	339	289	232	291	313	285	439	323	2437	110	37	43	213	1389	1266	1235	1418	607	1326	605	938	1670	130	192	2660	
	66% Sat	67%	63%	69% Sat	64%	65%	67%	68%	65%	68%	66% Sat	64%	47%	85%	63% Sat	65%	66%	66%	64%	67%	67%	65%	60%	63% Sat	39%	54%	66%	
Dissatisfied	937	50	146	89	91	104	106	93	167	97	845	39	28	6	82	514	423	382	555	206	469	207	458	460	166	142	927	
	23% Diss	23%	27% Diss	21%	25%	23%	22%	22%	25%	20%	23%	23%	37% Diss	11%	25%	24%	22%	21%	33% Diss	23%	24%	22%	35% Diss	19%	26% Diss	40% Diss	23%	
Net satisfied	1717	93	193	200	141	187	213	192	272	226	1591	70	8	37	130	875	842	853	863	401	857	399	480	1209	-35	50	1733	
	43% Net Sat	44% Net Sat	36%	48% Net Sat	39%	42%	46% Net Sat	46% Net Sat	40%	46% Net Sat	43% Net Sat	41% Net Sat	11%	74%	39% Net Sat	42%	44%	48% Net Sat	39%	45%	43%	43%	31%	51% Net Sat	-11%	14%	43%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 42

Q12b_B. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Being able to access services in a way that suits you

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Yes (v)	No (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Very satisfied	1432	457	423	880	537	-	527	905	1243	175	11	39	519	842	281	1149	432	993	244	1179	28	1401	228	619	586	1060	372	1445
	36% ^{ab}	37% ^{bc}	31%	34% ^b	40% ^{2bc}	-	38%	35%	36%	36%	31%	40%	36%	35%	33%	36%	33%	37% ^{2d}	28%	38% ^{2e}	27%	36% ²	32%	35%	38% ^{1v}	35%	37%	36%
Fairly satisfied	1222	362	441	802	404	-	376	846	1047	164	12	30	448	713	239	980	426	793	292	917	34	1181	221	525	476	919	303	1215
	30% ^f	29%	32%	31%	30%	-	27%	32% ^{2f}	30%	34%	31%	31%	31%	30%	28%	31%	32%	30%	33%	30%	33%	30%	31%	30%	31%	30%	30%	30%
Neither satisfied nor dissatisfied	259	66	100	167	91	1	84	173	235	19	2	-	90	160	64	195	79	180	56	203	4	254	42	100	117	200	60	251
	6% ^{3gh}	5%	7%	6% ^{3ha}	7%	20%	6%	7%	7%	4%	6%	-	6% ³	6% ³	8%	6%	6%	6%	6%	7%	4%	7%	6%	6%	6% ³	7%	6%	6%
Fairly dissatisfied	522	175	209	384	133	2	148	372	459	54	8	11	180	318	124	397	181	338	157	359	21	496	106	232	184	397	124	516
	13% ^{4de}	14% ^d	16% ^{2d}	15% ^{2d}	10%	36%	11%	14% ^{2f}	13%	11%	21%	12%	13%	13%	15%	13%	14%	13%	15%	12%	21% ^{2g}	13%	15%	13%	12%	13%	12%	13%
Very dissatisfied	415	128	176	304	104	-	164	251	360	50	2	13	137	253	110	304	157	257	116	291	14	399	87	186	143	323	92	411
	10% ^{5efg}	10% ^d	13% ^{2d}	12% ^{2d}	8%	-	12% ^{2g}	10%	10%	10%	6%	14%	10%	11%	17%	10%	12% ^{2h}	10%	11%	10%	9%	13%	10%	12% ²ⁱ	11%	9%	11%	10%
(DO NOT READ OUT) Not applicable to me	116	32	21	54	61	2	72	43	103	13	-	3	39	70	17	100	36	79	13	79	1	115	17	66	33	63	33	123
	3% ^{6gh}	3%	2%	2% ⁶	5% ^{2h}	27%	3%	2%	3%	3%	-	3%	3%	3%	2%	3%	3%	3%	1%	10%	1%	3%	2%	4% ^{2j}	2%	3%	3%	3%
(DO NOT READ OUT) Don't know	49	17	11	28	18	1	27	20	38	9	2	2	14	26	12	36	12	37	6	41	-	47	12	16	21	32	17	52
	1% ⁷ⁱ	1%	1%	1%	1%	17%	2% ^{2j}	1%	1%	2%	5% ³	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	2%	1%
Satisfied	2854	818	864	1682	941	-	904	1751	2289	339	23	69	966	1555	520	2129	889	1786	536	2097	61	2582	449	1144	1062	1978	676	2660
	71% ^{8k}	66%	63%	64%	70% ^{2k}	-	65%	67%	66%	70%	62%	70%	68%	65%	61%	67% ^{2l}	65%	67%	61%	63% ^{2m}	60%	66%	63%	66%	68% ²ⁿ	66%	67%	66%
Dissatisfied	937	303	386	688	237	2	312	622	819	105	10	25	317	571	235	701	338	595	273	650	35	894	193	417	327	721	216	927
	23% ^{9lm}	24% ^d	28% ^{2d}	26% ^{2d}	18%	36%	22%	24%	23%	22%	27%	25%	22%	24%	28% ^{2o}	22%	23% ^{2p}	22%	23% ^{2q}	21%	23% ^{2r}	23%	27% ^{2s}	24% ^{2t}	21%	24%	22%	23%
Net satisfied	1717	516	479	995	704	-2	592	1129	1471	234	13	44	649	984	286	1428	521	1191	263	1446	27	1688	256	726	735	1267	460	1733
	43% ^{10mn}	42% ^{bc}	35%	38% ^{ab}	52% ^{2bc}	-36%	42%	43%	42%	48% ²ⁿ	35%	45%	46% ^{2m}	41%	34%	45% ^{2o}	39%	46% ^{2p}	30%	47% ^{2q}	26%	43% ^{2r}	36%	42% ^{2v}	47% ^{2vw}	42%	46% ^{2y}	43%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 43

Q12b_C. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

The process of making appointments

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very satisfied	1140	62	156	123	95	113	108	134	181	167	1053	33	15	22	84	599	542	520	610	253	556	276	362	761	43	72	1149	
	29% ave	29%	29%	30% f	26%	25%	23%	32% ef	27%	35% z defh	29% z	19%	20%	45%	25%	28%	28%	30%	27%	28%	28%	30%	23%	32% z v	13%	20%	29%	
Fairly satisfied	1041	59	123	109	107	126	135	100	168	114	947	57	12	12	92	548	493	500	542	243	536	219	388	630	56	76	1033	
	26% ave	28%	23%	26%	30% db	28%	29%	24%	25%	24%	26%	33%	16%	24%	28%	26%	26%	28% z	24%	27%	27%	24%	25%	26%	17%	21%	26%	
Neither satisfied nor dissatisfied	269	16	31	25	22	31	39	21	51	32	240	22	4	2	28	148	121	121	148	73	135	51	105	160	37	31	263	
	7% f	8%	6%	6%	6%	7%	8% g	5%	7%	7%	6% z	13% h	5%	4%	8%	7%	6%	7%	7%	8%	7%	5%	7%	9%	11% z	9%	7%	
Fairly dissatisfied	677	28	103	68	62	70	73	77	122	73	602	34	24	7	70	351	326	281	396	155	326	155	317	353	76	80	669	
	17% ave	13%	19%	16%	17%	16%	16%	18%	18%	15%	16%	20%	32% z h	14%	21%	17%	17%	16%	18%	17%	16%	17%	20% z w	15%	23% z	22% z	17%	
Very dissatisfied	688	37	96	72	60	79	88	66	124	67	630	23	17	7	53	362	326	276	412	137	351	167	325	344	113	97	688	
	17% ave	17%	18%	17%	17%	18%	19%	16%	18%	14%	16%	13%	22%	13%	16%	17%	17%	15%	15%	15%	16%	18%	21% z w	14%	34% z	27% z	17%	
(DO NOT READ OUT) Not applicable to me	150	7	24	14	13	22	17	20	29	14	152	2	2	-	4	82	77	66	93	30	65	50	45	112	4	2	168	
	4% ave	3%	4%	3%	4%	5%	4%	5%	4%	3%	4% z	1%	3%	-	1%	4%	4%	4%	9%	3%	3%	5% z w	3%	5% z v	1%	1%	4%	
(DO NOT READ OUT) Don't know	43	3	8	5	2	6	5	3	4	7	40	-	2	-	2	17	26	17	26	8	21	10	12	29	1	1	43	
	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	-	3%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	
Satisfied	2182	122	279	232	202	238	244	234	349	282	2000	90	28	35	176	1147	1035	1029	1152	496	1092	496	750	1391	99	148	2182	
	54% ave	57%	52%	56%	56%	53%	52%	56%	51%	59% z defh	52% z	53%	36%	69%	25% z	54%	54%	53% z	52%	55%	55%	53%	48%	52% z	30%	41%	54%	
Dissatisfied	1364	64	199	148	122	149	161	143	246	140	1233	57	42	14	123	713	652	586	806	292	677	323	641	697	199	177	1357	
	34% ave	30% z	37% z	34%	34%	33%	35%	34%	35% z	29% z	34%	33%	34% z h	27%	37%	34%	34%	37%	34%	32%	34%	35%	31% z w	29%	35% z	49% z	34%	
Net satisfied	817	57	80	92	80	89	83	91	103	142	767	33	-14	21	53	434	383	472	344	204	415	173	109	694	-91	-29	825	
	20% ave ave	27% z db	15%	22% db	22% db	20% db	18%	22% db	15%	39% z defgh	21% z	19% z	-18%	41%	16% z	21%	20%	26% z	15%	23% z	21%	19%	7%	29% z v	-27%	-8%	21%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 44

Q12b_C. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

The process of making appointments

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2198	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2913	943	4013
Very satisfied	1140	351	320	671	457	-	443	698	987	141	9	33	386	683	226	910	344	788	209	923	27	1107	197	484	459	830	310	1140
	24%b	28%b	23%b	26%b	34%Zab	-	32%Za	27%	28%	29%	24%	33%	27%	29%	27%	29%	26%	29%Za	24%	30%Zr	26%	28%	28%	28%	29%	28%	31%Za	29%
Fairly satisfied	1041	345	341	686	338	-	308	733	900	130	10	24	372	624	196	846	322	717	219	817	16	1021	172	455	415	778	264	1033
	26%b	28%	25%	26%	25%	-	22%	28%Za	26%	27%	27%	25%	26%	26%	23%	27%Za	24%	27%	25%	26%	16%	26%Za	24%	26%	27%	26%	26%	26%
Neither satisfied nor dissatisfied	269	62	114	176	91	-	67	202	228	39	2	5	108	153	54	214	103	164	81	187	7	260	40	106	122	196	73	263
	7%b	5%	8%b	7%b	7%	-	5%	8%Za	7%	8%	4%	5%	8%	6%	6%	7%	8%	4%	6%	6%	1%	7%	6%	6%	6%	6%	7%	7%
Fairly dissatisfied	677	197	286	482	189	2	200	474	587	82	5	13	238	407	165	512	231	444	173	495	22	651	130	281	266	526	151	669
	17%b	16%	21%Zab	18%Za	14%	36%	14%	18%Za	17%	17%	14%	14%	17%	17%	18%Za	16%	17%	17%	20%Za	16%	21%	17%	18%	16%	17%	17%	15%	17%
Very dissatisfied	688	220	275	495	181	-	251	435	602	73	10	14	247	410	173	514	265	420	190	486	28	655	134	316	238	538	149	688
	17%b	18%b	19%Za	19%Za	13%	-	18%	17%	17%	15%	10%	14%	17%	17%	17%Za	16%	19%Za	16%	19%	16%	23%Za	17%	18%	16%	15%	15%	15%	17%
(DO NOT READ OUT) Not applicable to me	159	49	38	86	72	3	110	46	145	13	-	10	61	84	24	134	44	114	8	150	1	158	29	35	45	115	44	168
	4%b	3%	3%	3%	5%Za	43%	9%Za	5%	4%	3%	-	10%Za	4%	4%	3%	4%	3%	4%	1%	4%	1%	4%	4%	4%	3%	4%	4%	4%
(DO NOT READ OUT) Don't know	43	13	9	22	21	1	20	21	34	6	1	-	16	21	10	32	14	28	4	36	1	41	12	16	15	31	12	43
	1%b	1%	1%	1%	2%b	20%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Satisfied	2182	696	661	1357	794	-	751	1431	1887	271	19	57	758	1308	422	1756	666	1506	427	1739	43	2128	369	939	874	1608	573	2182
	54%b	56%b	48%b	51%b	59%Za	-	54%	55%	54%	56%	51%	58%	53%	55%	50%	56%Za	50%	56%Za	48%	56%Zr	42%	56%Za	52%	54%	56%	53%	51%Za	54%
Dissatisfied	1364	417	560	977	370	2	451	910	1199	155	16	27	485	817	338	1026	496	865	363	981	50	1306	264	597	504	1064	300	1357
	34%b	40%Za	40%Za	37%Za	27%	36%	32%	35%	34%	32%	43%	27%	34%	34%	40%Za	32%	35%Za	32%	34%	32%	48%Za	34%	37%Za	34%	32%	35%Za	30%	34%
Net satisfied	817	279	101	380	424	-2	300	521	697	116	3	30	273	491	84	730	170	641	64	758	-7	822	105	342	370	544	274	825
	20%b	23%b	7%	15%b	31%Zab	-36%	21%	20%	20%	34%Za	8%	30%Za	19%	21%	10%	23%Za	13%	24%Za	7%	25%Zr	-6%	21%Za	15%	20%Za	24%Za	18%	27%Za	21%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 45

Q12b_D. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Cleanliness and the measures that are in place to prevent infections such as COVID-19 from spreading in health and social care services

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Region									Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very satisfied	2806	155	388	293	247	319	331	261	472	340	2595	117	34	27	199	1470	1336	1236	1569	657	1389	638	1063	1690	179	226	2813	
	70% ^{95%}	73% ^{95%}	72% ^{95%}	70% ^{95%}	68%	71% ^{95%}	71% ^{95%}	62%	76% ^{95%}	72% ^{95%}	71% ^{95%}	69% ^{95%}	44%	52%	69% ^{95%}	70%	70%	69%	70%	73% ^{95%}	70%	69%	68%	71%	54%	63%	70%	
Fairly satisfied	803	40	104	82	81	81	79	103	143	90	705	34	34	18	95	425	378	379	424	164	401	188	315	476	90	83	792	
	20%	19%	19%	20%	22% ^{95%}	18%	17%	25% ^{95%}	21%	19%	19%	20%	24% ^{95%}	36%	28% ^{95%}	20%	20%	21%	19%	18%	20%	20%	20%	20%	27% ^{95%}	23%	20%	
Neither satisfied nor dissatisfied	81	4	4	7	7	8	10	12	19	9	73	4	2	2	8	49	31	33	47	15	35	27	32	48	11	6	83	
	2%	2%	1%	2%	2%	2%	2%	3% ^{95%}	3% ^{95%}	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	
Fairly dissatisfied	65	2	10	8	6	9	10	8	9	4	57	6	1	-	9	32	33	28	38	15	27	18	30	33	9	10	64	
	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	-	3%	2%	2%	2%	2%	2%	1%	2%	1%	3%	3%	3%	2%	
Very dissatisfied	81	2	12	10	7	7	13	8	12	10	73	4	2	2	8	37	45	43	39	20	41	16	40	41	19	16	81	
	2%	1%	2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	3%	4%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%	19% ^{95%}	16% ^{95%}	2%	
(DO NOT READ OUT) Not applicable to me	109	5	14	7	6	14	16	19	13	13	98	6	-	2	10	56	53	36	72	18	60	25	39	67	13	8	107	
	3% ^{95%}	2%	3%	2%	2%	3%	3%	4% ^{95%}	2%	3%	3%	3%	-	5%	3%	3%	3%	2%	3% ^{95%}	2%	3%	3%	2%	3%	4%	2%	3%	
(DO NOT READ OUT) Don't know	71	4	9	8	6	7	7	10	11	9	64	-	4	-	4	36	35	34	37	10	36	18	34	34	10	9	73	
	2% ^{95%}	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	-	5% ^{95%}	-	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	3%	2%	2%	
Satisfied	3609	195	491	376	328	400	410	364	615	430	3300	151	68	45	293	1895	1713	1614	1993	821	1790	826	1379	2166	269	308	3605	
	92% ^{95%}	92% ^{95%}	91% ^{95%}	90% ^{95%}	91% ^{95%}	90% ^{95%}	89% ^{95%}	87% ^{95%}	91% ^{95%}	91% ^{95%}	92% ^{95%}	88% ^{95%}	87% ^{95%}	88% ^{95%}	88% ^{95%}	90% ^{95%}	90% ^{95%}	90% ^{95%}	90% ^{95%}	91% ^{95%}	90% ^{95%}	89% ^{95%}	89% ^{95%}	91% ^{95%}	88% ^{95%}	90% ^{95%}		
Dissatisfied	147	4	22	18	13	17	22	16	21	14	130	10	3	2	17	69	78	70	76	35	68	34	70	74	23	26	145	
	4% ^{95%}	2%	4%	4%	4%	4%	5%	4%	3%	3%	4%	6%	4%	4%	5%	3%	4%	4%	3%	4%	3%	4%	4%	3%	6% ^{95%}	5% ^{95%}	4%	
Net satisfied	3462	191	470	358	315	383	387	348	594	416	3170	141	64	42	276	1826	1636	1544	1917	786	1722	792	1308	2092	241	282	3460	
	98% ^{95%}	90% ^{95%}	87%	86%	87%	86%	83%	83%	87% ^{95%}	88%	91% ^{95%}	83%	83%	83%	83%	87%	86%	86%	86%	87%	87%	85%	84%	88% ^{95%}	73%	78%	86%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 46

Q12b_D. Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Cleanliness and the measures that are in place to prevent infections such as COVID-19 from spreading in health and social care services

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2198	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Very satisfied	2806	882	936	1818	954	1	940	1865	2436	336	27	68	1001	1667	574	2226	928	1866	584	2195	58	2734	480	1204	1122	2106	700	2813
	71% mm	71%	69%	71%	71%	15%	67%	71% z	70%	69%	73%	69%	70%	70%	68%	70%	70%	66%	71% z	57%	70% z	67%	69%	72% z	70%	70%	70%	70%
Fairly satisfied	803	223	311	534	260	2	284	517	708	90	5	13	297	482	169	633	252	549	199	601	24	774	141	346	315	616	187	792
	20% a	18%	22% z	20% a	19%	30%	20%	20%	20%	19%	13%	13%	21%	20%	20%	19%	21%	19%	22% z	19%	23%	20%	20%	20%	20%	20%	19%	20%
Neither satisfied nor dissatisfied	81	30	23	52	28	1	31	49	70	10	1	1	26	49	15	66	30	51	19	62	2	78	16	33	32	57	24	83
	2%	2%	2%	2%	2%	20%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Fairly dissatisfied	65	17	29	46	17	-	22	44	49	15	1	4	19	41	18	48	26	40	17	46	4	62	16	32	17	39	26	64
	2% uvv	1%	2%	2%	1%	-	2%	2%	1%	3% z	3%	4%	1%	2%	2%	2%	2%	1%	2%	1%	4%	2%	4% a	2%	1%	1%	3%	2%
Very dissatisfied	81	27	31	58	22	-	31	49	68	13	-	5	28	44	24	57	31	48	29	50	9	71	20	33	29	60	21	81
	2% mm	2%	2%	2%	2%	-	2%	2%	2%	3%	-	5%	2%	2%	3%	2%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%
(DO NOT READ OUT) Not applicable to me	109	29	36	65	42	-	62	47	100	8	-	4	36	62	25	84	35	74	20	88	2	105	22	62	25	84	24	107
	3% uv	2%	3%	2%	3%	-	4% z	2%	3%	2%	-	4%	3%	3%	3%	3%	3%	3%	2%	3%	2%	3%	3%	4%	2%	3%	2%	3%
(DO NOT READ OUT) Don't know	71	30	16	45	23	2	29	39	54	13	3	4	21	36	23	48	21	49	17	51	2	68	19	33	20	51	20	73
	2% hno	2% bc	1%	2% b	2%	35%	2%	1%	2%	3%	3%	8% z	4% mm	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%
Satisfied	3609	1105	1247	2352	1214	3	1224	2382	3144	426	32	81	1298	2149	743	2859	1180	2415	783	2797	82	3508	621	1550	1437	2722	887	3605
	90% mm	89%	90%	90%	90%	45%	87%	91% z	90% z	88%	86%	83%	89% z	90% a	88%	90% z	89%	90%	89%	90% z	81%	90% z	87%	89%	90% z	90%	88%	90%
Dissatisfied	147	44	61	104	40	-	53	93	117	27	1	8	47	95	42	105	88	46	46	96	13	133	36	65	46	100	47	145
	4% hno	4%	4%	4%	3%	-	4%	4%	3%	3% z	3%	3% z	3%	4%	5% z	3%	4%	3%	3%	3%	3% z	3% z	4%	3%	3%	3%	5%	4%
Net satisfied	3462	1061	1186	2247	1174	3	1171	2289	3027	399	31	73	1251	2064	701	2754	1123	2327	737	2701	69	3375	588	1485	1391	2622	840	3460
	88% mm	86%	86%	86%	87%	45%	84%	88% z	87% z	82%	84%	74%	88% z	87% a	83%	87% z	85%	87%	83%	87% z	68%	87% z	82%	85%	89% z	87% z	84%	86%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 47

Q12b. SUMMARY TABLES: Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	A. Being able to access services when you need them	B. Being able to access services in a way that suits you	C. The process of making appointments	D. Cleanliness and the measures that are in place to prevent infections such as COVID-19 from spreading in health and social care services
Unweighted Total	4013	4013	4013	4013
Weighted Total	4016	4016	4016	4016
Effective Base	3756	3756	3756	3756
Very satisfied	1380 35%	1432 36%	1140 28%	2806 70%
Fairly satisfied	1217 30%	1222 30%	1041 26%	803 20%
Neither satisfied nor dissatisfied	258 6%	259 6%	269 7%	81 2%
Fairly dissatisfied	532 13%	522 13%	677 17%	65 2%
Very dissatisfied	412 10%	415 10%	688 17%	81 2%
Not applicable to me	163 4%	116 3%	159 4%	109 3%
Don't know	44 1%	49 1%	43 1%	71 2%
Satisfied	2607 65%	2654 66%	2182 54%	3609 90%
Dissatisfied	946 24%	937 23%	1364 34%	147 4%
Net satisfied	1662 41%	1717 43%	817 20%	3462 86%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORi

Job Number : JZ2-018181-01

Less than 0.5 %

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Table 48

Q12b. T2B TABLES: Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	Greater London	South East	South West	White English/ Welsh/ Scottish/ Northern Irish/British	Any other white background	Asian / Asian British	Black / African / Caribbean / Black British	Ethnic minorities including white ethnic minorities	65-74	Over 75	Male	Female	AB	C1C2	DE	Yes	No	Not very/Not at all well supported	Much/little worse	
	(Z)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3654	171**	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
A. Being able to access services when you need them	2607	136	335	283	239	289	318	273	416	317	2398	111	35	38	207	1383	1224	1210	1396	592	1293	605	941	1621	121	186	2615
	65%Wtd	64%	62%	68%Wtd	66%	65%	65%Wtd	65%	61%	67%	65%Wtd	65%Wtd	45%	74%	62%Wtd	66%	64%	63%Wtd	63%	66%	65%	65%	61%	63%Wtd	36%	52%	65%
B. Being able to access services in a way that suits you	2654	143	339	289	232	291	313	285	439	323	2437	110	37	43	213	1389	1266	1235	1418	607	1326	605	938	1670	130	192	2660
	66%Wtd	67%	63%	65%Wtd	64%	65%	67%	68%	65%	68%	64%Wtd	64%	47%	85%	63%Wtd	66%	66%	65%Wtd	64%	67%	67%	65%	60%	73%Wtd	39%	54%	66%
C. The process of making appointments	2182	122	279	232	202	238	244	234	349	282	2000	90	28	35	178	1147	1035	1029	1152	498	1092	498	750	1391	99	148	2182
	54%Wtd	57%	52%	56%	56%	53%	52%	56%	51%	59%Wtd	53%Wtd	53%	36%	69%	57%Wtd	54%	54%	53%Wtd	52%	55%	55%	53%	48%	63%Wtd	30%	41%	54%
D. Cleanliness and the measures that are in place to prevent infections such as COVID-19 from spreading in health and social care services	3009	195	401	376	326	400	410	364	615	430	3300	151	68	45	293	1895	1713	1614	1993	821	1790	826	1379	2166	269	308	3605
	75%Wtd	92%	81%Wtd	90%	91%	90%	88%	87%	91%	91%	89%Wtd	88%	87%	88%	88%	90%	90%	90%	90%	91%	90%	89%	89%	91%	81%	88%	90%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 49

Q12b. T2B TABLES: Still thinking about all of the services you have told us about, how satisfied or dissatisfied are you with each of the following over the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1346	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3844	677	1647	1453	2813	943	4013
A. Being able to access services when you need them	2607	825	837	1663	913	2	862	1743	2252	329	21	72	938	1529	528	2073	834	1763	510	2075	61	2535	437	1094	1076	1940	667	2615
	65% lbcfhw	67% lbc	61%	63% b	68% cde	35%	62%	67% 2f	65%	68%	57%	73%	66%	64%	62%	66%	63%	66%	58%	67% 2s	60%	65%	61%	63%	69% 2vw	64%	67%	65%
B. Being able to access services in a way that suits you	2654	818	864	1682	941	-	904	1751	2289	339	23	69	966	1555	520	2129	859	1786	536	2097	61	2582	449	1144	1062	1978	676	2660
	65% lbcghw	66%	63%	64%	70% 2de	-	65%	67%	66%	70%	62%	70%	68%	65%	61%	67% 2s	65%	67%	61%	65% 2s	60%	66%	63%	66%	65% 2vw	66%	67%	66%
C. The process of making appointments	2182	696	661	1357	794	-	751	1431	1887	271	19	57	758	1308	422	1756	666	1506	427	1739	43	2128	369	939	874	1608	573	2182
	64% lbcghrty	66% lbc	48%	62% b	69% 2de	-	54%	55%	54%	56%	51%	58%	53%	55%	50%	60% 2de	50%	56% 2d	48%	56% 2d	42%	55% 2d	42%	52%	54%	56%	53%	57% 2de
D. Cleanliness and the measures that are in place to prevent infections such as COVID-19 from spreading in health and social care services	3609	1105	1247	2352	1214	3	1224	2382	3144	428	32	81	1298	2149	743	2859	1180	2415	783	2787	82	3508	621	1550	1437	2722	887	3605
	60% lbcghw	89%	90%	90%	90%	45%	87%	91% 2f	80% 2	88%	86%	83%	81% k	80% k	88%	80% 2de	89%	90%	78%	89% 2	81%	80% 2f	87%	89%	92% 2vw	90%	88%	90%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 50

Q13. Over the last six months, have you been involved as much as you wanted to be in decisions about your care and treatment?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1940	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	469	378	363	422	449	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes definitely	2364	126	321	245	229	252	271	230	404	286	2190	101	27	20	166	1254	1110	1089	1274	585	1166	502	841	1481	98	159	2373
	59% 95%ci survey	59%	59%	59%	53% 95%ci	56%	58%	55%	60%	60%	60% 95%ci	59% 95%ci	35%	40%	50% 95%ci	60%	58%	61% 95%ci	57%	65% 95%ci	59% 95%ci	54%	54%	62% 95%ci	30%	44%	59%
Yes, to some extent	849	42	116	94	60	109	97	90	145	95	748	37	33	16	99	458	391	366	483	185	432	191	412	423	135	127	830
	21% 95%ci	20%	22%	23% 95%ci	17%	24% 95%ci	21%	21%	21%	20%	20%	22%	43% 95%ci	32%	39% 95%ci	22%	20%	20%	22%	21%	22%	21%	28% 95%ci	18%	41% 95%ci	35% 95%ci	21%
No, not at all	433	20	60	43	44	54	54	54	69	48	387	17	13	8	41	212	221	193	240	73	205	128	222	205	78	63	437
	11% 95%ci	9%	11%	10%	11%	10%	12%	13%	10%	10%	11%	10%	17%	15%	12%	10%	12%	11%	11%	8%	10%	10%	14% 95%ci	9%	13% 95%ci	11%	11%
Not applicable	370	24	43	34	30	42	43	47	61	46	339	16	4	6	26	182	188	140	229	57	186	109	79	281	20	11	373
	9% 95%ci	11%	8%	8%	8%	9%	9%	11%	9%	10%	9% 95%ci	9%	5%	12%	8%	9%	10%	8%	10% 95%ci	6%	9% 95%ci	12% 95%ci	5%	12% 95%ci	6%	3%	9%
Yes	3213	168	437	339	289	361	368	320	550	381	2937	138	60	37	266	1712	1501	1455	1757	770	1598	693	1253	1903	233	286	3203
	80% 95%ci	79%	81%	81%	80%	81%	79%	76%	81%	80%	80% 95%ci	81%	78%	72%	80%	81% 95%ci	79%	81%	79%	86% 95%ci	89% 95%ci	75%	81%	80%	70%	79%	80%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 51

Q13. Over the last six months, have you been involved as much as you wanted to be in decisions about your care and treatment?

Base: All respondents who have used health or social care services in the last 6 months.

		Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes definitely	2364	764	761	1525	612	1	758	1504	2048	292	20	57	857	1395	474	1887	758	1595	458	1894	52	2305	365	1023	976	1757	607	2373
	849	232	377	609	227	-	218	631	724	115	9	26	333	469	217	629	314	533	278	558	27	818	168	371	310	640	209	830
Yes, to some extent	849	232	377	609	227	-	218	631	724	115	9	26	333	469	217	629	314	533	278	558	27	818	168	371	310	640	209	830
	433	137	178	315	116	2	187	243	371	52	7	13	152	249	104	328	135	295	113	313	17	409	113	190	129	336	97	437
No, not at all	433	137	178	315	116	2	187	243	371	52	7	13	152	249	104	328	135	295	113	313	17	409	113	190	129	336	97	437
	370	104	86	170	192	3	236	131	341	25	1	2	85	269	52	317	117	253	36	329	6	360	66	159	145	281	89	373
Not applicable	370	104	86	170	192	3	236	131	341	25	1	2	85	269	52	317	117	253	36	329	6	360	66	159	145	281	89	373
	3213	996	1138	2134	1039	1	976	2236	2772	408	29	83	1190	1864	691	2516	1072	2128	736	2452	78	3123	534	1394	1286	2397	817	3203
Yes	3213	996	1138	2134	1039	1	976	2236	2772	408	29	83	1190	1864	691	2516	1072	2128	736	2452	78	3123	534	1394	1286	2397	817	3203
	80% Me kv	82% 2d	85% 2b	81% 2d	77%	17%	70%	86% 2f	80%	78%	78%	84%	83% 2m	78%	82%	80%	81%	80%	83% 2f	79%	77%	80%	75%	80% kv	82% 2f	80%	81%	80%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 52

Q14. Over the last six months, have you felt listened to when discussing your needs with those providing you with care, treatment and support?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1940	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171**	77**	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	468	378	363	422	448	367	626	465	3743	60	38	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes definitely	2261	124	329	249	214	266	261	235	396	287	2160	111	39	27	194	1281	1080	1121	1239	570	1167	507	843	1476	101	169	2267
	59% <i>unw</i>	58%	61%	60%	59%	60%	56%	56%	58%	60%	59% <i>Z</i>	65%	51%	53%	58%	61% <i>Z</i>	57%	63% <i>Z</i>	56%	63% <i>Z</i> <i>u</i>	59% <i>u</i>	55%	54%	62% <i>Z</i> <i>w</i>	30%	47%	59%
Yes, to some extent	946	47	120	96	89	113	109	104	167	100	844	37	33	13	98	481	464	382	563	215	472	216	433	494	142	128	932
	24% <i>low</i>	22%	23%	25%	25%	23%	23%	25%	27%	21%	23%	21%	43% <i>Z</i> <i>u</i>	26%	29% <i>Z</i>	23%	24%	21%	25% <i>Z</i>	24%	24%	23%	28% <i>Z</i> <i>w</i>	21%	43% <i>Z</i>	36% <i>Z</i>	23%
No, not at all	371	20	50	40	31	30	48	36	63	62	341	16	4	6	27	179	192	156	215	57	178	117	203	163	77	68	377
	9% <i>low</i>	9%	9%	10%	9%	7%	10%	9%	9%	9%	9% <i>Z</i>	9%	5%	12%	8%	9%	10%	9%	10%	6%	9% <i>Z</i>	13% <i>Z</i> <i>u</i>	13% <i>Z</i> <i>w</i>	7%	43% <i>Z</i>	15% <i>Z</i>	9%
Don't know/can't remember	338	22	42	32	27	36	47	44	53	36	319	8	2	4	14	165	174	129	209	58	173	91	74	257	12	4	347
	8% <i>medium</i>	10%	8%	8%	7%	8%	10%	11%	8%	8%	9% <i>Z</i>	5%	2%	9%	4%	8%	9%	7%	9% <i>Z</i>	6%	9% <i>Z</i>	10% <i>Z</i>	5%	11% <i>Z</i> <i>w</i>	4%	1%	9%
Yes	3307	171	449	344	303	380	371	340	563	387	3004	148	72	40	292	1762	1544	1503	1803	785	1638	722	1276	1970	242	297	3289
	82% <i>unw</i>	80%	83%	83%	84%	85% <i>u</i>	80%	81%	83%	81%	82%	86%	93%	79%	88%	84% <i>Z</i> <i>u</i>	81%	84% <i>Z</i>	81%	87% <i>Z</i> <i>u</i>	82% <i>u</i>	78%	82%	82%	73%	83%	82%

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Table 53

Q14. Over the last six months, have you felt listened to when discussing your needs with those providing you with care, treatment and support?

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes, definitely	2361	759	762	1521	813	1	774	1585	2054	282	20	64	841	1400	466	1892	744	1006	469	1077	48	2307	386	995	979	1746	615	2357
	946	275	398	673	260	1	210	735	799	131	15	24	349	550	230	714	352	592	289	644	34	904	168	420	358	743	202	932
Yes, to some extent	946	275	398	673	260	1	210	735	799	131	15	24	349	550	230	714	352	592	289	644	34	904	168	420	358	743	202	932
	24%bteprtv	22%	29%b	26%b	19%	15%	15%	28%b	23%	27%	40%b	24%	24%	23%	27%b	23%	27%b	22%	33%b	21%	34%b	23%	23%	24%	23%	25%b	20%	23%
No, not at all	371	115	160	274	93	-	187	184	313	55	1	8	140	211	115	256	127	241	96	266	18	346	89	182	100	277	95	377
	3%bteprtv	3%b	12%b	7%	-	-	15%b	13%b	9%	11%	2%	9%	10%	9%	31%b	8%	10%	9%	13%b	9%	13%b	9%	13%b	15%b	6%	9%	9%	9%
Don't know/can't remember	338	88	63	151	182	4	229	105	318	17	1	2	97	222	37	300	100	238	30	307	1	336	70	146	122	249	90	347
	9%bteprtv	5%	6%b	13%b	69%	16%b	4%	9%b	3%	2%	2%	7%	9%b	4%	9%b	8%	9%	3%	10%b	1%	9%b	10%	8%	8%	8%	8%	9%	9%
Yes	3307	1034	1160	2194	1073	2	983	2320	2853	413	35	88	1190	1950	695	2605	1096	2198	758	2521	82	3211	554	1415	1338	2489	818	3289
	62%bteprtv	84%b	84%b	84%b	80%	31%	70%	89%b	82%	85%	85%b	89%	83%	82%	82%	82%	83%	82%	66%b	81%	81%	82%	78%	81%	88%b	83%	82%	82%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 54

Q15. Over the last six months, thinking of the care and support you have received for your health and wellbeing, have you been treated fairly?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1940	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171**	77**	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	468	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes definitely	2891	153	393	296	270	321	330	285	489	353	2656	128	51	29	227	1546	1345	1344	1546	673	1437	639	1014	1826	139	202	2893
	72% <i>unw</i>	72%	73%	71%	72% <i>unw</i>	72%	71%	68%	72%	74% <i>unw</i>	72% <i>unw</i>	75%	66%	56%	68%	72% <i>unw</i>	70%	75% <i>unw</i>	69%	75% <i>unw</i>	72% <i>unw</i>	69%	65%	76% <i>unw</i>	42%	56%	72%
Yes, to some extent	741	40	96	83	64	90	92	84	119	73	656	34	19	11	77	366	375	297	444	159	362	189	374	357	127	113	732
	18% <i>unw</i>	19%	18%	20%	18%	20%	20%	18%	18%	18%	18%	20%	25%	22%	23%	17%	20%	17%	20% <i>unw</i>	18%	18%	20%	24% <i>unw</i>	15%	38% <i>unw</i>	31% <i>unw</i>	18%
No, not at all	209	9	25	20	15	16	22	28	40	34	190	8	5	4	19	110	99	80	128	40	97	60	125	78	56	41	211
	5% <i>unw</i>	4%	5%	5%	4%	4%	5%	7%	6%	7% <i>unw</i>	5%	6%	6%	6%	6%	5%	5%	4%	6%	4%	5%	6%	8% <i>unw</i>	3%	13% <i>unw</i>	11% <i>unw</i>	5%
Don't know/can't remember	178	10	26	17	11	19	22	24	32	15	161	2	2	7	10	84	91	67	108	28	94	42	41	129	9	4	177
	4% <i>unw</i>	5%	5%	4%	3%	4%	5%	6%	5%	3%	4%	1%	3%	13%	3%	4%	5%	4%	5%	3%	5%	5%	3%	6% <i>unw</i>	3%	7%	4%
Yes	3632	193	489	379	334	411	422	369	608	426	3313	162	70	40	304	1911	1720	1641	1990	832	1799	827	1388	2183	266	315	3625
	90% <i>unw</i>	91%	91%	91%	92% <i>unw</i>	92% <i>unw</i>	91%	88%	89%	90%	90%	85%	91%	78%	91%	91%	90%	92% <i>unw</i>	89%	92% <i>unw</i>	90%	89%	89%	91% <i>unw</i>	80%	88%	90%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 55

Q15. Over the last six months, thinking of the care and support you have received for your health and wellbeing, have you been treated fairly?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3480	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes definitely	2891	901	932	1833	1027	2	982	1906	2519	345	20	74	1013	1742	558	2320	904	1975	566	2309	54	2826	486	1224	1161	2153	738	2893
	72%bcprtw	73%bc	67%	70%b	78%Zbc	29%	70%	73%	72%b	71%	55%	75%	71%	73%	66%	74%Zb	68%	74%Zp	64%	73%Zt	54%	73%Zt	68%	70%	76%Zvw	71%	74%	72%
Yes, to some extent	741	217	323	540	194	-	210	530	640	86	14	13	273	433	191	546	275	464	239	491	33	703	151	322	267	571	170	732
	18%dfg	18%g	23%Zacd	21%Zad	14%	-	15%	20%Zd	18%	18%	17%	14%	19%	18%	22%Zp	17%	21%Zp	17%	27%Za	16%	32%Zu	18%	21%Zu	18%	17%	19%	17%	18%
No, not at all	209	69	95	164	40	1	92	115	168	37	1	7	78	113	72	136	78	128	64	138	12	193	45	110	54	159	50	211
	5%ghjw	6%g	7%Zd	6%Zd	3%	15%	7%Zd	4%	5%	5%	2%	7%	5%	5%	8%Zp	4%	6%	5%	8%Za	4%	13%Zu	5%	8%Zu	5%	5%	5%	5%	5%
Don't know/can't remember	176	50	32	82	87	3	114	59	157	16	2	4	63	94	26	150	66	110	16	156	3	172	31	87	57	131	45	177
	4%bcg	4%bc	2%	3%b	6%Zabc	57%	8%Zb	2%	5%	3%	5%	4%	4%	4%	3%	8%Zb	5%	4%	2%	5%Zp	3%	4%	4%	5%	4%	4%	4%	4%
Yes	3632	1118	1255	2372	1221	2	1193	2436	3159	432	34	87	1286	2175	750	2875	1179	2439	804	2800	87	3529	637	1547	1448	2724	907	3625
	90%lmw	90%	91%	91%	91%	29%	85%	93%Zd	91%	89%	92%	89%	90%	91%Z	88%	91%Zb	89%	91%Z	91%	91%	86%	91%Z	89%	89%	93%Zvw	90%	91%	90%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 56

Q16_A. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Staff at the different services had the right, up-to-date information about you.

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Region									Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Strongly agree	2334	131	323	245	212	277	254	229	363	294	2153	98	37	21	174	1224	1110	1098	1235	541	1155	530	802	1485	113	161	2343	
	59% <i>very</i>	62% <i>h</i>	61% <i>h</i>	59%	59%	62% <i>high</i>	55%	55%	53%	62% <i>high</i>	59% <i>Z</i>	58%	47%	42%	52%	58%	58%	61% <i>Z</i>	55%	60%	58%	57%	52%	62% <i>Z</i>	34%	45%	58%	
Tend to agree	930	39	123	98	83	95	117	96	193	86	831	40	25	25	95	492	439	398	532	200	477	211	396	521	92	99	917	
	23% <i>low</i>	18%	23%	24% <i>h</i>	23%	21%	25% <i>h</i>	23%	28% <i>Z</i>	18%	23%	23%	33%	49%	29%	23%	23%	22%	24%	22%	24%	23%	26% <i>Z</i>	22%	28% <i>Z</i>	28% <i>Z</i>	23%	
Neither agree nor disagree	159	11	19	17	12	16	24	16	21	23	135	12	6	2	21	78	80	54	105	34	81	35	85	72	20	23	151	
	4% <i>low</i>	5%	4%	4%	3%	4%	5%	4%	3%	5%	4%	7%	7%	4%	6%	4%	4%	3%	4%	4%	4%	4%	5%	3%	6%	5% <i>Z</i>	4%	
Tend to disagree	199	5	30	22	18	22	21	26	39	16	179	10	6	-	19	113	86	93	106	51	88	45	119	78	46	32	199	
	5% <i>low</i>	2%	5%	5%	5%	5%	5%	6% <i>a</i>	6%	3%	5%	6%	8%	-	6%	5%	5%	5%	5%	6%	4%	5%	8% <i>Z</i>	5%	14% <i>Z</i>	9% <i>Z</i>	5%	
Strongly disagree	173	9	22	11	19	14	23	23	25	27	161	4	2	-	10	95	78	65	109	34	96	38	86	83	40	33	175	
	4% <i>low</i>	4%	4%	3%	5%	3%	5%	5% <i>c</i>	4%	5%	4% <i>Z</i>	3%	3%	-	3%	5%	4%	4%	5%	4%	5%	4%	5%	3%	12% <i>Z</i>	16% <i>Z</i>	4%	
(DO NOT READ OUT) Not applicable to me	143	11	12	14	12	13	20	17	25	20	133	2	2	2	9	66	77	52	91	21	66	43	28	111	9	5	146	
	4% <i>very</i>	5%	2%	3%	3%	4%	4%	4%	4%	4%	4% <i>Z</i>	1%	3%	4%	3%	3%	4%	3%	4%	2%	3%	3%	5% <i>Z</i>	2%	5% <i>Z</i>	3%	7	4%
(DO NOT READ OUT) Don't know	78	6	6	10	4	9	6	14	13	10	72	5	-	-	5	37	41	28	50	18	27	28	37	39	12	7	82	
	2% <i>h</i>	3%	1%	2%	1%	2%	1%	3% <i>b</i>	2%	2%	2%	3%	-	-	2%	2%	2%	2%	2%	2%	1%	1%	3% <i>Z</i>	2%	4% <i>Z</i>	2%	2%	
Agree	3264	170	452	343	295	372	371	325	556	380	2985	138	62	46	269	1715	1548	1496	1767	741	1632	740	1199	2007	205	261	3260	
	81% <i>very</i>	80%	84% <i>h</i>	82%	82%	85% <i>h</i>	80%	77%	82%	80%	81% <i>Z</i>	81%	80%	91%	81%	81%	81%	81%	79%	82%	82%	80%	77%	84% <i>h</i>	73%	81%	81%	
Disagree	372	14	51	33	38	36	44	49	64	43	340	14	8	-	29	209	164	158	214	85	183	83	205	161	85	65	374	
	9% <i>low</i>	7%	10%	8%	10%	8%	9%	12%	9%	9%	9%	8%	10%	-	9%	10%	9%	9%	10%	9%	9%	9%	11% <i>Z</i>	7%	25% <i>Z</i>	15% <i>Z</i>	9%	
Net agree	2891	156	400	310	258	336	327	276	491	337	2645	124	54	46	240	1507	1384	1338	1552	656	1449	657	994	1845	119	196	2886	
	72% <i>very</i>	73%	74% <i>h</i>	76% <i>h</i>	71%	75% <i>h</i>	70%	66%	72% <i>h</i>	71%	72% <i>Z</i>	73%	70%	91%	72%	72%	72%	74% <i>Z</i>	70%	73%	73%	71%	64%	77% <i>Z</i>	36%	54%	72%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 57

Q16_A. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Staff at the different services had the right, up-to-date information about you.

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2198	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Strongly agree	2334	716	742	1458	847	1	831	1500	2047	262	16	49	816	1411	430	1901	775	1549	447	1870	52	2271	393	984	958	1741	593	2343
	58%bcr	58%bc	54%	58%b	63%Zabc	18%	59%	57%	59%Z	54%	45%	50%	57%	59%	51%	60%Zn	59%	58%	51%	60%Zr	51%	58%	55%	56%	61%Zvw	58%	59%	58%
Tend to agree	930	298	348	646	275	1	282	647	797	124	9	24	342	542	222	706	290	639	216	704	25	898	181	408	342	720	211	917
	23%abc	24%a	25%Zd	25%Zd	20%	18%	20%	25%Zd	23%	26%	26%	24%	24%	23%	22%	22%	22%	24%	24%	23%	25%	23%	25%	23%	22%	24%	21%	23%
Neither agree nor disagree	159	41	70	111	47	1	58	99	132	24	2	3	49	101	46	112	62	95	40	116	6	152	28	79	52	129	30	151
	4%a	3%	5%Zac	4%a	3%	20%	4%	4%	4%	5%	5%	3%	3%	4%	5%	5%	5%	4%	5%	4%	6%	4%	4%	5%	3%	4%	3%	4%
Tend to disagree	199	66	91	157	41	-	48	152	166	31	2	10	79	106	64	134	64	135	84	114	7	191	39	92	69	148	51	199
	5%abca	5%a	7%Zd	6%Zd	3%	-	3%	6%Zd	5%	6%	6%	10%Zm	6%	4%	5%	6%Zd	5%	5%	10%Zd	4%	7%	5%	5%	5%	4%	5%	5%	5%
Strongly disagree	173	52	76	127	44	-	55	117	146	24	2	5	65	95	49	123	63	108	59	109	9	163	31	77	65	120	53	175
	4%abca	4%	5%Zd	6%Zd	3%	-	4%	4%	4%	5%	6%	5%	5%	4%	5%	6%Zd	5%	4%	5%	4%	9	4%	4%	4%	4%	4%	5%	4%
(DO NOT READ OUT) Not applicable to me	143	33	35	68	71	2	83	52	130	10	2	4	39	90	20	123	46	97	18	124	2	142	23	63	57	99	44	146
	4%abca(m)	3%	3%	3%	2%	27%	9%Zd	2%	4%	2%	5%	4%	3%	4%	2%	5%a	3%	4%	2%	2%	2%	4%	3%	4%	4%	3%	4%	4%
(DO NOT READ OUT) Don't know	78	31	21	52	23	1	35	42	66	9	3	4	37	37	17	61	23	55	19	41	1	75	19	41	18	57	21	82
	2%gma	3%	2%	2%	2%	17%	3%g	2%	2%	2%	2%	8%Zm	4%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%a	2%a	1%	2%	2%	2%
Agree	3264	1014	1090	2103	1121	2	1113	2148	2844	386	26	73	1158	1953	651	2608	1065	2188	663	2574	77	3170	573	1391	1300	2461	803	3260
	81%abcrw	82%a	79%	80%	83%Zabc	36%	80%	82%Zd	82%	80%	70%	74%	81%	82%	77%	82%Zn	81%	82%	75%	82%Zr	76%	81%	80%	80%	83%Zvw	82%	80%	81%
Disagree	372	118	167	284	85	-	103	289	311	56	5	15	144	201	113	258	127	243	144	223	16	355	70	169	134	268	104	374
	9%abcrw	10%a	12%Zacd	11%Zac	6%	-	7%	11%Zd	9%	11%	12%	15%Zm	10%	8%	10%	15%Zn	10%	9%	15%Zd	7%	16%Zr	9%	10%	10%	9%	9%	10%	9%
Net agree	2891	896	923	1819	1036	2	1010	1879	2533	330	21	58	1013	1751	538	2350	938	1945	519	2351	61	2815	503	1222	1165	2192	699	2886
	72%abcrw	72%bc	67%	69%b	77%Zabc	36%	72%	72%	73%Zd	68%	58%	59%	71%a	74%Zn	64%	74%Zn	71%	73%	59%	76%Zr	60%	72%Zt	71%	70%	76%Zvw	73%	70%	72%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 58

Q16_B. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Staff at a different services gave you conflicting information, advice or treatment.

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Strongly agree	406	33	56	53	45	53	52	57	90	57	448	24	12	10	47	234	262	241	255	83	258	125	194	288	55	51	493	
	12% _{base}	15%	10%	13%	13%	12%	11%	14%	13%	12%	12%	14%	15%	20%	14%	11%	14% _{base}	13%	11%	9%	13% _{base}	13% _{base}	12%	12%	17% _{base}	14%	12%	
Tend to agree	459	21	57	40	47	63	64	47	72	48	410	13	14	16	49	241	218	184	275	92	220	125	230	226	52	55	457	
	11% _{base}	10%	11%	10%	13%	14% _{base}	14%	11%	11%	10%	11%	8%	18%	31%	13% _{base}	11%	11%	10%	12%	10%	11%	13% _{base}	13% _{base}	9%	16% _{base}	16% _{base}	11%	
Neither agree nor disagree	229	14	36	25	17	19	25	28	43	21	198	16	8	2	28	114	115	83	145	42	120	58	116	112	34	34	222	
	6% _{base}	7%	7%	6%	5%	4%	5%	7%	6%	4%	5%	9%	11%	4%	8%	5%	6%	5%	10% _{base}	5%	6%	6%	10% _{base}	8%	10% _{base}	9% _{base}	6%	
Tend to disagree	642	48	92	74	57	62	80	49	112	68	602	16	11	7	37	325	317	262	380	131	339	142	285	346	64	67	641	
	16% _{base}	23% _{base}	17% _{base}	18% _{base}	16%	14%	17% _{base}	12%	17% _{base}	14%	16% _{base}	9%	14%	13%	11%	15%	17%	15%	17% _{base}	15%	17%	15%	18% _{base}	14%	19%	19%	16%	
Strongly disagree	1754	76	245	176	163	198	190	190	287	229	1612	81	21	12	135	1006	747	852	901	482	839	352	597	1127	100	133	1765	
	43% _{base}	36%	45% _{base}	42%	45% _{base}	41%	41%	42%	42%	45% _{base}	41% _{base}	47% _{base}	27%	24%	43% _{base}	43% _{base}	39%	40%	40%	44% _{base}	42% _{base}	38%	38%	47% _{base}	30%	37%	44%	
(DO NOT READ OUT) Not applicable to me	317	13	38	34	24	32	38	38	58	41	290	16	6	2	24	145	172	121	106	60	164	76	84	228	19	10	315	
	8% _{base}	6%	7%	8%	7%	7%	8%	9%	9%	9%	8%	9%	8%	4%	7%	7%	9% _{base}	7%	9% _{base}	7%	8%	8%	5%	9% _{base}	6%	3%	8%	
(DO NOT READ OUT) Don't know	119	8	16	14	8	20	16	11	16	11	105	6	6	1	13	41	78	44	75	9	50	51	48	65	9	10	120	
	3% _{base}	4%	3%	3%	2%	4%	3%	3%	2%	2%	3%	3%	8%	3%	4%	2%	4% _{base}	2%	3%	1%	3% _{base}	6% _{base}	3%	3%	3%	3%	3%	
Agree	955	54	113	93	92	116	116	104	163	105	858	37	26	26	96	475	480	425	530	176	478	250	424	514	107	105	950	
	24% _{base}	25%	21%	22%	26%	26%	25%	25%	24%	22%	23%	22%	33%	51%	23% _{base}	23%	25%	24%	24%	20%	24% _{base}	24% _{base}	22%	22% _{base}	23% _{base}	24%	24%	
Disagree	2396	124	336	260	220	269	271	240	399	297	2213	97	31	19	172	1331	1066	1114	1281	613	1178	495	881	1474	163	201	2406	
	59% _{base}	58%	62%	60%	61%	59%	58%	57%	59%	63%	60% _{base}	57%	41%	38%	52% _{base}	53% _{base}	56%	56% _{base}	58%	64% _{base}	63% _{base}	53%	57%	62% _{base}	49%	56%	60%	
Net agree	-1441	-70	-223	-167	-127	-144	-155	-136	-237	-192	-1355	-60	-6	7	-76	-856	-585	-689	-761	-438	-700	-245	-457	-960	-56	-85	-1456	
	-36%	-33%	-41%	-38%	-35%	-32%	-33%	-32%	-35%	-40%	-37%	-35%	-7%	13%	-23%	-41%	-31%	-39%	-34%	-49%	-35%	-26%	-29%	-40%	-17%	-26%	-36%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 59

Q16_B. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Staff at a different services gave you conflicting information, advice or treatment.

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2198	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Strongly agree	406	143	163	306	179	1	171	323	415	72	7	16	162	301	130	365	161	329	116	372	28	461	115	299	172	372	124	493
	12% ^{houn}	12%	12%	12%	13%	20%	12%	12%	12%	15%	18%	16%	11%	13%	15% ^{2a}	12%	12%	13%	12%	12%	28% ^{2a}	12%	16% ^{2a}	12%	11%	12%	12%	12%
Tend to agree	459	134	184	318	139	-	148	311	381	73	5	17	183	249	128	330	151	307	130	326	12	443	94	222	142	353	106	457
	11% ^{houn}	11%	13% ^{2a}	12%	10%	-	11%	12%	11%	15% ^{2a}	15%	17% ^h	15% ^{2a}	10%	15% ^{2a}	10%	11%	11%	11%	11%	12%	11%	13% ^x	13% ^{2a}	9%	12%	11%	11%
Neither agree nor disagree	229	69	95	164	64	1	58	169	197	27	3	5	76	140	62	167	94	134	74	153	10	218	45	98	85	176	53	222
	5% ^{houn}	6%	7% ^{2a}	6% ^{2a}	5%	18%	4%	7% ^{2a}	6%	6%	1% ^{houn}	3%	5%	6%	7% ^{2a}	5%	7% ^{2a}	5%	5%	5%	9%	6%	6%	6%	5%	6%	5%	6%
Tend to disagree	642	193	261	454	180	1	190	451	544	93	5	15	242	374	145	494	214	428	144	493	17	625	124	260	258	502	140	641
	16% ^{houn}	16%	19% ^{2a}	17% ^{2a}	13%	18%	14%	17% ^{2a}	16%	19% ^{2a}	13%	15%	17%	16%	17%	16%	16%	16%	16%	16%	16%	16%	17%	15%	17%	17%	14%	16%
Strongly disagree	1754	557	574	1131	604	1	566	1186	1566	171	10	33	622	1064	314	1439	573	1175	361	1383	27	1722	255	760	739	1290	464	1765
	43% ^{houn}	45%	42%	43%	45%	12%	40%	48% ^{2a}	45% ^{2a}	35%	27%	34%	44%	45% ^{2a}	37%	46% ^{2a}	43%	44%	41%	43%	26%	44% ^{2a}	36%	44% ^{2a}	43%	46%	44%	44%
(DO NOT READ OUT) Not applicable to me	317	94	71	165	146	1	212	105	286	28	2	8	93	196	37	260	91	225	35	275	4	311	51	142	124	227	90	315
	8% ^{houn}	8% ^h	5%	6% ^{2a}	11% ^{2a}	15%	15% ^{2a}	4%	8%	6%	5%	8%	7%	8%	4%	9% ^{2a}	7%	8%	4%	5%	4%	8%	7%	8%	8%	8%	9%	8%
(DO NOT READ OUT) Don't know	119	45	36	81	36	1	54	65	95	20	3	4	48	57	32	86	40	79	24	92	5	113	29	51	40	93	26	120
	3% ^{houn}	4%	3%	3%	3%	17%	4% ^{2a}	2%	3%	4%	8%	4%	3%	2%	4%	3%	3%	3%	3%	3%	4%	3%	4%	3%	3%	3%	3%	3%
Agree	955	277	346	624	318	1	319	634	796	145	12	33	345	651	258	695	312	636	246	698	40	904	209	432	314	726	230	950
	24% ^{houn}	22%	25%	24%	24%	20%	23%	24%	23%	30% ^{2a}	32%	35% ^{2a}	24%	23%	30% ^{2a}	22%	24%	24%	23% ^{2a}	23%	26% ^{2a}	23%	29% ^{2a}	25% ^{2a}	20%	24%	23%	24%
Disagree	2396	751	835	1585	784	2	756	1637	2110	265	15	48	865	1439	459	1933	786	1603	505	1876	43	2247	379	1020	997	1792	604	2496
	59% ^{houn}	61%	60%	61%	58%	30%	54%	67% ^{2a}	61% ^{2a}	55%	40%	49%	61% ^{2a}	60% ^{2a}	54%	63% ^{2a}	59%	60%	57%	61% ^{2a}	43%	60% ^{2a}	63%	59% ^{2a}	59%	60%	60%	60%
Net agree	-1441	-473	-488	-962	-466	-1	-437	-1904	-1315	-120	-3	-16	-520	-888	-201	-1238	-474	-967	-260	-1179	-3	-1444	-170	-589	-483	-1067	-374	-1456
	-36%	-38%	-35%	-37%	-35%	-10%	-31%	-38%	-38%	-25%	-8%	-16%	-36%	-37%	-24%	-39%	-36%	-36%	-29%	-38%	-3%	-37%	-24%	-34%	-44%	-35%	-37%	-36%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 60

NOTE: Please refer to the questionnaire for full statement text. Text is truncated to max length by the program
Q16_C. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

You received clear and easy to understand written/verbal updates from staff at the different services about what was happening about your treatment and care

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/worse (y)	Unweighted total
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Strongly agree	2202	133	299	245	200	229	248	218	358	271	2020	95	35	24	174	1145	1056	1038	1164	508	1072	514	775	1386	89	146	2208
	61% <i>h</i>	63% <i>z</i>	55%	59% <i>e</i>	55%	51%	53%	52%	53%	57%	65% <i>z</i>	56%	45%	48%	52%	54%	55%	68% <i>z</i>	52%	56%	54%	55%	50%	68% <i>z</i>	27%	41%	55%
Tend to agree	872	38	110	72	85	118	106	92	150	101	785	32	21	24	83	469	403	402	470	179	457	203	394	463	92	103	867
	22% <i>g</i>	18%	20%	17%	24% <i>e</i>	27% <i>z</i>	23% <i>e</i>	22%	22%	21%	21%	19%	27%	48%	25%	22%	21%	22%	21%	20%	23%	22%	28% <i>z</i>	19%	28% <i>z</i>	29% <i>z</i>	22%
Neither agree nor disagree	198	10	24	29	20	22	22	19	33	19	173	17	4	-	24	95	103	71	128	57	87	39	100	94	34	36	191
	5% <i>h</i>	5%	4%	7%	5%	5%	5%	5%	5%	4%	5%	10% <i>z</i>	5%	-	7%	5%	5%	4%	6% <i>z</i>	6% <i>z</i>	4%	4%	10% <i>z</i>	4%	10% <i>z</i>	10% <i>z</i>	5%
Tend to disagree	206	8	24	21	17	21	27	24	45	19	179	15	10	-	27	117	88	86	120	43	111	40	107	93	55	34	198
	5% <i>h</i>	4%	4%	5%	5%	5%	6%	6%	7%	4%	5%	9%	10% <i>z</i>	-	12%	6%	5%	5%	5%	5%	6%	4%	7% <i>z</i>	4%	17% <i>z</i>	9% <i>z</i>	5%
Strongly disagree	183	5	33	17	15	13	27	23	33	17	169	2	4	2	12	104	79	76	107	45	80	47	88	93	45	30	188
	5% <i>h</i>	2%	6% <i>z</i>	4%	4%	3%	6% <i>z</i>	5%	5%	4%	5% <i>z</i>	1%	5%	4%	4%	5%	4%	4%	5%	5%	4%	5%	6% <i>z</i>	4%	15% <i>z</i>	6% <i>z</i>	5%
(DO NOT READ OUT) Not applicable to me	309	16	34	30	22	36	31	42	56	42	202	10	4	-	14	157	152	102	206	60	159	73	67	236	10	6	312
	8% <i>h</i>	7%	6%	7%	6%	8%	7%	10% <i>z</i>	8%	9%	8% <i>z</i>	6%	5%	-	4%	7%	8%	6%	9% <i>z</i>	7%	8%	8%	4%	10% <i>z</i>	3%	2%	8%
(DO NOT READ OUT) Don't know	48	3	16	4	2	6	5	2	5	5	46	-	-	-	-	19	29	14	34	8	22	13	23	25	6	4	49
	1% <i>h</i>	1%	3% <i>z</i>	1%	1%	1%	1%	1%	1%	1%	1% <i>z</i>	-	-	-	-	1%	2%	1%	2% <i>z</i>	1%	1%	1%	1%	1%	2%	1%	1%
Agree	3073	171	409	316	285	348	353	310	508	373	2806	127	56	49	257	1614	1459	1439	1634	687	1530	717	1169	1850	181	249	3075
	77% <i>z</i>	81%	78%	76%	79%	78%	76%	74%	75%	78%	77%	73%	74%	96%	77%	77%	76%	76% <i>z</i>	73%	76%	77%	77%	75%	77%	55%	69%	77%
Disagree	388	13	67	38	32	35	54	46	77	37	348	17	13	2	38	221	167	162	227	88	191	87	195	186	100	64	386
	10% <i>h</i>	6%	11%	9%	9%	8%	12% <i>z</i>	11% <i>z</i>	11% <i>z</i>	8%	10%	10%	17%	4%	12%	10%	9%	9%	10%	10%	10%	9%	11% <i>z</i>	8%	30% <i>z</i>	15% <i>z</i>	10%
Net agree	2685	158	352	278	254	313	313	264	431	336	2457	110	43	46	218	1393	1292	1278	1407	599	1339	630	975	1664	82	185	2689
	67% <i>h</i>	75% <i>z</i>	65%	67%	70% <i>z</i>	70% <i>z</i>	64%	63%	63%	71% <i>z</i>	67% <i>z</i>	64%	55%	81%	66%	66%	68%	71% <i>z</i>	63%	67%	67%	68%	63%	70% <i>z</i>	25%	51%	67%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 61

NOTE: Please refer to the questionnaire for full statement text. Text is truncated to max length by the program

Q16_C. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

You received clear and easy to understand written/verbal updates from staff at the different services about what was happening about your treatment and care

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2198	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Strongly agree	2202	697	694	1391	785	1	764	1436	1915	264	15	60	773	1312	423	1777	688	1501	422	1765	50	2139	377	934	890	1658	544	2208
		55%bncpr	50%bc	53%b	58%Zd	17%	55%	55%	55%	54%	41%	61%	54%	55%	50%	56%Zn	52%	56%Zp	48%	57%Zr	50%	55%	53%	54%	57%Zx	55%	54%	55%
Tend to agree	872	270	343	614	249	1	239	631	745	118	8	16	333	508	213	655	288	584	223	642	18	850	151	393	328	644	228	867
		22%bncs	22%bd	23%Zd	23%Zd	18%	17%	24%Zd	21%	24%	22%	17%	23%	21%	25%Zn	21%	22%	22%	25%Zp	21%	21%	18%	21%	23%	21%	21%	23%	22%
Neither agree nor disagree	198	53	86	140	54	-	61	137	169	26	2	7	75	106	55	143	71	127	70	126	10	186	39	86	73	148	49	191
		15%bncu	6%Zacd	5%Za	4%	-	4%	5%	5%	5%	6%	7%	5%	4%	8%Zn	5%	5%	5%	6%Zp	4%	10%Zr	5%	6%	5%	5%	5%	5%	5%
Tend to disagree	206	71	89	159	42	1	61	144	170	30	5	2	70	130	53	152	86	119	70	131	13	192	43	82	81	159	47	198
		9%bncsu	6%bd	6%Zd	6%Zd	3%	18%	4%	5%	6%	14%Zn	2%	5%	5%	6%Zn	5%	6%Zp	4%	6%Zr	4%	13%Zr	5%	6%	5%	5%	5%	5%	5%
Strongly disagree	183	48	77	126	55	1	60	121	155	26	2	8	74	95	51	132	68	113	57	118	8	171	37	95	50	145	38	188
		5%bncsu	4%	6%Zd	5%Za	20%	4%	5%	4%	5%	6%	6%Zn	5%	4%	6%Zn	4%	5%	4%	6%Zp	4%	8%	4%	3%	5%Za	3%Za	3%	5%	5%
(DO NOT READ OUT) Not applicable to me	309	93	72	169	145	2	193	114	289	17	2	3	83	208	43	255	107	201	29	277	1	307	50	134	125	228	81	312
		8%bncjntv	7%b	5%	11%Zabc	27%	14%Zd	4%	9%Zn	3%	5%	3%	6%	9%Zn	5%	9%Zn	8%	8%	3%	9%Zr	1%	6%Zr	7%	8%	8%	8%	8%	8%
(DO NOT READ OUT) Don't know	48	8	21	29	18	-	21	27	41	3	2	1	18	23	12	36	15	33	14	34	1	47	16	19	13	33	15	49
		1%Za	1%	2%Za	1%Za	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%Zw	1%	1%	1%	1%	1%
Agree	3073	968	1037	2005	1034	2	1003	2067	2661	382	24	77	1106	1820	636	2432	976	2084	644	2408	69	2989	528	1327	1218	2301	772	3075
		76%Zn	75%	77%	77%	35%	72%	78%Zd	76%	70%Zn	64%	78%	78%	76%	75%	77%	74%	76%Zp	73%	76%Zr	67%	77%Zd	74%	76%	76%Zx	76%	77%	77%
Disagree	388	119	166	285	97	2	121	265	325	56	7	10	144	225	103	284	154	231	127	249	21	364	80	178	151	304	85	398
		15%bncsu	19%bd	12%Zd	11%Zd	38%	9%	10%	9%	12%	20%Zn	10%	10%	9%	15%Zn	9%	15%Zp	9%	14%Zr	8%	21%Zr	9%	11%Zx	10%	8%	10%	8%	10%
Net agree	2685	849	871	1720	937	*	882	1802	2335	327	16	67	962	1595	532	2148	822	1853	518	2159	47	2625	448	1149	1088	1998	687	2689
		67%bncjntv	63%bc	63%	66%b	-4%	63%	69%Zd	67%	67%	44%	68%	67%	67%	63%	68%Zn	62%	69%Zp	59%	70%Zr	47%	67%Zd	63%	66%	70%Zw	66%	69%	67%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

CQC 5000 voices - telephone survey
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Table 62

Q16_D. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

When something was planned and agreed to, it happened without you having to chase around for it, for example for medication or equipment.

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Strongly agree	2112	131	279	238	188	221	244	205	346	260	1945	89	27	29	161	1100	1013	1000	1111	480	1082	451	734	1340	89	138	2105	
	53% <i>unw</i>	62% <i>2bdegh</i>	52%	57% <i>eej</i>	52%	50%	52%	49%	51%	55%	53% <i>2i</i>	52%	35%	58%	48%	52%	53%	56% <i>2r</i>	50%	53% <i>u</i>	54% <i>2u</i>	49%	47%	56% <i>2v</i>	27%	38%	52%	
Tend to agree	777	32	96	65	77	96	92	85	137	97	700	34	19	11	75	396	381	355	422	196	362	191	344	423	64	75	780	
	19% <i>unw</i>	15%	18%	16%	21% <i>de</i>	22% <i>de</i>	20%	20%	20%	20%	19%	20%	20%	25%	23%	19%	20%	20%	19%	22% <i>2u</i>	18%	20%	22% <i>2v</i>	18%	19%	21%	19%	
Neither agree nor disagree	213	11	40	20	16	21	29	22	37	19	177	10	14	-	34	110	104	89	124	51	112	41	106	106	25	25	200	
	5% <i>unw</i>	5%	7% <i>2i</i>	5%	4%	5%	6%	5%	5%	4%	5%	11% <i>2j</i>	13% <i>2l</i>	-	10% <i>2n</i>	5%	5%	5%	6%	6%	6%	4%	7%	7%	4%	7%	5%	
Tend to disagree	296	11	40	31	31	38	27	32	53	32	269	8	9	4	24	164	131	118	178	58	136	80	158	134	56	48	298	
	7% <i>unw</i>	5%	7%	7%	9%	9%	6%	8%	8%	7%	7%	4%	12%	8%	7%	8%	7%	7%	8%	6%	7%	9%	10% <i>2w</i>	6%	17% <i>2x</i>	13% <i>2y</i>	7%	
Strongly disagree	302	13	50	29	20	33	39	35	54	29	279	13	2	4	21	165	138	121	181	60	153	74	143	150	76	61	306	
	8% <i>unw</i>	6%	9% <i>2i</i>	7%	6%	7%	8%	8%	8%	6%	8%	8%	3%	6%	6%	8%	7%	7%	8%	7%	8%	8%	8%	6%	25% <i>2x</i>	17% <i>2y</i>	8%	
(DO NOT READ OUT) Not applicable to me	274	11	29	31	27	31	30	32	51	32	261	9	-	2	11	153	121	88	186	50	134	74	52	217	17	6	281	
	7% <i>unw</i>	5%	5%	7%	7%	7%	6%	8%	7%	7%	7% <i>2j</i>	5%	-	4%	3%	7%	6%	5%	8% <i>2r</i>	6%	7%	6%	3%	9% <i>2v</i>	5%	2%	7%	
(DO NOT READ OUT) Don't know	41	2	6	2	3	7	4	2	7	7	34	-	6	-	6	19	22	18	23	4	12	17	17	1%	4	5	43	
	1% <i>unw</i>	1%	1%	1%	1%	1% <i>2b</i>	1%	2% <i>2h</i>	-	1% <i>2i</i>	1%	-	7% <i>2l</i>	7% <i>2m</i>	2%	1%	7%	1%	7%	1%	1%	2% <i>2u</i>	1%	1%	1%	1%	1%	
Agree	2889	163	374	303	264	317	338	290	483	357	2644	123	46	40	236	1495	1394	1355	1533	677	1444	642	1078	1763	153	213	2885	
	72% <i>unw</i>	67% <i>2a</i>	69%	73%	73%	71%	72%	69%	71%	72% <i>2i</i>	72%	60%	80%	71%	71%	71%	73%	73%	69%	73% <i>2u</i>	69%	69%	69%	69%	69%	59%	72%	
Disagree	890	25	90	60	52	71	66	67	107	61	547	21	11	8	45	329	269	238	360	110	289	155	301	285	132	109	604	
	22% <i>unw</i>	12%	17%	14%	14%	16%	14%	16%	16%	13%	15%	12%	14%	16%	14%	16%	14%	13%	16% <i>2r</i>	13%	15%	13% <i>2u</i>	13% <i>2v</i>	13% <i>2v</i>	20% <i>2x</i>	15%	15%	
Net agree	2291	139	284	244	213	246	271	223	376	297	2097	103	36	32	191	1167	1125	1117	1173	569	1155	487	776	1478	21	103	2281	
	57% <i>unw</i>	65% <i>2bdegh</i>	53%	59%	59%	55%	58%	53%	55%	62% <i>2i</i>	57% <i>2j</i>	60%	46%	64%	58%	55%	59% <i>2o</i>	62% <i>2r</i>	53%	62% <i>2u</i>	58% <i>2u</i>	52%	50%	62% <i>2v</i>	6%	29%	57%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 63

Q16_D. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

When something was planned and agreed to, it happened without you having to chase around for it, for example for medication or equipment.

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Strongly agree	2112	683	635	1317	768	2	754	1356	1858	239	10	46	749	1268	409	1702	657	1445	384	1716	46	2057	365	896	851	1582	530	2105
	53% ^{ab}	54% ^{bc}	47%	58% ^b	57% ^{2bc}	37%	54%	52%	53% ²	49%	26%	46%	53%	48%	54% ²	50%	54% ²	43%	55% ²	46%	53%	46%	53%	51%	51%	55%	52%	53%
Tend to agree	777	231	325	556	213	-	227	550	660	104	12	25	285	451	162	613	249	527	175	595	18	753	138	336	304	580	197	780
	19% ^{cd}	19%	24% ^{2acd}	21% ^{2ad}	16%	-	16%	21% ²	19%	21%	31%	25%	20%	19%	19%	19%	20%	19%	20%	18%	19%	18%	19%	19%	19%	19%	20%	19%
Neither agree nor disagree	213	73	82	155	59	1	64	148	184	27	2	3	75	126	59	154	80	133	63	148	5	208	37	98	79	168	46	200
	6% ^{de}	6%	6%	6% ²	4%	18%	5%	6%	5%	6%	6%	3%	5%	5%	5%	5%	6%	5%	5%	5%	5%	5%	5%	6%	5%	6%	5%	
Tend to disagree	296	87	138	226	68	-	81	215	241	48	7	8	131	149	85	211	120	176	94	200	11	281	56	134	106	218	77	298
	7% ^{dfhmnq}	7% ^d	10% ^{2acd}	8% ^{2ad}	5%	-	6%	8% ²	7%	10% ²	19% ²	8%	6%	10% ²	7%	9% ²	7%	11% ²	6%	11%	7%	8%	8%	7%	7%	8%	7%	8%
Strongly disagree	302	85	127	212	84	-	92	209	252	44	5	10	114	170	88	213	118	181	121	174	14	286	64	137	101	239	63	308
	8% ^{dfhmnq}	7%	8% ^{2acd}	8% ^{2ad}	6%	-	7%	8%	7%	9%	14%	10%	8%	7%	10% ²	7%	9% ²	7%	11% ²	8%	14% ²	7%	8%	8%	7%	8%	6%	8%
(DO NOT READ OUT) Not applicable to me	274	81	43	123	145	3	107	105	254	18	2	6	55	106	29	245	86	186	37	233	6	268	42	123	109	197	78	261
	7% ^{dfhmnq}	3%	3%	9% ^b	11% ^{2abc}	45%	10% ²	4%	7% ²	4%	5%	6%	4%	6% ²	3%	6% ²	7%	6%	4%	6% ²	6%	26%	6%	7%	7%	7%	7%	8%
(DO NOT READ OUT) Don't know	41	16	13	29	9	-	14	26	34	6	-	1	17	20	17	23	13	26	11	28	-	39	12	19	10	30	11	43
	1% ^{ov}	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Agree	2889	894	979	1873	982	2	981	1906	2519	343	21	70	1035	1720	571	2314	906	1973	560	2310	65	2811	502	1232	1155	2162	727	2885
	72% ^{ab}	72%	71%	72%	73%	37%	70%	70% ²	72% ²	71%	58%	71%	73%	72%	67%	73% ²	68%	74% ²	63%	70% ²	64%	72% ²	70%	71%	71% ²	72%	73%	72%
Disagree	898	173	265	438	192	-	173	424	493	91	12	18	245	319	173	424	239	356	214	374	28	567	120	271	207	458	140	604
	15% ^{dfhmnq}	16% ^{2acd}	16% ^{2ad}	17% ^{2ad}	11%	-	12%	15% ²	14%	10%	12%	19%	17% ²	13%	15% ²	13%	15% ²	13%	15% ²	12%	15% ²	15%	13%	16%	13%	15%	14%	15%
Net agree	2291	722	713	1435	829	2	809	1481	2026	252	9	52	790	1401	398	1890	668	1616	345	1936	39	2243	383	960	948	1704	587	2281
	57% ^{ab}	58% ^{bc}	52%	58% ^b	62% ^{2bc}	37%	58%	57%	58% ²	52% ¹	25%	53%	55%	59% ²	47%	60% ²	50%	60% ²	39%	63% ²	39%	59% ²	54%	55%	61% ²	57%	59%	57%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 64

Q16_E. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

You were treated as a person rather than a condition.

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Strongly agree	2619	143	354	271	241	295	300	266	427	322	2407	115	36	29	202	1396	1223	1216	1402	619	1310	564	930	1644	134	182	2621	
	65%	67%	66%	65%	67%	66%	64%	63%	63%	68%	66%	67%	46%	56%	61%	66%	64%	65%	63%	69%	66%	61%	60%	69%	41%	51%	65%	
Tend to agree	766	37	103	79	74	78	84	84	142	84	679	37	21	18	83	392	374	322	443	167	371	196	342	408	101	101	757	
	19%	17%	19%	19%	21%	17%	18%	20%	21%	18%	19%	22%	27%	35%	22%	19%	20%	18%	20%	19%	19%	21%	22%	17%	31%	28%	19%	
Neither agree nor disagree	144	9	15	15	13	23	16	11	25	17	126	9	6	2	17	71	74	59	85	30	73	35	80	61	21	18	139	
	4%	4%	3%	4%	4%	5%	3%	3%	4%	4%	3%	5%	7%	5%	5%	3%	4%	3%	4%	3%	4%	4%	3%	5%	3%	5%	3%	
Tend to disagree	152	6	20	16	11	16	20	19	31	13	135	4	8	-	13	83	68	59	92	35	74	35	84	67	32	27	151	
	4%	3%	4%	4%	3%	3%	4%	4%	5%	3%	4%	2%	10%	-	4%	4%	4%	3%	4%	4%	4%	4%	8%	3%	10%	6%	4%	
Strongly disagree	137	5	19	14	11	8	23	18	25	15	127	4	2	2	10	79	59	56	81	22	63	45	66	70	22	16	141	
	3%	2%	4%	3%	3%	2%	5%	4%	3%	3%	2%	2%	3%	4%	3%	4%	3%	3%	4%	2%	3%	3%	5%	3%	7%	4%	4%	
(DO NOT READ OUT) Not applicable to me	140	10	21	18	7	19	16	14	23	19	142	2	2	-	4	68	78	58	88	21	73	40	32	111	10	8	151	
	4%	5%	4%	4%	2%	4%	4%	3%	3%	4%	4%	1%	2%	-	1%	3%	4%	3%	4%	2%	4%	4%	2%	5%	3%	2%	4%	
(DO NOT READ OUT) Don't know	52	2	7	4	4	8	6	7	7	6	47	-	4	-	4	17	35	18	34	6	27	15	21	10	7	53		
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	-	5%	-	1%	1%	3%	2%	1%	1%	1%	1%	1%	3%	2%	1%	1%	
Agree	3385	180	457	350	315	373	384	351	568	406	3086	152	57	46	285	1788	1597	1539	1845	786	1681	760	1272	2053	236	283	3378	
	84%	85%	85%	84%	87%	84%	83%	83%	84%	86%	84%	82%	73%	91%	83%	85%	84%	83%	83%	87%	84%	82%	82%	83%	71%	79%	84%	
Disagree	289	11	40	30	23	23	43	37	55	27	263	8	10	2	23	162	127	115	174	57	137	80	150	138	54	43	292	
	7%	5%	7%	7%	6%	5%	9%	9%	8%	6%	7%	5%	13%	4%	7%	8%	7%	6%	8%	6%	7%	6%	7%	10%	6%	15%	7%	
Net agree	3096	169	418	320	292	350	341	314	513	379	2823	144	47	44	262	1626	1471	1423	1672	729	1544	679	1122	1915	182	240	3086	
	77%	80%	77%	77%	81%	78%	73%	75%	76%	80%	77%	84%	61%	87%	79%	77%	77%	80%	75%	81%	78%	73%	72%	80%	55%	67%	77%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Q16_E. Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

You were treated as a person rather than a condition.

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2198	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Strongly agree	2619	826	822	1648	941	2	910	1706	2286	308	18	63	922	1565	508	2107	840	1768	517	2085	57	2551	440	1106	1074	1927	692	2621
	65%bcrwv	67%bc	59%	63%b	70%Zp	35%	65%	65%	66%l	64%	50%	63%	65%	66%	60%	67%Zn	64%	66%	58%	67%Zt	56%	66%Z	62%	63%	69%Zvw	64%	69%Z	65%
Tend to agree	766	229	307	535	219	1	240	525	654	98	12	18	278	459	182	582	257	506	216	544	25	736	152	349	265	601	165	757
	19%bcrwv	18%	22%Zac	20%Zac	16%	18%	17%	20%Zt	19%	20%	34%Zn	18%	19%	19%	21%	18%	19%	19%	24%Zn	18%	25%	19%	21%k	20%k	17%	20%Zt	16%	19%
Neither agree nor disagree	144	37	75	112	31	-	39	106	120	24	-	3	49	84	42	101	84	42	103	8	136	23	67	54	109	35	139	
	4%bcrwv	3%	5%Zac	4%Zac	2%	-	3%	4%Zt	3%	5%	-	3%	4%	3%	4%	5%Zn	3%	3%	5%	3%	4%	3%	4%	3%	4%	3%	3%	3%
Tend to disagree	152	49	61	111	41	-	49	103	126	22	3	3	59	88	39	113	55	97	43	105	3	149	28	75	48	115	36	151
	4%k	4%	4%	4%	3%	-	3%	4%	4%	5%	9%	3%	4%	4%	5%	4%	4%	4%	5%	3%	3%	4%	4%	4%	3%	4%	4%	4%
Strongly disagree	137	33	66	100	36	2	45	90	117	21	-	5	53	76	50	87	53	83	35	95	7	128	34	59	45	107	30	141
	3%bcrwv	3%	5%Zac	4%Zac	3%	35%	3%	3%	3%	4%	-	5%	3%	3%	5%Zn	3%	4%	3%	4%	3%	6%	3%	5%Zt	3%	3%	4%	3%	4%
(DO NOT READ OUT) Not applicable to me	146	44	34	78	65	1	98	46	136	6	2	4	44	87	14	131	47	99	16	129	1	144	30	66	50	118	28	151
	4%bcrwv	4%	3%	3%	5%Zn	12%	7%Zt	2%	4%	2%	5%	4%	3%	4%	2%	4%Zn	4%	4%	2%	4%Zt	1%	4%	4%	4%	3%	4%	3%	4%
(DO NOT READ OUT) Don't know	52	19	16	35	15	-	18	34	45	6	1	2	21	22	12	40	12	40	15	34	1	49	6	23	23	37	15	53
	1%k	2%	1%	1%	1%	-	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Agree	3385	1055	1129	2184	1160	3	1150	2231	2939	406	31	81	1201	2024	690	2689	1098	2275	733	2628	82	3287	591	1454	1339	2528	857	3378
	84%bcrwv	85%bc	82%	83%b	86%Zp	53%	82%	85%Zt	84%	84%	84%	82%	84%	85%	87%	85%Zn	83%	85%	83%	85%Zt	81%	84%	83%	83%	83%Zt	84%	86%	84%
Disagree	289	83	128	210	77	2	94	193	243	43	3	8	112	164	89	200	108	180	78	201	9	277	62	134	93	222	67	292
	7%bcrwv	7%	9%Zac	8%Zac	6%	35%	7%	7%	7%	9%	9%	8%	8%	7%	11%Zn	6%	8%	7%	8%Zt	6%	9%	7%	8%Zt	8%	6%	7%	7%	7%
Net agree	3096	972	1001	1973	1083	1	1056	2038	2697	363	28	73	1088	1860	601	2489	990	2095	655	2428	72	3010	529	1321	1246	2306	790	3086
	77%bcrwv	79%bc	72%	75%b	80%Zp	18%	76%	78%	77%	75%	75%	74%	76%	78%	71%	79%Zn	75%	79%Zt	74%	78%Zt	71%	77%Z	74%	76%	80%Zvw	77%	79%	77%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z

* small base; ** very small base (under 30) ineligible for sig testing

Q16. SUMMARY TABLE: Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	A. Staff at the different services had the right, up-to-date information about you.	B. Staff at a different services gave you conflicting information, advice or treatment.	C. You received clear and easy to understand written/verbal updates from staff at the different services about what was happening about your treatment and care.	D. When something was planned and agreed to, it happened without you having to chase around for it, for example for medication or equipment.	E. You were treated as a person rather than a condition.
Unweighted Total	4013	4013	4013	4013	4013
Weighted Total	4016	4016	4016	4016	4016
Effective Base	3756	3756	3756	3756	3756
Strongly agree	2334 58%	496 12%	2202 55%	2112 53%	2619 65%
Tend to agree	930 23%	459 11%	872 22%	777 19%	766 19%
Neither agree nor disagree	159 4%	229 6%	198 5%	213 5%	144 4%
Tend to disagree	199 5%	642 16%	208 5%	296 7%	152 4%
Strongly disagree	173 4%	1754 44%	183 5%	302 8%	137 3%
Not applicable to me	143 4%	317 8%	309 8%	274 7%	146 4%
Don't know	78 2%	119 3%	48 1%	41 1%	52 1%
Agree	3264	955	3073	2889	3385
	81%	24%	77%	72%	84%
Disagree	372	2396	388	598	289
	9%	60%	10%	15%	7%
Net agree	2891	-1441	2685	2291	3096
	72%	-36%	67%	57%	77%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : JZ2-018181-01

Less than 0.5 %

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Q16. T2B TABLE: Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3755	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
A. Staff at the different services had the right, up-to-date information about you.	3264	170	452	343	295	372	371	325	566	380	2985	138	62	46	269	1715	1548	1496	1767	741	1632	740	1199	2007	205	261	3260
		81%ghvvy	80%	84%dg	82%	82%	83%g	80%	77%	82%	81%z	81%	80%	91%	81%	81%	81%	84%qf	79%	82%	82%	80%	77%	84%zv	62%	73%	81%
B. Staff at a different services gave you conflicting information, advice or treatment.	955	54	113	93	92	116	116	104	163	105	858	23%	37	26	96	475	480	425	530	176	478	250	424	514	107	105	950
		24%gpn	25%	21%	22%	26%	25%	25%	24%	22%	23%	22%	33%	51%	29%k	23%	25%	24%	24%	20%	24%h	27%z	27%zw	22%	32%z	29%z	24%
C. You received clear and easy to understand written/verbal updates from staff at the different services about what was happening about your treatment and care.	3073	171	409	316	285	348	353	310	508	373	2806	127	56	49	257	1614	1459	1439	1634	687	1530	717	1169	1850	181	249	3075
		77%urvy	81%	76%	79%	78%	76%	74%	75%	78%	77%	74%	73%	96%	77%	77%	76%	80%qf	73%	76%	77%	77%	75%	77%	55%	69%	77%
D. When something was planned and agreed to, it happened without you having to chase around for it, for example for medication or equipment.	2880	163	374	303	264	317	336	290	483	357	2644	123	46	40	236	1495	1394	1355	1533	677	1444	642	1078	1763	153	213	2885
		72%newxy	77%bg	69%	73%	71%	72%	69%	71%	75%b	72%z	72%	60%	80%	71%	71%	73%	76%qf	69%	75%zu	73%u	69%	69%	74%zv	46%	59%	72%
E. You were treated as a person rather than a condition.	3385	180	457	350	315	373	384	351	568	406	3086	152	57	46	285	1788	1597	1539	1845	786	1681	760	1272	2053	236	283	3378
		84%gpnxy	85%	85%	84%	87%	84%	83%	84%	86%	84%	89%k	73%	91%	86%k	85%	84%	88%qf	83%	87%zu	84%	82%	82%	88%zv	71%	79%	84%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y

* small base; ** very small base (under 30) ineligible for sig testing

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Q16. T2B TABLE: Still thinking about all of the services you have used in the last six months, to what extent do you agree or disagree with each of the following over the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	W/t'd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1453	2813	943	4013
A. Staff at the different services had the right, up-to-date information about you.	3264	1014	1090	2103	1121	2	1113	2148	2844	386	26	73	1158	1953	651	2608	1065	2188	663	2574	77	3170	573	1391	1300	2461	803	3260
		91%bonw	92%bc	79%	80%	36%	80%	82%2f	82%	80%	70%	74%	81%	82%	77%	82%2n	81%	82%	75%	83%2r	76%	81%	80%	80%	83%2w	82%	80%	81%
B. Staff at a different services gave you conflicting information, advice or treatment.	955	277	346	624	318	1	319	634	796	145	12	33	345	551	258	695	312	636	246	698	40	904	209	432	314	726	230	950
		24%bonus	22%	25%	24%	20%	23%	24%	23%	39%2h	32%	33%2k	24%	23%	90%2o	22%	24%	24%	26%2s	23%	40%2t	23%	29%2ws	25%	20%	24%	23%	24%
C. You received clear and easy to understand written/verbal updates from staff at the different services about what was happening about your treatment and care.	3073	968	1037	2005	1034	2	1003	2067	2661	382	24	77	1106	1820	636	2432	976	2084	644	2408	69	2989	528	1327	1218	2301	772	3075
		77%2p	78%	75%	77%	35%	72%	78%2f	76%	79%2i	64%	78%	78%	76%	75%	77%	74%	78%2q	73%	78%2s	67%	77%2t	74%	76%	78%2w	76%	77%	77%
D. When something was planned and agreed to, it happened without you having to chase around for it, for example for medication or equipment.	2889	894	979	1873	982	2	981	1906	2519	343	21	70	1035	1720	571	2314	906	1973	560	2310	65	2811	502	1232	1155	2162	727	2885
		72%2p	72%	71%	72%	37%	70%	73%2f	72%	71%	58%	71%	73%	72%	67%	73%2n	68%	74%2q	63%	76%2s	64%	72%2t	70%	71%	74%2w	72%	73%	72%
E. You were treated as a person rather than a condition.	3385	1055	1129	2184	1160	3	1150	2231	2939	406	31	81	1201	2024	690	2689	1098	2275	733	2628	82	3287	591	1454	1339	2528	857	3378
		84%2p	85%bc	82%	83%b	53%	82%	85%2f	84%	84%	84%	82%	84%	85%	81%	86%2n	83%	85%	83%	86%2s	81%	84%	83%	83%	86%2w	84%	86%	84%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 69

**Q17. Do you have any long-term physical or mental health conditions, disabilities or illnesses? By long term, we mean anything lasting or expected to last for 12 months or more.
Please include issues related to old age.**

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)			
Unweighted Total	4013	210	519	398	379	454	473	427	698	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes - one	1237	73	170	119	120	135	134	131	212	144	1138	50	24	15	93	655	581	569	667	286	619	282	576	678	102	107	1241
	31%	34%	32%	29%	33%	30%	29%	31%	31%	30%	31%	29%	31%	29%	28%	31%	30%	32%	30%	32%	31%	30%	27%	31%	31%	30%	31%
Yes - two or more	1382	75	185	155	119	159	157	140	228	164	1259	58	21	21	115	686	696	594	789	303	660	348	977	395	162	198	1386
	34%	35%	34%	37%	33%	36%	34%	33%	34%	35%	34%	34%	27%	42%	35%	33%	36%	33%	35%	34%	33%	27%	33%	17%	49%	55%	35%
No	1348	63	181	138	117	148	164	146	231	160	1219	60	33	15	123	743	605	606	741	300	680	283	-	1348	63	46	1334
	33%	30%	34%	33%	32%	33%	35%	35%	34%	34%	33%	35%	42%	30%	37%	35%	32%	34%	33%	33%	35%	25%	-	1348	19%	13%	33%
Don't know/can't say	42	2	1	5	5	4	9	4	8	5	40	2	-	-	2	15	27	16	26	7	19	15	-	-	4	9	44
	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	2%	-	-	-	1%	2%	1%
Prefer not to say	7	-	2	-	1	1	1	-	1	2	7	-	-	-	-	6	1	4	4	3	2	2	-	-	-	-	8
	0%	-	*	-	*	*	*	-	*	*	0%	-	-	-	-	0%	0%	0%	0%	0%	0%	0%	-	-	-	-	*
Yes	2619	148	356	274	238	294	291	271	440	308	2397	108	45	36	207	1342	1277	1162	1456	590	1280	629	1554	1042	264	305	2627
	65%	70%	66%	66%	66%	66%	63%	64%	65%	65%	65%	63%	58%	70%	62%	64%	67%	65%	65%	66%	64%	65%	66%	44%	60%	65%	65%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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4 Aug 2022
Table 70

Q17. Do you have any long-term physical or mental health conditions, disabilities or illnesses? By long term, we mean anything lasting or expected to last for 12 months or more.
Please include issues related to old age.

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3084	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes - one	1237	1237	-	1237	-	2	417	816	1100	121	11	21	470	714	261	973	374	860	290	936	26	1204	202	542	483	934	302	1241
	31%bap	100%Zbcd	-	47%Zbc	-	31%	30%	31%	32%Zd	26%	29%	22%	33%Zn	30%	31%	31%	28%	32%Zp	33%	30%	25%	31%	28%	31%	32%	31%	30%	31%
Yes - two or more	1382	-	1382	1382	-	1	323	1059	1099	262	20	59	616	673	499	880	487	887	407	960	54	1320	299	604	480	1061	321	1386
	34%adhmogpux	-	100%Zacd	53%Zac	-	20%	23%	41%Zd	32%	54%Zn	55%Zn	59%Znm	43%Zm	28%	59%Zo	28%	37%Zn	33%	46%Zr	31%	53%Zu	34%	42%Zwx	35%w	31%	35%	32%	35%
No	1348	-	-	-	1348	3	644	701	1247	92	4	18	322	969	76	1272	446	896	172	1166	21	1321	202	579	566	984	363	1334
	37%abghpklm	-	-	-	100%Zade	49%	6%Zn	27%	10%Zd	19%	11%	18%	23%	41%Zm	9%	45%Zn	34%	34%	19%	35%Zr	21%	34%Zt	26%	33%w	35%w	33%	33%	33%
Don't know/can't say	42	-	-	-	-	-	10	32	31	9	2	1	16	22	11	31	14	26	16	26	1	40	6	17	19	28	14	44
	1%abedf	-	-	-	-	-	7%	1%	1%	2%	6%Zn	1%	1%	1%	1%	1%	1%	1%	2%Zr	1%	1%	1%	1%	1%	1%	1%	1%	1%
Prefer not to say	7	-	-	-	-	-	6	2	7	-	-	-	3	5	1	6	2	5	1	7	-	7	4	2	2	6	1	8
	7%g	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	2619	1237	1382	2619	-	3	739	1875	2199	384	31	80	1086	1386	760	1853	860	1748	696	1895	79	2525	501	1145	972	1996	623	2627
	65%dfhvwouxz	99%Zd	100%Zd	100%Zd	-	51%	53%	72%Zd	63%	79%Zn	84%Zn	81%Zm	78%Zm	58%	99%Zn	59%	65%	65%	79%Zr	61%	78%Zu	65%	70%Zwx	66%	62%	66%Zt	62%	65%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 71

Q19. Do any of these conditions reduce your ability to carry out day-to-day activities?

Base: All respondents who said they have a long-term condition

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral				
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/ British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (p)	Over 75 (q)	Male (r)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				Not very/Not at all well supported (x)	Much/little worse (y)	Unweighted total
Unweighted Total	2627	146	344	264	252	300	299	281	430	311	2512	51	23	17	101	1371	1256	1198	1428	609	1138	759	1558	1048	269	306	2627			
Weighted Total	2619	148	356	274	238	294	291	271	440	308	2397	108*	45**	36**	207*	1342	1277	1162	1456	590	1280	629	1554	1042	264	305	2627			
Effective Base	2457	142	325	252	243	277	282	244	397	297	2455	50	23	17	99	1270	1187	1103	1353	575	1080	726	1452	986	252	288	2627			
Yes, a lot	711	42	94	78	71	99	86	54	100	87	657	28	8	9	47	339	372	292	419	110	352	215	711	-	124	176	719			
		29% ^{ab}	28%	29%	29%	30%	34% ^{cdgh}	20%	23%	28%	27%	26%	18%	26%	22%	25%	29% ^{de}	25%	29% ^{de}	19%	26%	34% ^{de}	46% ^{de}	-	47% ^{de}	58% ^{de}	27%			
Yes, a little	843	50	123	82	75	96	87	87	144	98	761	47	15	9	78	420	423	356	486	189	413	207	843	-	87	94	839			
		32% ^{bc}	34%	30%	32%	33%	30%	32%	33%	32%	32%	44%	33%	24%	38%	31%	33%	31%	33%	32%	32%	33%	-	54% ^{de}	33%	31%	32%			
No, not at all	1042	56	132	112	91	96	114	127	193	121	963	33	18	18	77	573	470	503	538	288	503	200	-	1042	53	34	1048			
		39% ^{efghijkl}	38%	37%	41%	38%	39%	41%	48% ^{gh}	41%	39%	30%	41%	50%	37%	43% ^{de}	37%	43% ^{de}	37%	40% ^{de}	33%	33%	32%	-	100% ^{de}	20%	40%			
Don't know/can't say	23	-	7	1	1	2	4	3	3	2	17	-	3	-	5	10	13	10	12	2	11	9	-	1	1	21				
		1% ^{hvw}	2% ^g	-	-	1%	1%	1%	1%	1%	1%	-	7%	-	3%	1%	1%	1%	1%	-	-	1%	-	-	-	-	1%			
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Yes	1554	91	217	161	146	195	173	141	244	185	1418	75	23	18	125	759	795	649	905	299	766	421	1554	-	211	270	1558			
		58% ^{ghijkl}	62%	61% ^g	59%	65% ^g	67% ^{gh}	60%	62%	60%	59%	70%	52%	60%	60%	57%	62% ^{de}	56%	62% ^{de}	51%	60% ^g	67% ^{de}	100% ^{de}	-	60% ^{de}	65% ^{de}	59%			

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 72

Q19. Do any of these conditions reduce your ability to carry out day-to-day activities?

Base: All respondents who said they have a long-term condition

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total		
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)	
Unweighted Total	2627	1241	1386	2627	-	3	746	1876	2201	389	32	80	1101	1379	757	1864	853	1763	701	1901	79	2533	517	1155	955	2007	620	2627	
Weighted Total	2619	1237	1382	2619	-**	3**	739	1875	2199	384	31*	80*	1086	1386	760	1853	860	1748	696	1895	79*	2525	501	1145	972	1996	623	2627	
Effective Base	2457	1164	1292	2457	-	3	696	1756	2058	363	31	75	1041	1279	706	1745	791	1655	657	1777	74	2369	482	1089	886	1873	583	2627	
Yes, a lot	711	213	498	711	-	3	163	545	478	209	24	55	328	303	415	293	212	495	274	430	41	662	181	329	201	542	169	719	
	71%Lafmospau	7%Zac	27%Ba		-	100%	22%	29%Za	22%	54%Za	69%Zm	77%Za	59%Zm	30%Zm	22%	55%Za	16%	25%	28%	39%Za	23%	52%Za	26%	39%Zax	29%Ba	21%	27%	27%	71%
Yes, a little	843	364	479	843	-	-	226	615	704	133	4	4	19	384	424	256	586	296	544	244	586	26	813	159	363	321	646	197	839
	12%Za	25%Zac	35%Zac	12%Za	-	29%	31%	33%	32%Za	14%	31%	22%	13%Za	43%Zm	31%	34%	32%	34%	31%	35%	31%	28	32%	32%	33%	32%	32%	32%	32%
No, not at all	1042	548	395	1042	-	-	343	699	998	39	2	6	362	650	76	964	343	698	174	861	12	1027	152	442	448	789	253	1048	30%
	40%Lafmospau	52%Zac	29%	40%Za	-	-	46%Za	37%	45%Za	10%	6%	8	33%Za	47%Za	10%	52%Za	40%	40%	25%	45%Za	15%	41%Za	30%	39%Zax	46%Zax	40%	41%	40%	40%
Don't know/can't say	23	12	10	23	-	-	6	16	19	3	1	1	12	10	13	9	10	12	4	19	-	23	10	11	2	19	4	21	1%
	1%Za	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	1554	576	977	1554	-	3	389	1160	1182	342	28	73	712	727	671	879	507	1638	518	1016	67	1474	340	692	522	1188	366	1558	59%
	59%Lafmospau	47%Zac	71%Zac	59%Za	-	100%	53%	62%Za	54%	89%Za	91%Zm	91%Zm	86%Zm	52%	68%Za	47%	59%	59%	59%	59%	59%	67%Za	58%	69%Zax	60%Za	54%	60%	59%	59%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 73

Q20. Are you personally currently on a waiting list for health services like diagnostic tests, mental health services, consultant appointments, an operation or a therapeutic service such as physiotherapy?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes	884	48	124	102	64	99	96	105	136	110	798	36	25	8	80	480	404	384	500	178	443	226	518	346	331	360	882
	22% ^z _q	23%	23%	25% ^u _d	18%	22%	21%	25% ^u _d	20%	23%	22%	21%	33%	15%	24%	23%	21%	21%	22%	20%	22%	24% ^z _q	33% ^z _w	14%	100% ^z _z	100% ^z _z	22%
No	3094	162	414	313	295	344	364	310	534	359	2833	131	50	43	247	1610	1483	1389	1704	716	1525	695	1016	2027	-	-	3095
	77% ^z _w	76%	77%	75%	62% ^z _q	77%	78%	74%	79%	76%	77% ^z _z	76%	65%	85%	74%	76%	78%	78%	77%	69% ^z _u	77%	75%	65%	65% ^z _u	-	-	77%
Don't know	35	3	2	1	2	3	5	6	8	6	31	2	2	-	4	13	22	13	22	6	20	7	17	17	-	-	34
	0.9% ^z _h	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%
Prefer not to say	3	-	-	1	-	-	-	-	2	-	1	2	-	-	2	2	1	3	-	-	2	1	3	-	-	-	2
	*	-	-	*	-	-	-	-	* ^z	-	*	1% ^z _d	-	-	1% ^z _z	*	*	*	-	-	*	*	* ^w	-	-	-	*

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 74

Q20. Are you personally currently on a waiting list for health services like diagnostic tests, mental health services, consultant appointments, an operation or a therapeutic service such as physiotherapy?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes	884	290	407	696	172	2	163	718	725	145	14	30	367	462	299	583	325	552	884	-	47	829	154	399	331	668	217	882
		24%	29%	26%	13%	33%	12%	28%	21%	30%	37%	31%	26%	19%	35%	18%	25%	21%	100%	-	47%	21%	22%	23%	21%	22%	22%	22%
No	3094	936	960	1895	1166	4	1221	1869	2735	329	21	66	1041	1906	537	2553	983	2104	-	3094	50	3036	553	1328	1213	2320	773	3095
		77%	69%	72%	87%	67%	87%	72%	78%	68%	57%	67%	73%	80%	63%	81%	74%	79%	-	100%	50%	78%	78%	76%	78%	77%	77%	77%
Don't know	35	11	14	24	10	-	12	23	22	11	2	2	19	12	9	25	13	22	-	-	4	26	6	16	13	23	12	34
		3%	1%	1%	1%	-	1%	1%	1%	3%	6%	2%	1%	1%	1%	1%	1%	1%	-	-	6%	1%	1%	1%	1%	1%	1%	1%
Prefer not to say	3	1	2	3	-	-	2	-	2	-	-	-	2	2	2	-	2	-	-	-	2	-	-	1	2	3	-	2
	u	+	+	+	-	-	g	-	+	-	-	-	-	+	g	-	g	-	-	-	-	+	-	+	+	+	-	+

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 75

Q22. And how supported do you feel by health and social care services while you are on the waiting list?

Base: All respondents who said they are currently on a waiting list for health services

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
																									Not very/Not at all well supported (x)	Much/little worse (y)	
	W/td Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)			
Unweighted Total	882	48	117	99	66	102	100	107	131	112	836	17	13	4	40	486	396	363	499	162	392	272	521	340	334	361	882
Weighted Total	884	48*	124	102*	64*	99*	98*	105*	136	110	798	36**	25**	8**	80*	480	404	384	500	178	443	226	518	346	331	360	882
Effective Base	822	47	108	94	64	96	95	92	121	107	816	17	13	4	39	449	374	346	477	170	373	258	486	317	311	339	882
Very well supported	191	12	29	24	8	28	24	18	25	23	172	8	4	4	19	108	83	93	97	38	93	55	102	84	-	55	191
	32% _W	26%	23%	24%	12%	33% _W	25%	17%	19%	20%	21%	23%	16%	48%	24%	23%	21%	24%	19%	21%	21%	24%	20%	24%	-	15%	22%
Fairly well supported	281	21	34	31	30	31	22	25	52	36	256	15	9	-	24	158	124	119	162	49	157	63	177	97	-	114	277
	32% _W	44% _W	28%	30%	46% _W	31%	23%	24%	38% _W	32%	32%	41%	34%	-	29%	33%	31%	31%	32%	28%	39% _W	28%	34%	28%	-	32%	31%
Not very well supported	180	3	25	24	9	18	21	20	26	26	158	9	6	2	20	96	84	79	102	40	93	40	112	67	180	88	178
	21% _W	6%	20% _W	23% _W	14%	18%	23% _W	23% _W	19% _W	24% _W	20%	24%	22%	24%	25%	20%	21%	20%	20%	23%	21%	18%	22%	19%	15%	20%	20%
Not at all well supported	151	8	23	16	9	17	23	17	21	17	140	3	5	-	10	81	70	59	92	32	63	48	99	49	151	78	156
	17% _W	16%	19%	16%	15%	17%	24%	16%	16%	16%	17% _W	7%	20%	-	12%	17%	17%	15%	16%	16%	14%	21% _W	19%	14%	48% _W	22% _W	18%
Don't know	81	4	13	7	9	6	6	16	11	9	73	2	2	2	8	37	44	34	47	19	37	20	27	50	-	25	80
	9% _W	8%	10%	7%	13%	6%	7%	15% _W	8%	8%	9%	4%	8%	28%	10%	8%	11%	9%	9%	11%	8%	9%	5%	14% _W	-	7%	9%
Very/fairly well supported	472	33	64	55	37	58	46	43	77	58	427	23	13	4	43	266	207	213	259	87	259	118	280	181	-	168	468
	53% _W	68% _W	51%	54%	36% _W	36% _W	48%	41%	57% _W	53%	54%	64%	59%	48%	53%	55%	51%	55%	52%	49%	56%	52%	54%	52%	-	47%	53%
Not very/Not at all well supported	331	11	48	40	15	34	44	46	47	43	298	11	11	2	30	177	164	137	194	72	156	88	211	118	331	168	334
	37% _W	23%	38%	39%	28%	34%	45% _W	45% _W	35%	39% _W	37%	31%	42%	24%	37%	37%	38%	36%	39%	40%	35%	39%	41% _W	33%	100% _W	45% _W	38%
Net supported	141	22	16	16	19	24	2	-3	30	15	129	12	2	2	13	88	63	76	65	15	94	30	69	65	-331	3	134
	16% _W	47% _W	13% _W	15% _W	30% _W	23% _W	2%	-3%	22% _W	14% _W	16% _W	33%	8%	24%	16%	18% _W	13%	20% _W	13%	9%	21% _W	13%	13%	19% _W	-100%	1%	15%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 76

Q22. And how supported do you feel by health and social care services while you are on the waiting list?

Base: All respondents who said they are currently on a waiting list for health services

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	882	293	408	701	163	2	166	713	719	147	15	30	368	460	297	582	322	552	882	-	46	826	164	397	321	671	211	882
Weighted Total	884	290	407	696	172	2**	163	716	725	145	14**	30**	367	462	299	583	325	552	884	-**	47**	829	154	399	331	668	217	882
Effective Base	822	280	377	657	149	2	156	663	671	136	15	28	349	424	275	544	300	515	822	-	44	769	155	371	297	625	197	882
Very well supported	191	72	80	153	35	-	31	159	150	39	2	7	84	96	65	126	51	139	191	-	8	181	37	89	65	148	43	191
	22% ^{ns}	25%	20%	22%	20%	-	19%	22%	21%	27%	13%	22%	23%	21%	22%	22%	16%	23% ^{ns}	22%	-	17%	22%	24%	22%	20%	22%	20%	22%
Fairly well supported	281	88	140	227	46	1	46	233	224	51	6	15	124	133	109	171	113	167	281	-	15	265	39	126	117	207	75	277
	32% ^{ns}	30%	34%	33%	27%	55%	28%	32%	31%	35%	40%	49%	34%	29%	36% ^{ns}	29%	35%	30%	32%	-	33%	32%	25%	32%	35% ^{ns}	31%	34%	31%
Not very well supported	180	57	85	142	37	-	41	139	152	23	5	4	74	102	43	137	67	111	180	-	13	165	35	81	64	141	39	178
	20% ^{ns}	20%	21%	20%	21%	-	25%	19%	21%	16%	33%	12%	20%	22%	14%	13% ^{ns}	21%	20%	20%	-	28%	20%	23%	20%	19%	21%	18%	20%
Not at all well supported	151	45	78	122	26	1	29	121	126	24	2	4	57	87	63	88	55	93	151	-	7	143	28	72	51	108	43	156
	17% ^{ns}	16%	19%	18%	15%	45%	18%	17%	17%	16%	14%	14%	15%	19%	21% ^{ns}	15%	17%	17%	17%	-	14%	17%	19%	18%	15%	16%	20%	18%
Don't know	81	27	24	52	27	-	16	65	73	8	-	1	28	44	19	61	39	41	81	-	4	74	15	31	35	64	16	80
	9% ^{ns}	9%	6%	7%	16% ^{ns}	-	10%	9%	10%	5%	-	3%	8%	10%	6%	11% ^{ns}	12% ^{ns}	7%	9%	-	8%	9%	10%	8%	10%	10%	7%	9%
Very/fairly well supported	472	168	220	389	82	1	77	393	374	90	7	21	208	229	174	297	164	306	472	-	23	446	76	215	162	354	119	468
	53% ^{ns}	55%	54%	55%	48%	55%	47%	55%	52%	53% ^{ns}	53%	71%	53% ^{ns}	49%	53% ^{ns}	51%	51%	55%	53%	-	50%	54%	49%	54%	55%	53%	54%	53%
Not very/Not at all well supported	331	102	162	264	63	1	70	261	278	47	6	8	130	189	108	106	122	204	331	-	20	308	63	153	115	249	82	334
	37%	35%	40%	38%	37%	45%	43%	36%	38%	32%	47%	26%	36%	41% ^{ns}	36%	38%	38%	37%	37%	-	42%	37%	41%	38%	35%	37%	38%	38%
Net supported	141	58	57	116	19	*	7	132	96	43	1	13	78	40	68	73	42	102	141	0	3	138	12	62	67	105	36	134
	16% ^{ns}	20% ^{ns}	14%	17% ^{ns}	11%	10%	8%	18% ^{ns}	13%	30% ^{ns}	6%	44%	21% ^{ns}	9%	23% ^{ns}	12%	13%	16% ^{ns}	16%	0%	7%	17% ^{ns}	8%	16% ^{ns}	20% ^{ns}	16%	16%	15%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 77

Q23. What information, activities or services would help you to manage your condition while you are on the waiting list?

Base: All respondents who said they are currently on a waiting list for health services

	W/d Total (Z)	Region									Ethnicity					Age		Gender		Social Grade				Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				
Unweighted Total	882	48	117	99	66	102	100	107	131	112	836	17	13	4	40	486	396	383	499	182	392	272	521	340	334	361	882	
Weighted Total	884	48*	124	102*	64*	99*	96*	105*	136	110	798	38**	25**	8**	80*	480	404	384	500	178	443	226	518	346	331	360	882	
Effective Base	822	47	108	94	64	96	95	92	121	107	816	17	13	4	39	449	374	346	477	170	373	258	486	317	311	339	882	
Knowing that you are still on the waiting list and haven't been forgotten	128	9	17	13	8	8	16	20	23	13	116	6	2	1	10	69	58	51	77	27	66	29	66	60	59	53	127	
	14%	18%	14%	13%	13%	8%	17%	19%	17%	12%	15%	17%	8%	19%	12%	14%	14%	13%	15%	15%	15%	13%	17%	17%	18%	15%	14%	
Knowing where you are on the waiting list or how much longer you will have to wait	194	10	31	15	13	18	23	33	28	23	168	10	11	3	24	116	78	76	118	42	92	53	109	80	107	92	191	
	22%	21%	25%	15%	20%	18%	24%	32%	21%	21%	21%	28%	43%	43%	30%	24%	19%	20%	24%	24%	21%	23%	21%	23%	32%	26%	22%	
More help with managing any pain	54	4	4	4	2	10	6	10	8	7	45	7	2	-	9	26	29	18	36	11	23	18	41	11	27	33	54	
	6%	8%	3%	4%	3%	10%	6%	9%	6%	6%	6%	19%	8%	-	11%	5%	7%	5%	7%	6%	5%	8%	8%	3%	8%	9%	6%	
More information about what you can do to help yourself/manage your condition at home	80	4	18	3	4	7	9	13	11	11	73	7	-	-	7	48	32	28	52	16	38	20	55	24	46	41	81	
	9%	8%	15%	3%	6%	7%	10%	12%	8%	10%	9%	19%	-	-	9%	10%	8%	7%	10%	9%	8%	9%	11%	7%	14%	11%	9%	
More help at home	34	3	4	4	1	4	3	5	5	5	33	2	-	-	2	16	18	5	29	5	16	13	31	2	14	22	35	
	4%	6%	3%	4%	1%	4%	3%	5%	4%	5%	4%	4%	-	-	2%	3%	4%	1%	29%	3%	4%	6%	8%	2%	4%	5%	4%	
More help to get out and about	19	2	4	3	-	3	2	2	4	-	19	-	-	-	-	11	8	5	14	2	5	12	17	2	12	11	22	
	2%	3%	3%	2%	-	3%	2%	2%	3%	-	2%	-	-	-	-	2%	2%	1%	3%	1%	1%	5%	3%	1%	4%	3%	2%	
More help with your mental health/anxiety/ worry	19	3	5	1	1	1	2	1	4	2	16	-	2	-	2	14	5	5	15	4	6	3	11	7	12	7	19	
	2%	6%	4%	1%	1%	1%	2%	1%	3%	2%	2%	-	8%	-	2%	3%	1%	3%	2%	1%	1%	3%	2%	7%	3%	2%	2%	
Being able to get an appointment / see / speak to a doctor	43	-	5	6	7	2	6	4	8	5	40	2	-	-	2	23	20	20	23	9	20	11	36	7	28	26	45	
	6%	-	4%	6%	11%	2%	6%	3%	6%	5%	5%	7%	-	-	3%	5%	5%	5%	5%	5%	4%	5%	7%	2%	6%	7%	5%	
Face-to-face appointment	7	1	1	-	1	2	-	-	3	-	7	-	-	-	-	3	4	2	6	2	3	2	5	2	4	3	8	
	1%	2%	1%	-	1%	2%	-	-	2%	-	1%	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Faster service / shorter waiting lists	27	3	3	5	1	5	2	2	2	3	27	-	-	-	-	10	17	13	14	4	18	4	17	9	19	16	27	
	3%	6%	3%	5%	2%	5%	3%	2%	2%	3%	3%	-	-	-	-	2%	4%	3%	3%	2%	4%	2%	3%	3%	6%	4%	3%	
Improved communication	18	-	2	2	2	1	3	3	4	3	18	-	-	-	-	15	4	10	8	7	5	3	9	9	10	6	20	
	2%	-	1%	2%	3%	1%	3%	2%	3%	3%	2%	-	-	-	-	1%	1%	3%	2%	4%	1%	1%	2%	3%	3%	2%	2%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

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Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 77

Q23. What information, activities or services would help you to manage your condition while you are on the waiting list?

Base: All respondents who said they are currently on a waiting list for health services

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
A Blue Badge	4	-	1	-	1	-	-	1	-	1	4	-	-	-	-	2	2	2	2	-	2	2	4	-	2	3	4
	*	-	1%	-	1%	-	-	1%	-	1%	*2	-	-	-	-	*	*	1%	*	-	*	1%	1%	-	*	1%	*
Physiotherapy / knowing what exercises to do	22	2	2	4	3	4	2	2	4	-	22	-	-	-	-	9	13	6	16	6	12	3	17	3	10	11	22
	2%w	4%h	2%	4%	4%h	4%	2%	2%	3%	-	3%z	-	-	-	-	2%	3%	1%	3%	3%	3%	1%	3%w	1%	3%	3%	2%
Receiving the medication / treatment / operation I need	14	2	-	3	1	2	1	2	1	2	14	-	-	-	-	10	4	8	7	3	8	2	12	3	8	9	15
	2%	4%h	-	3%	1%	2%	1%	2%	1%	2%	2%z	-	-	-	-	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%
More staff / resources	3	-	1	1	-	1	-	-	-	-	3	-	-	-	-	-	3	3	-	-	3	-	2	1	1	2	3
	*	-	1%	1%	-	1%	-	-	-	-	*2	-	-	-	-	-	1%	1%h	-	-	1%	-	*	*	*	*	*
Respite care / care for carers	2	-	-	1	-	1	-	-	-	-	2	-	-	-	-	2	-	1	1	-	1	1	2	-	1	2	2
	*	-	-	1%	-	1%	-	-	-	-	*	-	-	-	-	*	-	*	*	-	*	*	*	*	*	*	*
Other (please specify) [WRITE IN]	18	1	2	1	1	3	2	2	-	5	18	-	-	-	-	13	5	8	10	5	6	5	14	3	8	8	20
	2%w	2%	2%	1%	1%	3%h	3%	2%	-	4%h	2%z	-	-	-	-	3%	1%	2%	2%	3%	1%	2%	3%	1%	3%	2%	2%
I don't need more help	342	16	43	39	25	40	40	38	54	46	301	14	10	4	40	175	167	157	185	64	171	92	170	166	60	97	336
	32%w	34%	35%	39%	40%	41%	42%	36%	40%	41%	38%	39%	42%	57%	50%	37%	41%	41%	37%	35%	39%	40%	33%	32%h	18%	27%	38%
Don't know	95	3	15	15	6	13	6	9	19	8	87	4	2	-	6	53	42	44	51	18	54	22	62	30	31	42	95
	11%	7%	12%	15%	9%	14%	7%	8%	14%	8%	11%	12%	7%	-	8%	11%	10%	11%	10%	10%	12%	10%	12%	9%	9%	12%	11%
NET: Knowing where you are on the waiting list or how much longer you will have to wait/ Knowing that you are still on the waiting list and haven't been forgotten	242	14	39	23	17	20	30	38	34	27	216	10	11	3	24	143	99	95	148	57	114	62	131	104	124	108	241
	27%h	29%	31%	22%	26%	20%	32%	36%z	25%	24%	27%	28%	43%	43%	30%	30%	24%	25%	29%	32%	26%	28%	25%	30%	37%z	30%	27%
Mean number of codes selected	1.6w	1.6	1.5	1.4	1.4	1.5	1.5	1.6	1.5	1.4	1.6z	1.7	1.2	1.2	1.4	1.5	1.5	1.4	1.5	1.5	1.5	1.5	1.6zw	1.4	1.7z	1.6z	1.5

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 78

Q23. What information, activities or services would help you to manage your condition while you are on the waiting list?

Base: All respondents who said they are currently on a waiting list for health services

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	882	293	408	701	163	2	166	713	719	147	15	30	368	460	297	582	322	552	882	-	46	826	164	397	321	671	211	882
Weighted Total	884	290	407	696	172	2**	163	718	725	145	14**	30**	367	462	299	583	325	552	884	-**	47*	829	154	399	331	666	217	882
Effective Base	822	280	377	657	149	2	156	663	671	136	15	28	349	424	275	544	300	515	822	-	44	769	155	371	297	625	197	882
Knowing that you are still on the waiting list and haven't been forgotten	126	37	62	98	27	-	21	107	109	17	2	5	57	61	46	81	64	63	128	-	8	117	26	52	49	100	27	127
	14% sd	13%	15%	14%	16%	-	13%	15%	15%	12%	16%	16%	16%	13%	15%	14%	20% sd	11%	14%	-	17%	14%	17%	13%	15%	15%	13%	14%
Knowing where you are on the waiting list or how much longer you will have to wait	194	56	92	147	42	-	32	162	163	28	4	3	88	99	65	128	86	107	194	-	9	186	33	82	80	145	49	191
	22% sd	19%	23%	21%	24%	-	20%	23%	22%	19%	29%	9%	24%	21%	22%	22%	27% sd	19%	22%	-	18%	22%	22%	20%	24%	22%	23%	22%
More help with managing any pain	54	11	37	48	5	-	7	47	45	9	-	2	28	23	23	30	25	28	54	-	3	51	12	25	18	42	12	54
	6% sd	4%	9% sd	7% sd	3%	-	4%	7%	6%	6%	-	6%	8%	5%	8%	5%	8%	5%	6%	-	7%	6%	8%	6%	5%	6%	6%	6%
More information about what you can do to help yourself/manage your condition at home	80	25	45	70	8	-	16	64	60	20	-	1	33	46	35	45	36	43	80	-	9	69	12	38	29	68	11	81
	9% sd	9%	11% sd	10% sd	5%	-	9%	9%	8%	14% sd	-	3%	9%	10%	12%	8%	11%	8%	9%	-	19% sd	8%	8%	10%	9%	10% sd	5%	9%
More help at home	34	9	23	32	2	-	3	31	25	8	1	1	25	6	22	12	11	22	34	-	5	29	9	11	14	29	5	35
	4% sd	3%	5% sd	5% sd	1%	-	2%	4%	3%	6%	8%	4%	7% sd	1%	22%	2%	3%	4%	4%	-	10% sd	3%	6%	3%	4%	4%	2%	4%
More help to get out and about	19	4	14	17	2	-	4	15	12	7	-	2	10	6	11	8	9	10	19	-	3	16	7	5	7	17	2	22
	2% sd	1%	3% sd	3%	1%	-	2%	2%	2%	6% sd	-	8%	3%	1%	1%	1%	3%	2%	2%	-	6%	2%	4% sd	1%	2%	3%	1%	2%
More help with your mental health/anxiety/worry	19	5	13	18	1	-	6	14	13	6	-	-	12	7	10	10	8	11	19	-	3	17	5	6	9	14	5	19
	2%	2%	3%	3%	1%	-	3%	2%	2%	4%	-	-	3%	1%	3%	2%	2%	2%	2%	-	6%	2%	3%	1%	3%	2%	2%	2%
Being able to get an appointment / see / speak to a doctor	43	19	20	39	4	-	6	38	35	7	1	4	17	22	17	27	20	23	43	-	3	40	10	20	13	28	15	45
	5%	6% sd	5%	6%	2%	-	3%	5%	5%	5%	7%	13%	5%	5%	6%	5%	6%	4%	5%	-	7%	5%	7%	5%	4%	4%	7%	5%
Face-to-face appointment	7	-	5	5	2	-	2	6	5	2	1	1	4	3	5	2	3	5	7	-	1	7	2	2	4	7	1	8
	1% sd	-	1%	1%	1%	-	1%	1%	1%	1%	5%	3%	1%	1%	2%	*	1%	1%	1%	-	2%	1%	1%	*	1%	1%	*	1%
Faster service / shorter waiting lists	27	10	10	20	7	-	6	21	22	5	-	-	9	16	5	21	13	13	27	-	2	24	5	11	11	20	7	27
	3%	3%	3%	3%	4%	-	4%	3%	3%	3%	-	-	3%	3%	2%	4%	4%	2%	3%	-	5%	3%	3%	3%	3%	3%	3%	3%
Improved communication	18	4	10	15	4	-	3	15	15	3	-	-	5	12	9	8	7	10	18	-	1	17	2	9	8	13	6	20
	2%	2%	3%	2%	2%	-	2%	2%	2%	2%	-	-	1%	3%	3%	1%	2%	2%	2%	-	2%	2%	1%	2%	2%	2%	3%	2%
A Blue Badge	4	1	3	4	-	-	-	4	2	1	-	-	2	2	2	2	-	4	4	-	-	4	-	3	1	4	-	4
	+	+	1%	1%	-	-	-	1%	-	1%	-	-	1%	+	1%	+	-	1%	+	-	-	+	-	1%	-	1%	-	+

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 78

Q23. What information, activities or services would help you to manage your condition while you are on the waiting list?

Base: All respondents who said they are currently on a waiting list for health services

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Physiotherapy / knowing what exercises to do	22	8	10	18	2	1	1	20	13	8	1	1	10	10	12	9	12	10	22	-	6	16	3	11	8	11	11	22
	2	3%	2%	3%	1%	45%	1%	3%	2%	6%	5%	3%	3%	2%	41%	2%	4%	2%	2%	-	13%	2%	2%	3%	2%	2%	2%	2%
Receiving the medication / treatment / operation I need	14	6	7	13	2	-	3	12	13	1	1	-	9	5	7	8	3	12	14	-	-	14	5	6	3	10	4	15
	2%	2%	2%	2%	1%	-	2%	2%	2%	1%	6%	-	2%	1%	2%	1%	1%	2%	2%	-	-	2%	3%	2%	1%	2%	2%	2%
More staff / resources	3	1	1	2	1	-	-	3	1	2	-	1	-	2	3	-	1	2	3	-	-	3	-	3	-	2	1	3
	h	-	-	-	1%	-	-	-	-	1%	-	4%	-	-	1%	-	2	-	-	-	-	-	-	1%	-	-	-	-
Respite care / care for carers	2	-	2	2	-	-	-	2	2	-	-	1	1	-	-	2	2	-	2	-	-	1	1	-	1	2	-	2
	u	-	-	-	-	-	-	-	-	-	-	3%	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-
Other (please specify)	18	7	9	16	1	-	2	16	15	3	-	1	9	8	9	9	4	14	18	-	-	17	2	7	9	13	5	20
[WRITE IN]	2%	3%	2%	2%	-	-	1%	2%	2%	2%	-	2%	2%	2%	3%	2%	1%	2%	2%	-	-	2%	1%	2%	3%	2%	2%	2%
I don't need more help	342	111	149	261	79	1	62	279	284	55	3	14	135	186	103	239	113	228	342	-	12	329	62	149	131	266	76	336
	39%	38%	37%	37%	46%	55%	38%	39%	39%	38%	24%	45%	37%	40%	34%	41%	35%	41%	39%	-	26%	40%	40%	37%	40%	40%	35%	38%
Don't know	95	40	35	76	16	-	20	74	74	17	4	2	41	49	26	69	35	58	95	-	8	85	14	48	33	70	25	95
	11%	14%	9%	15%	10%	-	12%	10%	10%	12%	26%	6%	11%	11%	9%	12%	11%	11%	11%	-	8%	10%	9%	12%	10%	11%	12%	11%
NET: Knowing where you are on the waiting list or how much longer you will have to wait/ Knowing that you are still on the waiting list and haven't been forgotten	242	88	117	185	50	-	46	196	206	33	4	6	106	121	86	165	104	137	242	-	10	230	46	101	95	162	61	241
	27%	24%	29%	27%	29%	-	28%	27%	28%	23%	29%	18%	29%	26%	29%	27%	13%	25%	27%	-	21%	28%	30%	25%	29%	27%	28%	27%
Mean number of codes selected	1.58	1.4	1.62	1.52	1.3	1.4	1.4	1.5	1.5	1.6	1.5	1.5	1.62	1.4	1.72	1.4	1.62	1.4	1.5	-	1.52	1.5	1.5	1.5	1.5	1.5	1.5	1.5

Fieldwork dates : 17.05.22 - 12.06.22

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Table 79

Q24. Thinking about the condition you are on a waiting list for, what is its impact on your ability to carry out day-to-day activities in comparison with when you were first referred?

Base: All respondents who said they are currently on a waiting list for health services

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	882	48	117	99	66	102	100	107	131	112	836	17	13	4	40	486	396	383	499	182	392	272	521	340	334	361	882	
Weighted Total	884	48*	124	102*	64*	99*	96*	105*	136	110	798	36**	25**	8**	80*	480	404	384	500	178	443	226	518	346	331	360	882	
Effective Base	822	47	108	94	64	96	95	92	121	107	816	17	13	4	39	449	374	346	477	170	373	258	486	317	311	339	882	
Much worse now than when you were first referred	178	10	26	17	7	28	12	21	33	21	157	6	8	2	19	95	83	72	107	29	93	51	148	25	92	178	176	
A little worse now than when you were first referred	181	8	28	29	15	17	23	15	22	27	169	2	7	-	11	91	90	77	105	37	83	52	122	55	74	181	185	
About the same as when you were first referred	209	16%	21%	28% ^{gh}	23%	17%	24%	15%	16%	24%	21%	6%	28%	-	14%	19%	22%	20%	21%	21%	19%	23%	24%	16%	22%	22%	21%	
A little better now than when you were first referred	401	24	54	43	33	35	49	55	62	46	363	21	6	4	36	224	177	187	214	88	205	92	181	212	131	-	399	
Much better now than when you were first referred	65	3	8	8	4	8	9	8	6	9	51	7	5	2	14	40	25	19	30	15	30	18	44	20	19	-	61	
Don't know	7	7%	6%	8%	6%	9%	9%	8%	4%	8%	6%	19%	18%	28%	17% ^{gh}	4%	6%	7%	8%	8%	7%	8%	8%	6%	19	-	61	
Prefer not to say	30	2	3	2	3	4	3	3	5	5	30	-	-	-	-	17	13	11	19	5	18	4	9	21	8	-	31	
Net better	27	-	4	2	2	6	1	1	7	3	26	-	-	-	-	12	3%	10	16	3	12	9	13	12	6	-	28	
Net worse	2	-	-	2%	3%	6% ^{gh}	1%	1%	5	3%	3%	-	-	-	-	3%	3%	3%	4%	2%	4%	2%	2%	4%	2%	-	3%	
Much/little better	95	6	11	11	7	12	12	12	8	13%	81	7	5	2	14	57	38	38	57	20	48	22	53	41	27	-	92	
Much/little worse	360	18	55	46	22	44	35	36	55	48	328	8	15	2	31	187	173	148	211	66	176	104	270	80	166	360	361	
Net better	-265	-13	-44	-35	-15	-32	-24	-25	-44	-33	-245	-2	-10	*	-17	-130	-135	-110	-155	-46	-128	-82	-217	-39	-139	-360	-269	
	-30%	-26%	-35%	-35%	-24%	-33%	-24%	-24%	-32%	-30%	-31%	-4%	-40%	4%	-21%	-27%	-33%	-29%	-31%	-26%	-29%	-36%	-42%	-11%	-42%	-100%	-30%	

Fieldwork dates : 17.05.22 - 12.06.22

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Q24. Thinking about the condition you are on a waiting list for, what is its impact on your ability to carry out day-to-day activities in comparison with when you were first referred?

Base: All respondents who said they are currently on a waiting list for health services

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day/ most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	882	293	408	701	163	2	166	713	719	147	15	30	368	460	297	582	322	552	882	-	46	826	164	397	321	671	211	882
Weighted Total	884	290	407	696	172	2**	163	718	725	145	14**	30**	367	462	299	583	325	552	884	**	47*	829	154	399	331	668	217	882
Effective Base	822	280	377	657	149	2	156	663	671	136	15	28	349	424	275	544	300	515	822	-	44	769	155	371	297	625	197	822
Much worse now than when you were first referred	178	47	109	156	17	-	23	155	129	46	4	6	89	83	100	78	65	112	178	-	15	161	42	88	49	133	46	176
	20%ad	16%ad	27%Zad	22%Zad	10%	-	14%	22%Z	18%	32%Z	28%	20%	24%Zm	18%	33%Z	13%	20%	20%	20%	-	32%Z	19%	27%Zx	22%Z	15%	20%	21%	20%
A little worse now than when you were first referred	181	60	89	149	28	-	26	154	153	24	3	8	77	93	56	125	73	106	181	-	11	168	38	81	62	136	46	185
	20%	21%	22%	21%	17%	-	16%	21%	21%	17%	18%	28%	21%	20%	19%	22%	22%	19%	20%	-	23%	20%	25%	20%	19%	20%	21%	21%
About the same as when you were first referred	401	139	160	299	96	1	89	311	343	51	7	11	149	225	100	299	142	257	401	-	14	387	64	170	168	306	96	399
	45%b	48%b	39%	43%b	56%Zb	55%	54%Zb	43%	47%Z	35%	48%	35%	41%	48%l	34%	51%Z	44%	47%	45%	-	29%	47%Z	41%	43%	51%Zx	46%	44%	45%
A little better now than when you were first referred	65	21	30	51	13	1	12	52	46	18	-	4	23	36	28	37	25	40	65	-	4	58	6	28	31	53	12	61
	7%b	7%	7%	7%	8%	45%	7%	7%	6%	12%Z	-	13%	6%	8%	9%	6%	8%	7%	7%	-	9%	7%	4%	7%	9%b	8%	5%	7%
Much better now than when you were first referred	30	11	9	20	10	-	6	24	27	3	-	-	14	16	8	22	9	20	30	-	2	27	3	18	9	24	6	31
	3%	4%	2%	3%	6%b	-	4%	3%	4%	2%	-	-	4%	4%	3%	4%	3%	4%	3%	-	4%	3%	2%	4%	3%	4%	3%	4%
Don't know	27	10	9	19	6	-	6	21	23	2	1	1	13	9	6	20	11	16	27	-	1	26	1	14	12	17	10	28
	3%	4%	2%	3%	4%	-	3%	3%	3%	2%	5%	4%	4%	2%	2%	3%	3%	3%	3%	-	2%	3%	1%	3%	3%	2%	5%	3%
Prefer not to say	2	1	1	2	-	-	2	-	2	-	-	-	2	-	1	1	-	2	2	-	-	2	-	1	1	-	2	2
	0%	0%	0%	0%	0%	-	1%Z	-	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	0%	0%
Much/little better	95	31	39	70	24	1	17	76	74	21	-	4	37	52	36	99	34	60	95	-	6	85	9	45	40	77	18	92
	11%b	11%	10%	10%	14%	45%	11%	11%	10%	15%	-	13%	10%	11%	12%	10%	11%	11%	11%	-	14%	10%	6%	10%b	12%b	12%	8%	10%
Much/little worse	360	107	188	305	46	-	49	309	282	70	6	14	166	176	156	283	138	218	360	-	26	329	80	169	110	269	91	361
	41%b	37%b	45%Zad	44%Zad	27%	-	30%	45%Z	39%	45%Z	46%	47%	45%Zm	38%	32%Z	35%	42%	39%	41%	-	35%Z	40%	52%Zx	42%Z	33%	40%	42%	41%
Net better	-265	-76	-159	-235	-22	1	-32	-233	-209	-49	-6	-10	-129	-124	-120	-144	-104	-158	-265	0	-19	-243	-71	-124	-70	-182	-73	-269
	-30%	-26%	-39%	-34%	-13%	45%	-20%	-32%	-28%	-34%	-46%	-34%	-35%	-27%	-40%	-25%	-32%	-29%	-30%	0%	-41%	-29%	-46%	-31%	-21%	-29%	-34%	-30%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 81

Q25. Are you personally currently waiting for a care needs assessment from your local authority?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
																									Not very/Not at all well supported (x)	Much/little worse (v)	
	Wtd Total (z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)			
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes	102	4	10	17	11	14	12	8	19	9	91	6	-	4	11	39	63	43	59	11	54	29	67	39	20	26	99
	3% down	2%	2%	4% b	3%	3%	3%	2%	3%	2%	2%	4%	-	9%	3%	2%	3% down	2%	3%	1%	3% a	3% a	4% down	1%	6% down	7% down	2%
No	3893	208	529	396	348	429	452	410	656	465	3553	165	77	44	320	2059	1834	1741	2151	887	1928	892	1474	2348	308	329	3892
	97% up	98%	98% c	95%	96%	96%	97%	98%	97%	98% c	97% down	96%	100%	87%	96%	99% down	96%	97%	97%	99% down	97%	96%	95%	98% down	93%	91%	97%
Don't know	21	1	1	4	2	4	1	3	4	2	19	-	-	2	2	8	13	4	17	2	9	8	12	8	4	5	21
	1% up	*	*	1%	1%	1%	*	1%	1%	*	1%	-	-	4%	1%	*	1%	*	1% down	*	*	1%	1%	*	1%	1% down	1%
Prefer not to say	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	1	-	-	-	-	1
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	*

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 82

Q25. Are you personally currently waiting for a care needs assessment from your local authority?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use		In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total		
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)		Urban (y)	Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes	102	26	54	79	21	-	26	75	67	33	2	6	46	45	41	60	38	63	47	50	102	-	31	39	32	78	24	99
	102%moa	2%	4%Zacd	3%Zad	2%	2%	2%	3%	2%	7%Zh	4%	6%Zm	3%Zm	2%	5%Zo	2%	3%	2%	5%Zr	2%	100%Zt	-	4%Zw	2%	2%	3%	2%	2%
No	3893	1204	1320	2525	1321	6	1367	2519	3404	446	33	91	1370	2329	798	3090	1279	2601	829	3036	-	3893	675	1696	1522	2820	973	3892
	97%Zajklmrtv	97%Zbc	96%	96%Zb	98%Za	100%	96%Za	97%	96%Zi	92%	90%	92%	96%	96%Zh	94%	96%Zr	97%	97%	94%	96%Zr	-	100%Zt	-	95%	97%Zw	96%Zv	97%	97%
Don't know	21	7	8	15	5	-	5	15	12	6	2	2	11	7	8	11	6	13	8	7	-	-	7	9	6	16	5	21
	1%Zmoa	1%	1%	1%	*	-	*	1%	1%Zh	1%Zh	1%Zh	1%Zh	1%Zh	1%Zh	1%Zh	*	*	1%Zh	*	-	-	-	1%	*	*	1%	1%	1%
Prefer not to say	1	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1
	*	-	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	-	*	*

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 83

Q27. And how supported do you feel you are while you wait for the care needs assessment?

Base: All respondents who said they are currently waiting for a care needs assessment

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	99	4	9	15	12	14	11	8	18	8	94	3	-	2	5	40	59	42	57	12	46	32	66	32	20	26	99	
Weighted Total	102**	4**	10**	17**	11**	14**	12**	8**	19**	9**	91*	6**	**	4**	11**	39*	63*	43*	59*	11**	54*	28**	67*	33**	20**	26**	99*	
Effective Base	91	4	9	14	12	14	9	8	16	8	92	3	-	2	5	38	54	39	53	12	43	30	61	30	20	25	99	
Very well supported	29	2	4	4	4	7	2	-	3	3	29	-	-	-	-	10	20	11	18	3	12	9	17	12	1	2	30	
29%	45%	44%	25%	36%	51%	20%	-	16%	35%	32%	-	-	-	-	25%	31%	26%	31%	23%	23%	33%	25%	36%	6%	7%	30%		
Fairly well supported	28	2	3	2	3	3	2	2	9	2	24	3	-	2	5	14	15	16	13	3	21	5	18	11	2	7	26	
28%	55%	32%	13%	25%	24%	18%	24%	49%	23%	26%	41%	-	49%	45%	35%	23%	37%	22%	26%	39% 2	17%	26%	33%	12%	28%	26%		
Not very well supported	22	-	1	5	3	1	3	5	4	-	16	4	-	2	6	9	13	5	17	3	8	10	15	7	8	9	21	
22%	-	12%	31%	30%	6%	26%	64%	21%	-	-	18%	59%	-	51%	55%	23%	21%	13%	28%	26%	16%	35%	23%	20%	28%	34%	21%	
Not at all well supported	15	-	1	4	1	2	3	1	1	2	15	-	-	-	-	4	11	6	9	3	9	2	13	2	8	6	15	
15%	-	12%	25%	9%	13%	22%	12%	5%	27%	16%	-	-	-	-	10%	18%	14%	16%	24%	16%	6%	19%	6%	39%	22%	15%		
Don't know	7	-	-	1	-	1	2	-	2	1	7	-	-	-	-	2	4	5	2	-	3	2	5	2	3	2	7	
7%	-	-	7%	-	7%	14%	-	10%	15%	7%	-	-	-	-	-	6%	7%	11%	3%	-	6%	8%	7%	5%	15%	9%	7%	
Very/fairly well supported	58	4	7	6	7	10	5	2	12	5	53	3	-	2	5	23	34	27	31	5	33	14	34	23	4	9	56	
57%	100%	76%	38%	61%	75%	38%	24%	65%	58%	58%	41%	-	49%	45%	60%	55%	63%	53%	50%	62%	50%	51%	69%	18%	35%	57%		
Not very/Not at all well supported	37	-	2	9	4	3	6	6	5	2	31	4	-	2	6	13	24	11	26	5	17	12	28	9	13	14	36	
36%	-	24%	56%	39%	18%	48%	76%	26%	27%	34%	59%	-	51%	55%	33%	38%	26%	44%	26%	32%	41%	42%	26%	67%	55%	36%		
Net supported	21	4	5	-3	2	8	-1	-4	7	3	22	-1	0	*	-1	11	10	16	5	*	16	2	6	14	-10	-5	20	
30% 4	100%	52%	-18%	22%	57%	-10%	-52%	39%	31%	24%	-17%	0%	-2%	-11%	27%	16%	37% 2	9%	-1%	30% 2	9%	9%	42%	-50%	-20%	20%		

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Table 84

Q27. And how supported do you feel you are while you wait for the care needs assessment?

Base: All respondents who said they are currently waiting for a care needs assessment

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	99	26	53	79	19	-	25	74	64	33	2	6	46	42	41	58	38	61	46	49	99	-	28	38	33	76	23	99
Weighted Total	102*	26**	54**	79*	21**	-**	26**	75*	67*	33*	2**	6**	46*	45*	41*	60*	38*	63*	47*	50*	102*	-**	31**	39*	32*	78*	24**	99*
Effective Base	91	25	48	74	17	-	22	69	59	31	2	6	44	38	37	54	36	55	44	44	91	-	24	35	32	71	21	99
Very well supported	29	14	9	23	5	-	11	19	21	8	-	2	14	12	12	17	8	21	6	21	29	-	6	14	9	17	12	30
	29% ab	56%	16%	29% b	26%	-	40%	25%	31%	26%	-	31%	30%	27%	30%	29%	22%	33%	13%	43% cd	29%	-	19%	37%	29%	22%	50%	30%
Fairly well supported	28	6	16	21	7	-	2	27	17	9	2	1	13	14	10	19	9	19	17	11	28	-	9	10	10	22	6	26
	28%	22%	29%	27%	33%	-	7%	35% d	26%	29%	100%	16%	28%	31%	24%	31%	23%	31%	37%	22%	28%	-	28%	26%	30%	28%	26%	26%
Not very well supported	22	3	14	16	6	-	6	16	15	7	-	1	12	9	11	11	11	11	11	11	22	-	9	8	5	19	3	21
	22%	10%	25%	20%	29%	-	22%	22%	23%	21%	-	13%	25%	19%	26%	19%	23%	23%	23%	21%	22%	-	28%	21%	17%	25%	12%	21%
Not at all well supported	15	2	11	13	2	-	5	9	8	7	-	2	5	7	8	7	7	8	8	6	15	-	4	5	6	15	-	15
	15%	9%	20%	16%	9%	-	21%	13%	12%	21%	-	40%	10%	16%	19%	12%	17%	13%	17%	12%	15%	-	13%	14%	18%	19% cd	-	15%
Don't know	7	1	5	6	1	-	3	4	6	1	-	-	3	4	1	6	4	3	5	2	7	-	4	1	2	4	3	7
	7%	4%	9%	8%	4%	-	10%	5%	8%	3%	-	-	7%	8%	2%	10%	10%	5%	11%	3%	7%	-	13%	2%	6%	5%	12%	7%
Very/fairly well supported	68	26	24	44	13	-	12	45	38	19	2	3	27	26	22	36	17	40	24	32	58	-	14	24	19	39	18	58
	68%	78%	45%	65% b	69%	-	47%	60%	57%	55%	100%	47%	58%	57%	53%	59%	45%	64%	50%	64%	57%	-	47%	63%	60%	51%	77%	57%
Not very/Not at all well supported	37	5	24	29	8	-	11	28	23	14	-	3	16	16	18	19	17	20	18	16	37	-	13	13	11	34	3	36
	36%	19%	45% cd	37%	37%	-	43%	34%	35%	42%	-	53%	35%	35%	45%	37%	45%	31%	39%	33%	36%	-	41%	34%	35%	44% cd	12%	36%
Net supported	21	15	*	15	5	0	1	20	15	4	2	*	10	10	4	17	*	21	5	16	21	0	2	11	8	5	16	20
	20% ab	59%	*	19% d	22%	0%	4%	26% d	22%	13%	100%	-6%	22%	22%	9%	28% cd	*	32% cd	11%	35% cd	20%	0%	6%	29%	25%	7%	65%	20%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 85

Q28. What information, activities or services would help to keep you safe while you wait for the needs assessment?

Base: All respondents who said they are currently waiting for a care needs assessment

	W/t'd Total (Z)	Region									Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	99	4	9	15	12	14	11	8	18	8	94	3	-	2	5	40	59	42	57	12	46	32	66	32	20	26	99	
Weighted Total	102**	4**	10**	17**	11**	14**	12**	8**	19**	9**	91*	6**	**	4**	11**	39*	63*	43*	59*	11**	54*	28**	67*	33**	20**	26**	99*	
Effective Base	91	4	9	14	12	14	9	8	16	8	92	3	-	2	5	38	54	39	53	12	43	30	61	30	20	25	99	
Knowing when you will have your care needs assessment	19	1	-	4	2	1	3	2	4	2	16	4	-	-	4	6	14	8	12	4	8	5	11	7	3	5	18	
	19%	23%	-	25%	16%	7%	22%	33%	22%	27%	17%	59%	-	-	34%	15%	22%	18%	20%	34%	15%	19%	17%	21%	16%	18%	18%	
More information about how social care services work/how to access them	17	1	1	3	1	1	6	2	2	1	11	4	-	2	6	2	16	4	13	3	6	8	14	3	5	5	15	
	17.6%	23%	12%	19%	7%	6%	46%	20%	11%	14%	13%	59%	-	51%	55%	4%	25.6%	9%	23%	25%	11%	27%	20%	9%	26%	21%	15%	
More help at home (e.g. cooking, shopping)	9	-	-	2	1	1	-	2	3	1	6	4	-	-	4	3	7	1	8	2	1	6	7	2	2	4	8	
	9.8%	-	-	12%	7%	6%	-	20%	14%	14%	6%	59%	-	-	34%	7%	11%	2%	14%	17%	2%	22%	11%	6%	10%	14%	8%	
More help to get out and about	10	-	-	2	-	1	1	2	4	1	7	4	-	-	4	2	8	2	9	3	3	4	7	3	1	3	9	
	10%	-	-	12%	-	6%	7%	20%	22%	13%	7%	59%	-	-	34%	5%	13%	4%	15%	25%	6%	15%	11%	10%	4%	13%	9%	
More help to keep myself clean	5	-	-	2	-	-	-	2	1	1	3	2	-	-	2	2	3	2	3	2	-	3	2	3	-	-	4	
	5%	-	-	12%	-	-	-	10%	9%	9%	3%	33%	-	-	20%	4%	5%	4%	5%	17%	-	10%	3%	8%	-	-	4%	
Improved communication / being kept up to date	5	-	1	1	1	1	-	-	1	-	5	-	-	-	-	2	3	3	2	-	2	3	3	2	1	1	5	
	5%	-	9%	6%	10%	6%	-	-	5%	-	5%	-	-	-	-	5%	4%	7%	3%	-	4%	9%	4%	6%	4%	3%	5%	
Faster service / help given more quickly	3	-	1	-	1	-	-	-	-	1	3	1	-	-	-	1	2	2	1	-	1	2	2	1	1	1	3	
	3%	-	12%	-	7%	-	-	-	-	10%	3%	-	-	-	-	2%	4%	3%	4%	-	2%	6%	3%	2%	5%	4%	3%	
Access to physiotherapy / exercise	4	-	-	1	-	-	1	1	1	-	4	-	-	-	-	1	3	1	3	-	2	2	4	-	1	2	4	
	4%	-	-	7%	-	-	7%	12%	5%	-	4%	-	-	-	-	2%	4%	3%	4%	-	4%	6%	4	-	6%	8%	4%	
Other (please specify)	7	-	-	1	-	1	-	4	-	-	7	-	-	-	-	1	6	1	6	1	2	3	5	2	2	1	7	
WRITE IN	7%	-	-	6%	-	7%	7%	-	21%	-	7%	-	-	-	-	3%	9%	2%	10%	9%	4%	9%	7%	6%	10%	3%	7%	
I don't need anything else	32	-	3	5	3	7	4	1	6	2	27	3	-	2	5	13	19	16	16	3	20	6	20	11	3	5	29	
	31%	-	33%	31%	26%	53%	32%	20%	29%	27%	30%	41%	-	49%	45%	33%	30%	36%	27%	24%	38%	20%	30%	34%	16%	21%	29%	
Nothing - I really need the social care services I am being assessed for, and nothing else will help	13	1	2	4	2	-	1	-	2	1	13	-	-	-	-	5	8	6	7	-	6	6	8	5	2	2	14	
	13%	22%	22%	24%	17%	-	7%	-	13%	15%	15%	-	-	-	-	13%	13%	14%	12%	-	11%	20%	13%	15%	10%	10%	14%	
Don't know	12	2	1	1	2	2	-	3	1	-	12	-	-	-	-	6	6	6	7	2	9	-	8	4	3	5	12	
	12%	55%	12%	6%	18%	16%	-	36%	5%	-	13%	-	-	-	-	16%	9%	13%	11%	16%	18%	-	12%	11%	15%	19%	12%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 85

Q28. What information, activities or services would help to keep you safe while you wait for the needs assessment?

Base: All respondents who said they are currently waiting for a care needs assessment

NET: I don't need anything else/Nothing - I really need the social care services I am being assessed for, and nothing else will help
Mean number of codes selected

Wtd Total (Z)	Region									Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
	45 44%	1 22%	5 55%	9 56%	5 42%	7 53%	5 38%	1 20%	8 42%	4 42%	40 44%	3 41%	- -	2 49%	5 45%	18 46%	27 43%	22 51%	23 40%	3 24%	26 49%	11 41%	29 43%	16 48%	5 26%	
1.61	1.2	1.2	1.9	1.4	1.2	1.5	2.0	1.9	1.6	1.5	3.1	-	1.0	2.2	1.4	1.7	1.4	1.7	1.9	1.4	2.0	1.6	1.5	1.6	1.6	1.6

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Table 86

Q28. What information, activities or services would help to keep you safe while you wait for the needs assessment?

Base: All respondents who said they are currently waiting for a care needs assessment

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	99	26	53	79	19	-	25	74	64	33	2	6	46	42	41	58	38	61	46	49	99	-	28	38	33	76	23	99	
Weighted Total	102*	26**	54**	79*	21**	-**	26**	75*	67*	33*	2**	6**	46*	45*	41*	60*	38*	63*	47*	50*	102*	-**	31**	39*	32*	78*	24**	99*	
Effective Base	91	25	48	74	17	-	22	69	59	31	2	6	44	38	37	54	36	56	44	44	91	-	24	36	32	71	21	99	
Knowing when you will have your care needs assessment	19	2	12	14	4	-	4	16	12	8	-	2	9	7	7	12	9	10	7	13	19	-	3	8	8	16	4	18	
19%	19%	9%	22%	16%	19%	-	15%	21%	17%	24%	-	34%	20%	16%	18%	20%	24%	16%	14%	23%	19%	-	9%	22%	25%	20%	4	16%	18%
More information about how social care services work/how to access them	17	2	11	14	3	-	6	11	10	8	-	2	6	8	9	8	6	11	9	9	17	-	4	6	7	15	3	15	
17%	17%	9%	21%	17%	13%	-	24%	15%	14%	23%	-	32%	13%	19%	23%	13%	16%	17%	18%	17%	17%	-	4%	16%	21%	19%	1	13%	15%
More help at home (e.g. cooking, shopping)	9	2	5	7	2	-	3	6	4	4	1	1	4	4	6	3	2	7	5	5	9	-	2	5	2	8	2	8	
9%	9%	8%	9%	7%	10%	-	11%	8%	7%	12%	52%	16%	9%	9%	14%	5%	6%	11%	10%	9%	9%	-	7%	13%	7%	10%	7%	8%	
More help to get out and about	10	-	7	7	3	-	3	7	7	3	-	2	4	4	6	4	2	8	4	6	10	-	3	5	2	10	-	9	
10%	10%	-	13%	9%	13%	-	12%	10%	10%	11%	-	29%	10%	9%	15%	7%	13%	9%	12%	10%	-	10%	14%	6%	13%	-	9%		
More help to keep myself clean	5	3	2	3	2	-	3	2	3	2	-	1	3	2	3	2	-	5	1	4	5	-	3	1	1	5	-	4	
5%	5%	-	5%	3%	10%	-	11%	2%	4%	6%	-	16%	2%	6%	4%	5%	2%	7%	2%	7%	5%	-	9%	2%	3%	6%	-	4%	
Improved communication / being kept up to date	5	-	3	3	2	-	5	3	3	2	-	-	2	3	2	3	2	3	2	2	5	-	1	2	2	4	1	5	
5%	5%	-	5%	4%	9%	-	6%	5%	5%	-	-	4%	6%	4%	5%	5%	4%	4%	4%	5%	-	3%	5%	6%	5%	5%	5		
Faster service / help given more quickly	3	1	2	3	-	-	3	2	2	1	-	-	2	2	1	3	2	1	2	1	3	-	1	1	1	3	-	3	
3%	3%	3%	4%	3%	-	-	4%	2%	3%	-	-	4%	2%	3%	3%	4%	2%	3%	3%	3%	3%	-	3%	2%	2%	3%	-	3%	
Access to physiotherapy / exercise	4	-	4	4	-	-	-	4	1	3	-	-	2	1	2	2	2	2	2	1	4	-	2	1	1	3	1	4	
4%	4%	-	7%	5%	-	-	-	5%	1%	9%	-	-	4%	2%	4%	3%	5%	3%	4%	2%	4%	-	7%	2%	1%	4%	4%	4%	
Other (please specify) WRITE IN	7	2	3	5	2	-	2	5	5	2	-	-	5	1	2	5	3	4	2	4	7	-	1	3	3	6	1	7	
7%	7%	6%	6%	7%	9%	-	7%	6%	7%	6%	-	7%	4%	7%	4%	7%	6%	8%	6%	8%	7%	-	6%	9%	4%	7%	4%	7%	
I don't need anything else	32	13	6%	25	6	-	6	26	20	11	1	3	14	14	14	18	10	22	15	14	32	-	10	13	8	21	11	29	
31%	31%	51%	23%	32**	30%	-	23%	34%	30%	33%	48%	53%	30%	31%	34%	29%	26%	34%	32%	29%	31%	-	34%	34%	25%	26%	47%	29%	
Nothing - I really need the social care services I am being assessed for, and nothing else will help	13	2	9	10	3	-	4	10	11	3	-	-	7	5	2	11	4	10	5	8	13	-	6	3	5	12	2	14	
13%	13%	7%	16%	13%	14%	-	13%	13%	16%	8%	-	-	16%	12%	6%	18%	9%	15%	17%	15%	13%	-	18%	7%	15%	15%	8%	14%	
Don't know	12	4	5	9	3	-	5	7	10	2	-	-	6	6	3	9	4	8	8	4	12	-	3	7	2	9	3	12	
12%	12%	15%	10%	11%	14%	-	16%	10%	15%	7%	-	-	13%	14%	8%	15%	11%	12%	17%	8%	12%	-	10%	19%	5%	11%	13%	12%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 86

Q28. What information, activities or services would help to keep you safe while you wait for the needs assessment?

Base: All respondents who said they are currently waiting for a care needs assessment

NET: I don't need anything else/Nothing - I really need the social care services I am being assessed for, and nothing else will help
Mean number of codes selected

Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
45 44%	15 58%	21 38%	36 45%	9 44%	- -	10 37%	35 47%	31 46%	13 41%	1 48%	3 53%	21 46%	19 42%	16 40%	28 47%	14 36%	31 50%	20 42%	22 44%	45 44%	- -	16 52%	16 41%	13 40%	32 41%	13 54%	43 43%
1.6	1.3	1.7	1.6	1.7	-	1.4	1.6	1.5	1.7	2.0	1.8	1.7	1.4	1.5	1.6	1.5	1.6	1.5	1.6	1.6	-	1.5	1.6	1.6	1.7	1.3	1.6

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Table 87

Q29. How has your ability to carry out day-to-day activities changed since you requested a care needs assessment, or someone requested it on your behalf?

Base: All respondents who said they are currently waiting for a care needs assessment

	Wtd Total (Z)	Region									Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	99	4	9	15	12	14	11	8	18	8	94	3	-	2	5	40	59	42	57	12	46	32	66	32	20	26	99
Weighted Total	102*	4**	10**	17**	11**	14**	12**	8**	19**	9**	91*	6**	-**	4**	11**	39*	63*	43*	59*	11**	54*	28**	67*	33**	20**	26**	99*
Effective Base	91	4	9	14	12	14	9	8	16	8	92	3	-	2	5	38	54	39	53	12	43	30	61	30	20	25	99
Much worse now than when you requested a care needs assessment	22	2	2	2	1	3	5	2	3	4	20	-	-	2	2	6	17	9	13	5	11	6	18	3	8	11	22
	22%	47%	24%	13%	7%	18%	39%	23%	14%	42%	22%	-	-	51%	21%	14%	26%	22%	22%	42%	21%	20%	27%	9%	38%	42%	22%
A little worse now than when you requested a care needs assessment	19	1	1	4	-	1	3	2	4	2	19	-	-	-	-	9	9	10	9	2	12	4	17	2	6	8	19
	19%	22%	11%	26%	-	8%	29%	25%	21%	22%	20%	-	-	-	-	24%	14%	23%	15%	17%	22%	14%	25%	6%	30%	31%	19%
About the same as when you requested a care needs assessment	36	-	2	7	7	5	2	4	7	2	32	4	-	-	4	13	23	12	25	2	20	12	22	14	4	5	35
	36%	-	22%	42%	60%	39%	14%	53%	40%	27%	36%	67%	-	-	39%	34%	37%	28%	42%	18%	37%	44%	33%	43%	22%	20%	35%
A little better now than when you requested a care needs assessment	9	1	-	2	-	2	2	-	1	1	5	2	-	2	4	3	6	2	7	1	4	3	4	5	-	-	7
	9%	31%	-	12%	-	15%	18%	-	5%	10%	6%	33%	-	49%	40%	8%	10%	5%	12%	9%	8%	10%	6%	16%	-	-	7%
Much better now than when you requested a care needs assessment	6	-	2	-	-	1	-	-	3	-	6	-	-	-	-	3	3	4	2	1	3	1	2	4	1	-	6
	6%	-	23%	-	-	7%	-	-	16%	-	7%	-	-	-	-	7%	5%	9%	4%	8%	6%	3%	3%	12%	6%	-	6%
Don't know	8	-	2	1	2	2	-	-	1	-	8	-	-	-	-	5	3	4	4	1	2	3	3	5	1	1	9
	8%	-	20%	6%	22%	13%	-	-	5%	-	9%	-	-	-	-	12%	6%	10%	6%	7%	4%	9%	5%	14%	4%	3%	9%
Prefer not to say	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	1
	1%	-	-	-	10%	-	-	-	-	-	1%	-	-	-	-	-	2%	3%	-	-	2%	-	2%	-	-	4%	1%
Much/little better	15	1	2	2	-	3	2	-	4	1	11	2	-	2	4	6	9	6	9	2	8	4	6	9	1	-	13
	15%	31%	23%	12%	-	22%	18%	-	21%	10%	12%	33%	-	49%	40%	15%	15%	14%	16%	17%	15%	13%	9%	28%	6%	-	13%
Much/little worse	41	3	3	7	1	8	4	7	5	38	1	-	-	2	2	15	26	19	22	6	23	10	35	8	14	19	41
	40%	69%	35%	39%	7%	26%	68%	47%	35%	64%	42%	-	-	51%	21%	39%	41%	45%	37%	59%	42%	34%	52%	15%	69%	73%	41%
Net better	-25	-1	-1	-5	-1	-1	-6	-4	-3	-5	-27	2	0	*	2	-9	-16	-13	-12	-6	-16	-6	-29	4	-13	-19	-28
	-25%	-38%	-11%	-27%	-7%	-4%	-50%	-47%	-14%	-54%	-30%	33%	0%	-2%	19%	-24%	-26%	-30%	-21%	-42%	-28%	-21%	-43%	13%	-63%	-73%	-28%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y

* small base; ** very small base (under 30) ineligible for sig testing

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4 Aug 2022
Table 88

Q29. How has your ability to carry out day-to-day activities changed since you requested a care needs assessment, or someone requested it on your behalf?

Base: All respondents who said they are currently waiting for a care needs assessment

		Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	
Unweighted Total	99	26	53	79	19	-	25	74	64	33	2	6	46	42	41	58	38	61	46	49	99	-	28	38	33	76	23	99
Weighted Total	102*	26**	54*	79*	21**	..*	26**	75*	67*	33*	2**	6**	46*	45*	41*	60*	38*	63*	47*	50*	102*	..*	31**	39*	32*	78*	24**	99*
Effective Base	91	25	48	74	17	-	22	69	59	31	2	6	44	38	37	54	36	56	44	44	91	-	24	36	32	71	21	99
Much worse now than when you requested a care needs assessment	22 22%	3	16	18	3	-	6	16	11	11	-	4	9	7	13	9	8	14	12	9	22	-	9	10	3	19	4	22
A little worse now than when you requested a care needs assessment	19 19%	5	12	17	1	-	6	13	11	6	-	1	9	8	7	12	6	11	9	7	19	-	9	3	7	17	2	19
About the same as when you requested a care needs assessment	36 36%	11	18	29	8	-	9	28	27	8	2	-	18	18	12	25	16	20	15	21	36	-	6	13	17	21	15	35
A little better now than when you requested a care needs assessment	9 9%	-	4	4	5	-	2	7	4	5	-	1	4	4	5	4	1	8	6	3	9	-	4	4	1	9	-	7
Much better now than when you requested a care needs assessment	6 6%	3	-	3	3	-	1	5	6	-	-	-	1	5	1	5	-	6	2	4	6	-	-	3	3	6	-	6
Don't know	8	3	4	7	1	-	2	6	7	1	-	-	4	3	4	4	4	4	2	5	8	-	3	4	1	4	4	9
Prefer not to say	1	1	8	9	5	-	9	7	11	3	-	-	9	6	9	7	9	7	4	11	8	-	9	12	2	6	15	9
Much/little better	15 15%	3	4	7	8	-	3	12	10	5	-	1	5	9	6	9	1	14	8	7	15	-	4	7	4	15	-	13
Much/little worse	41 40%	8	28	36	4	-	12	29	22	19	-	5	18	15	20	21	16	25	21	17	41	-	18	13	9	35	5	41
Net better	-25	-6	-24	-29	4	0	-9	-17	-12	-13	0	-4	-13	-5	-13	-12	-15	-10	-12	-10	-25	0	-14	-6	-6	-20	-5	-28
	-25%	-19%	-44%	-36%	19%	0%	-33%	-22%	-18%	-41%	0%	-64%	-28%	-12%	-32%	-20%	-39%	-17%	-26%	-20%	-25%	0%	-44%	-16%	-17%	-26%	-22%	-28%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 89

Q30. Do you receive any unpaid help or support from family members, friends, neighbours or others because of either long-term physical or mental ill health / disability, or problems related to getting older?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes	848	60	121	95	75	101	95	77	136	87	769	30	16	17	72	360	487	307	541	142	404	247	671	152	106	156	843
		21% Zjoww	26% Zdofgh	22%	23%	21%	23%	21%	18%	20%	21%	17%	21%	34%	22%	17%	26% Zo	17%	24% Zq	16%	20% s	27% Zsh	43% Zw	6%	32% Z	43% Z	21%
No	3161	152	417	320	285	345	369	343	542	386	2887	141	61	33	261	1742	1419	1478	1682	757	1583	680	879	2236	224	203	3162
		79% agruvwy	72%	77%	77%	77%	79% a	82% u	80% a	81% a	79% Z	83%	79%	66%	78%	83% Zp	74%	83% Zr	76%	84% Ztu	86% u	73%	57%	84% Zw	68%	56%	79%
Don't know	6	-	1	-	1	-	1	-	1	2	6	-	-	-	-	3	3	2	4	1	3	1	3	2	1	1	6
	*	-	*	-	*	-	*	-	*	*	*Z	-	-	-	-	*	*	*	*	*	*	*	*	*	*	*	*
Prefer not to say	2	-	1	1	-	-	-	-	-	-	2	-	-	-	-	1	1	2	-	-	-	2	1	-	-	-	2
	*	-	*	*	-	-	-	-	-	-	*	-	-	-	-	*	*	*	-	-	-	*Z	*	-	-	-	*

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 90

Q30. Do you receive any unpaid help or support from family members, friends, neighbours or others because of either long-term physical or mental ill health / disability, or problems related to getting older?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes	848	261	499	760	76	1	200	647	569	258	18	55	418	350	848	-	287	558	298	537	41	798	204	395	249	655	193	843
		31% sdhmoosus 31% sd	36% zaacd	29% zad	6%	15%	14%	25% zfr	16%	53% zh	56% zh	56% zhm	29% zfm	15%	100% zo	-	22%	21%	34% zfr	17%	41% zfr	21%	23% zwx	33% zfr	16%	22%	19%	21%
No	3161	973	880	1853	1272	5	1196	1959	2910	224	19	42	1008	2028	-	3161	1034	2120	583	2553	60	3090	509	1343	1309	2354	807	3162
		79% koqgjktruv 79% ko	64%	71% o	94% zafso	85%	86% zfr	75%	84% zfr	46%	50%	43%	71% k	89% zfr	-	100% zo	78%	79%	66%	83% zfr	59%	79% zfr	71%	77% vw	84% zfrw	78%	81%	79%
	g																											
Don't know	6	2	3	5	-	-	2	4	4	2	-	1	1	3	-	-	2	2	2	3	-	5	-	4	2	4	2	6
	g	*	*	*	-	-	*	*	*	*	-	11% zfm	*	*	-	-	*	*	*	*	-	*	-	*	*	*	*	*
Prefer not to say	2	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	1	-	2	-	2
	*	*	-	*	-	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	*	*	-	*	-	*

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

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Table 91

Q31. And which of the following groups or activities that contribute to your health and wellbeing have you done or attended in the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (j)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	351	446	466	420	679	475	3654	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1755	1697	2059	874	1687	1061	1452	2236	311	339	4013
Exercise groups like swimming, walking or yoga groups or clubs or groups that you join for other hobbies like playing cards or knitting, or lunch clubs	1259	59	175	127	115	128	142	150	224	138	1147	54	16	19	106	678	581	485	775	402	602	206	375	861	90	79	1244
	31% q	28%	32%	31%	32%	29%	30%	36% h	33%	29%	31%	32%	20%	38%	32%	32%	30%	27%	35% z	45% z	30% u	22%	24%	36% z	27%	22%	31%
Volunteering activities	738	37	104	88	73	63	79	85	110	99	672	37	7	8	62	433	305	318	419	265	351	89	222	503	47	45	728
	19% q	17%	19% e	21% e	20% e	14%	17%	20% e	16%	21% h	18%	22%	9%	16%	18%	21% z	16%	18%	19%	20% z	18% u	10%	14%	21% z	14%	13%	18%
Support from charities or the voluntary sector like Age UK (such as befriending services) and carers or other support groups	153	2	24	18	13	15	21	9	25	27	135	13	-	2	16	80	73	65	86	35	74	33	72	75	13	14	150
	4% q	1%	4% a	4% a	4%	3%	5% h	2%	4%	6% z	4%	8%	-	5%	5%	4%	4%	4%	4%	4%	4%	4%	5% z	3%	4%	4%	4%
Attending religious institutions, groups or activities	636	39	88	76	61	66	68	73	95	70	553	41	21	11	82	299	337	228	408	204	312	97	230	392	45	49	605
	16% q	18%	16%	18%	17%	15%	15%	17%	14%	15%	15%	24% z	27% z	21%	25% z	14%	16% z	13%	16% z	23% z	16% u	10%	15%	16%	14%	14%	15%
Caring responsibilities / childcare	22	2	3	3	1	-	2	8	5	-	19	2	2	-	3	16	6	7	15	8	10	4	7	14	2	2	21
	1% q	1% a	1%	1%	-	-	1% z	1%	7%	-	1%	1%	2%	-	1%	1%	-	-	1%	1%	1%	-	-	1%	1%	1%	1%
Charity trustee / chairman	5	1	2	1	-	-	1	-	-	-	3	2	-	-	2	3	2	4	1	2	4	-	3	2	-	-	4
	1% q	-	-	-	-	-	-	-	-	-	1% z	1%	-	-	1% z	1%	1%	-	-	-	-	-	-	-	-	-	-
Choir / singing	19	2	2	2	1	-	-	5	3	3	16	2	-	-	2	7	12	6	13	5	11	2	4	15	-	1	18
	1% q	1% d	-	-	-	-	-	1% z	1%	1%	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%
Classes / education / University of the Third Age	22	-	1	-	3	1	4	2	7	4	19	2	-	-	2	12	10	8	13	11	9	1	8	12	1	-	21
	1% q	-	-	-	1%	-	1%	1%	1% z	1%	1%	1%	-	-	1%	1%	1%	-	1%	1% z	-	-	1%	1%	1%	-	1%
Community / village activities	7	-	4	1	1	-	-	-	-	1	5	-	-	3	3	2	5	3	4	2	3	2	5	2	-	-	6
	1% q	-	1% z	-	-	-	-	-	-	-	-	-	-	6%	1%	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

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Table 91

Q31. And which of the following groups or activities that contribute to your health and wellbeing have you done or attended in the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Region									Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Exercise / swimming / walking etc - on my own / with a friend / not in a group / unspecified	213 3% 2% 1%	17 8%	35 8%	20 5%	16 4%	14 3%	22 5%	25 6%	33 9%	31 7%	195 5%	10 6%	8 8%	-	17 5%	119 8%	94 5%	118 7%	95 4%	59 7%	118 5%	34 4%	65 4%	143 8%	15 4%	14 4%	212 5%
Family activities	5 -	-	-	-	2 1%	1 -	-	-	1 -	1 -	5 2%	-	-	-	-	5 1%	-	2 -	3 -	2 -	2 -	1 -	4 -	1 -	-	-	5 -
Gardening - on my own / unspecified	60 2%	4 2%	6 1%	5 1%	7 2%	5 1%	12 3%	5 1%	7 1%	9 2%	55 2%	4 2%	-	-	4 1%	19 1%	41 2%	19 1%	41 2%	18 2%	26 1%	11 1%	27 2%	31 1%	7 2%	5 2%	59 1%
Hobbies / crafts etc - on my own / unspecified	32 1%	2 1%	4 1%	3 1%	2 1%	5 1%	1 -	1 -	10 3%	5 1%	32 1%	-	-	-	-	17 1%	15 1%	11 1%	21 1%	6 1%	15 1%	8 1%	13 1%	18 1%	1 -	4 1%	33 1%
Housekeeping	6 -	-	-	1 -	-	-	1 -	3 1%	1 -	-	3 1%	3 1%	-	-	3 1%	-	6 -	-	6 -	1 -	5 -	-	-	3 -	-	-	4 -
Other clubs / groups	14 -	2 1%	3 1%	1 -	-	1 -	-	3 1%	2 -	2 -	11 -	-	2 3%	-	2 1%	6 -	8 -	6 -	8 -	5 1%	4 -	5 -	9 1%	5 -	-	2 1%	14 -
Politics / local council	4 -	1 -	-	-	1 -	1 -	-	-	1 -	-	4 -	-	-	-	-	2 -	2 -	2 -	2 -	3 -	-	1 -	1 -	2 -	-	-	4 -
Socialising / outings / shopping / cinema with friends	34 1%	2 1%	6 1%	2 -	2 1%	4 1%	3 1%	5 1%	5 1%	4 1%	31 1%	3 1%	-	-	3 1%	10 -	23 1%	6 -	27 1%	9 1%	18 1%	3 -	14 1%	19 1%	2 1%	2 1%	32 1%
Wellness activities / therapy	13 -	1 -	-	1 -	2 -	1 -	1 -	3 1%	3 -	2 -	12 -	-	-	-	2 -	11 -	3 -	7 -	6 -	4 -	3 -	6 1%	11 2%	2 -	6 2%	2 1%	14 -
Women's Institute	10 -	-	1 -	2 1%	-	2 -	-	-	2 -	3 1%	10 -	-	-	-	-	-	10 -	-	10 -	5 1%	4 -	2 -	7 -	3 -	1 -	1 -	10 -
Work	5 -	-	1 -	-	-	2 -	1 -	-	1 -	-	5 -	-	-	-	-	3 -	2 -	1 -	4 -	2 -	3 -	-	2 -	3 -	-	-	5 -
Other (please specify) [WRITE IN]	29 1%	-	3 1%	5 1%	6 2%	2 -	3 1%	5 1%	1 -	4 1%	29 1%	-	-	-	-	15 1%	14 1%	17 1%	12 1%	9 1%	12 1%	6 1%	10 1%	17 1%	2 1%	3 1%	31 1%
None of the above	1932 50%	106 50%	256 47%	204 49%	165 46%	244 55%	231 50%	180 43%	328 48%	218 46%	1785 49%	68 40%	37 47%	25 50%	137 41%	1001 48%	931 49%	915 51%	1017 48%	287 32%	986 50%	557 50%	846 54%	1058 44%	175 53%	208 50%	1981 49%
Don't know	14 -	-	2 -	3 1%	2 1%	2 -	2 -	1 -	1 -	2 -	14 -	-	-	-	-	4 -	10 -	5 -	6 -	3 -	4 -	3 -	6 -	7 1%	2 1%	-	15 -
Prefer not to say	2 -	-	1 -	-	-	-	-	-	-	1 -	2 -	-	-	-	-	2 -	-	1 -	1 -	-	-	-	-	-	-	-	2 -

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 91

Q31. And which of the following groups or activities that contribute to your health and wellbeing have you done or attended in the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)			
Mean number of codes selected	1.40[99w]	1.4	1.50	1.50	1.4	1.4	1.4	1.50	1.4	1.5	1.4	1.6	1.3	1.4	1.5	1.4	1.4	1.4	1.52q	1.72du	1.4u	1.3	1.4	1.50v	1.4	1.3	1.4

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Table 92

Q31. And which of the following groups or activities that contribute to your health and wellbeing have you done or attended in the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3494	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1154	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	785	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Exercise groups like swimming, walking or yoga groups or clubs or groups that you join for other hobbies like playing cards or knitting, or lunch clubs	1259	367	389	756	400	3	399	658	1113	134	11	16	417	603	195	1063	474	785	233	1013	22	1234	179	502	577	933	326	1244
		31%ab	28%	29%	36%abc	49%	28%	33%cd	32%ef	28%	29%	16%	29%k	34%lm	23%	34%no	36%pq	29%	26%	33%rs	21%	32%tu	25%	29%	37%vw	31%	33%	31%
Volunteering activities	738	232	214	446	283	-	237	501	668	66	4	2	232	491	105	633	321	415	132	598	8	728	89	301	348	530	208	728
		31%ab	29%	30%	38%abc	-	32%	68%	91%de	14%	12%	2%	31%k	66%lm	14%	85%no	78%pq	16%	15%	19%rs	8%	72%tu	12%	30%	34%	53%	21%	72%
Support from charities or the voluntary sector like Age UK (such as befriending services) and carers or other support groups	153	40	68	108	40	1	41	111	100	47	7	6	63	82	50	103	59	94	36	116	8	144	30	97	67	108	45	150
		26%ab	48%	54%abc	3%	20%	3%	4%	66%de	10%ef	18%gh	6%	4%	3%	6%ij	3%	4%	4%	4%	11%	4%	8%kl	4%	3%	4%	4%	4%	4%
Attending religious institutions, groups or activities	636	204	205	409	217	1	188	447	537	93	4	9	230	380	145	491	289	345	124	504	12	623	85	260	291	475	162	605
		32%ab	32%	32%	34%abc	12%	29%	70%de	84%ef	10%gh	11%	10%	36%	58%	17%	77%	45%ij	53%	14%	76%	12%	76%	12%	13%	19%kl	16%	16%	15%
Caring responsibilities / childcare	22	11	6	17	5	-	10	12	20	2	-	-	5	17	4	19	10	13	3	20	2	21	2	11	9	19	3	21
		50%	33%	59%	22%	-	45%	50%	80%	10%	-	-	22%	71%	17%	84%	50%	50%	14%	80%	2%	76%	2%	11%	15%	19%	3%	21%
Charity trustee / chairman	5	2	1	3	2	-	5	5	5	-	-	-	2	3	1	4	-	5	-	5	-	5	-	5	-	4	1	4
		40%	20%	60%	40%	-	100%	100%	100%	-	-	-	40%	60%	20%	100%	-	100%	-	100%	-	100%	-	100%	-	100%	25%	40%
Choir / singing	19	5	7	12	7	-	8	11	18	1	-	-	10	8	3	16	10	9	4	14	2	17	2	11	6	12	7	18
		26%	37%	50%	37%	-	44%	55%	89%	1%	-	-	53%	33%	17%	71%	50%	44%	21%	57%	10%	65%	10%	11%	10%	12%	7%	18%
Classes / education / University of the Third Age	22	5	10	15	6	-	4	18	19	2	1	-	8	14	1	21	13	9	3	19	-	22	4	8	10	16	6	21
		23%	45%	50%	27%	-	18%	82%	21%	1%	3%	-	36%	57%	5%	81%	46%	56%	14%	79%	-	82%	4%	8%	15%	16%	6%	21%
Community / village activities	7	4	3	7	-	-	3	5	4	4	-	-	4	3	3	5	3	4	-	7	-	7	4	3	1	5	3	6
		57%	43%	50%	-	-	43%	71%	57%	100%	-	-	57%	38%	60%	60%	60%	60%	-	71%	-	71%	4%	3%	1%	5%	3%	6%
Exercise / swimming / walking etc - on my own / with a friend / not in a group / unspecified	213	67	63	130	79	-	73	140	205	7	1	3	74	132	18	195	73	139	43	169	2	210	36	97	79	149	64	212
		31%ab	29%	30%	36%abc	-	33%cd	66%ef	96%gh	1%	3%	3%	34%	62%kl	2%	91%mn	66%op	55%	5%	5%	2%	5%	36%	6%	36%	5%	6%	5%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 92

Q31. And which of the following groups or activities that contribute to your health and wellbeing have you done or attended in the last six months?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Family activities	5	1	3	4	1	-	2	3	5	-	-	-	1	4	-	5	1	4	1	4	-	5	-	3	2	4	1	5
Gardening - on my own / unspecified	60	21	20	41	19	-	25	35	56	5	-	-	24	35	11	49	26	35	11	49	1	59	11	28	21	45	15	59
Hobbies / crafts etc - on my own / unspecified	32	12	12	24	8	-	13	19	29	3	-	-	12	20	7	25	15	17	7	25	1	31	4	20	9	21	11	33
Housekeeping	6	-	2	2	3	-	3	3	5	1	-	-	1	5	1	5	1	5	1	5	-	6	-	4	2	4	2	4
Other clubs / groups	14	11	3	14	-	-	4	10	13	1	-	-	6	8	5	9	7	7	6	8	-	14	2	7	5	11	3	14
Politics / local council	4	1	1	2	1	-	-	4	3	1	-	-	1	3	1	3	3	1	-	3	1	3	-	2	2	3	1	4
Socialising / outings / shopping / cinema with friends	34	10	11	20	14	-	10	24	29	3	2	2	10	21	9	25	14	20	5	28	1	33	4	18	12	29	5	32
Wellness activities / therapy	13	5	9	13	-	-	1	12	10	4	-	-	9	4	6	7	5	8	6	7	1	12	1	11	1	7	6	14
Women's Institute	10	2	7	9	1	-	2	8	9	1	-	-	5	4	4	6	3	7	3	7	-	10	-	5	5	6	4	10
Work	5	1	1	2	3	-	1	4	4	1	-	-	2	3	1	4	2	3	-	5	-	5	2	1	2	5	-	5
Other (please specify) [WRITE IN]	29	10	12	21	6	-	9	20	26	2	-	-	13	16	6	22	8	20	9	20	2	27	6	12	11	19	9	31
None of the above	1032	602	705	1307	603	2	721	1210	1674	235	19	67	708	1092	464	1465	536	1387	465	1453	65	1858	398	860	675	1486	446	1961
Don't know	14	1	7	8	5	-	6	7	8	2	-	-	5	8	5	7	4	7	4	8	-	11	3	5	6	9	5	15
Prefer not to say	2	-	-	-	-	-	2	-	2	-	-	-	1	1	1	-	-	1	1	1	-	1	1	1	-	2	-	2
Mean number of codes selected	1.48	1.4	1.4	1.4	1.5	1.1	1.4	1.52	1.52	1.4	1.5	1.1	1.4	1.5	1.3	1.52	1.52	1.4	1.4	1.52	1.4	1.4	1.3	1.4	1.52	1.4	1.5	1.4

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 93

Q32. Compared with before the pandemic started, do you currently access groups and activities that contribute to your health and wellbeing more or less often, or has there been no change?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
More often	175	5	20	18	19	19	13	27	34	20	161	4	11	-	15	102	74	56	120	41	81	45	63	109	15	22	176
	4%	2%	4%	4%	5%	4%	3%	6% ^{af}	5%	4%	4%	2%	14% ^{2jkn}	-	4%	5%	4%	3%	5% ^{2a}	5%	4%	5%	4%	5%	4%	6%	4%
Less often	799	30	101	98	58	102	101	76	127	105	726	39	15	6	67	399	400	281	518	208	386	171	398	391	92	91	789
	20% ^{afkn}	14%	19%	25% ^{afad}	16%	23% ^{afad}	22% ^{afad}	18%	19%	22% ^{afkn}	20%	23%	19%	12%	20%	19%	21%	16%	23% ^{2a}	23% ^{2jkn}	19%	18%	26% ^{2aw}	16%	26% ^{2x}	25% ^{2y}	20%
No change	2598	157	361	255	244	266	307	272	443	293	2370	109	42	39	215	1371	1227	1253	1345	595	1287	588	909	1643	183	202	2602
	65% ^{afkn}	74% ^{2afjkn}	69% ^{2afjkn}	67% ^{2afjkn}	69%	60%	66%	65%	65%	62%	65%	64%	55%	77%	65%	65%	64%	70% ^{2a}	60%	66%	65%	63%	65%	65%	63% ^{2x}	56%	65%
I was not accessing these groups or activities before the pandemic	420	19	56	40	37	55	42	43	74	54	386	19	8	6	34	221	199	193	227	55	223	120	177	234	40	44	423
	10% ^{af}	9%	10%	10%	10%	12%	9%	10%	11%	11%	11% ^{2x}	11%	10%	11%	10%	11%	10%	11%	10%	6%	11% ^{af}	13% ^{2a}	11%	10%	12%	12%	11%
Don't know	24	1	2	6	3	3	2	2	2	3	22	-	2	-	2	12	11	6	17	2	13	6	7	13	1	1	23
	1%	-	-	1% ^{af}	1%	1%	-	-	-	1%	1%	-	2%	-	1%	1%	1%	-	1%	-	1%	1%	-	1%	-	-	1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base, ** very small base (under 30) ineligible for sig testing

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Table 94

Q32. Compared with before the pandemic started, do you currently access groups and activities that contribute to your health and wellbeing more or less often, or has there been no change?

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37*	92*	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
More often	175	49	59	108	66	-	51	124	144	29	3	1	62	107	47	127	77	98	37	136	6	168	20	78	77	129	46	176
	4% 2a	4%	4%	4%	5%	-	4%	5%	4%	6%	8%	1%	4%	5%	6%	4%	6% 2a	4%	4%	4%	6%	4%	3%	4%	5%	4%	5%	4%
Less often	799	253	343	596	196	-	240	558	652	132	14	21	308	452	227	571	294	501	212	583	27	768	129	347	323	604	195	789
	20% 2d 2h	20% 2d	25% 2ad	23% 2ad	15%	-	17%	21% 2d	19%	27% 2h	37% 2h	21%	22%	19%	27% 2o	18%	22% 2o	19%	24% 2a	19%	27%	20%	18%	20%	21%	20%	19%	20%
No change	2595	800	825	1625	841	4	936	1657	2304	269	16	59	887	1586	469	2125	840	1752	532	2040	60	2529	470	1109	1019	1947	651	2602
	65% 2d	65% 2d	60% 2b	62% 2b	63% 2b	69%	68%	64%	67% 2d	56%	42%	60%	62%	65%	55%	68%	63%	65%	60%	61% 2d	59%	65%	66%	64%	65%	65%	65%	65%
I was not accessing these groups or activities before the pandemic	420	129	149	278	135	2	161	257	363	54	4	18	165	227	99	322	103	313	98	318	6	408	91	198	131	315	106	423
	10% 2a	10%	11%	11%	10%	31%	12%	10%	10%	11%	11%	16% 2h	12% 2h	10%	12%	10%	8%	12% 2h	11%	10%	6%	10%	13% 2a	11% 2a	8%	10%	11%	11%
Don't know	24	5	6	12	9	-	11	13	22	1	1	-	6	11	6	17	9	14	6	17	2	20	4	11	9	20	4	23
	1% 2a	-	-	-	1%	-	1%	-	1%	-	2%	-	-	-	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	-	1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 95

Q33. You said that you access groups and activities that contribute to your health and wellbeing less often than before the pandemic. Why is that?

Base: All respondents who said they access groups and activities less often at Q32

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (j)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	789	29	98	93	58	101	103	81	124	102	751	18	8	3	33	399	390	285	504	211	342	201	395	384	92	90	789
Weighted Total	799	30**	101**	98*	58*	102*	101	76*	127	105*	726	39**	15**	6**	67*	399	400	281	518	208	386	171	388	391	92*	91*	789
Effective Base	738	29	92	89	54	92	100	71	115	96	735	18	8	3	32	371	367	261	477	198	326	190	369	360	85	82	789
It has moved online and I can't do that	23	1	2	4	1	2	4	5	4	1	23	-	-	-	-	12	10	11	11	9	9	4	7	14	2	2	25
It's no longer running	192	7	19	25	15	26	29	21	27	23	178	6	6	-	13	95	97	69	123	52	102	34	81	107	23	17	190
I can't get out anymore/ I'm too unwell to take part	158	6	24	22	8	29	18	15	21	13	143	7	4	3	13	62	96	50	107	29	82	38	125	30	35	43	155
I can't get there	45	4	6	2	1	8	8	2	7	8	45	-	-	-	-	20	25	15	30	10	21	13	34	11	9	11	47
I can't afford it	17	2	1	1	2	1	3	2	5	1	15	-	-	-	-	5	6	5	6	5	5	8	9	3	2	6	17
I am worried about getting COVID-19/have been shielding	287	10	42	32	28	32	37	22	44	40	250	22	8	2	33	164	122	102	184	92	124	61	143	142	23	23	279
I'm not interested in that activity anymore	44	2	4	10	-	6	4	4	4	9	44	-	-	-	-	18	25	9	35	9	23	10	16	28	4	2	44
Activities slowly returning back to previous levels	20	2	2	1	1	4	2	2	3	4	20	-	-	-	-	10	10	8	12	10	7	2	10	10	1	1	21
Anxiety / worry / loss of confidence	15	-	1	1	1	1	3	2	3	3	15	-	-	-	-	8	7	5	9	5	2	7	9	6	1	2	17
Bereavement / change of personal circumstances	18	2	1	2	1	2	3	1	3	4	14	2	-	-	4	10	8	4	14	7	5	6	9	9	1	-	17
Caring responsibilities	20	-	2	0	1	1	2	1	4	2	18	2	-	-	2	10	10	2	10	4	12	3	16	14	2	1	18
Change of physical condition / not as fit / able as previously	24	-	8	3	1	4	3	-	4	2	21	2	-	-	2	14	10	8	15	9	9	4	16	8	4	4	23

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 95

Q33. You said that you access groups and activities that contribute to your health and wellbeing less often than before the pandemic. Why is that?

Base: All respondents who said they access groups and activities less often at Q32

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Don't have the time	4	-	1	-	-	1	-	-	2	-	4	-	-	-	-	2	2	1	3	1	1	2	1	3	-	-	4
	*	-	1%	-	-	1%	-	-	1%	-	2	-	-	-	-	*	*	-	1%	-	-	1%	-	1%	-	-	1%
Got out of the habit / prefer to stay home / do other things	50	1	4	4	5	4	9	8	12	3	44	3	2	2	6	21	28	19	30	12	26	10	13	35	3	-	48
	6% 10	4%	4%	4%	8%	4%	9%	11% 10	9%	2%	6%	7%	12%	27%	9%	5%	7%	7%	6%	6%	7%	6%	3%	9% 25	4%	-	6%
Lack of motivation / can't be bothered	7	-	-	3	-	-	-	-	1	3	7	-	-	-	-	6	1	1	6	1	5	2	2	5	-	-	7
	1% 5	-	-	3%	-	-	-	-	1%	3% 2	1% 2	-	-	-	-	2%	*	*	1%	*	1%	1%	1%	1%	-	-	1%
Lost contact / people have moved on / stopped coming	22	-	4	1	1	4	1	1	5	5	20	-	-	-	2	11	10	12	9	8	6	7	9	11	2	-	23
	3% 7	-	4%	1%	2%	3%	1%	1%	4%	5%	3%	-	-	-	3%	3%	3%	4% 10	2%	4%	2%	4%	2%	3%	2%	-	3%
My age / getting older	15	5	2	1	1	2	-	2	3	-	13	-	-	-	2	4	11	7	8	4	8	1	6	9	3	3	14
	4% 10	15%	2%	1%	2%	2%	-	2%	2%	-	2%	-	-	-	3%	1%	3%	3%	1%	2%	2%	1%	1%	2%	3%	4%	2%
Other (please specify) [WRITE IN]	13	-	1	-	1	3	-	4	2	3	12	-	-	-	-	8	5	2	11	3	4	5	3	9	-	-	14
	2%	-	1%	-	1%	3%	-	6% 22	1%	3%	2%	-	-	-	-	2%	1%	2%	2%	2%	1%	3%	1%	2%	-	-	2%
Don't know	8	-	-	-	-	1	-	-	3	4	8	-	-	-	-	4	4	0	2	-	5	1	1	6	-	1	8
	1% 4	-	-	-	-	1%	-	-	3%	4% 2	1% 2	-	-	-	-	1%	1%	5% 2	4	-	1%	*	*	2%	-	1%	1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
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Table 96

Q33. You said that you access groups and activities that contribute to your health and wellbeing less often than before the pandemic. Why is that?

Base: All respondents who said they access groups and activities less often at Q32

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	789	254	341	595	188	-	236	552	641	133	14	22	306	442	225	563	286	499	210	574	25	760	128	347	314	597	192	789	
Weighted Total	799	253	343	596	196	-**	240	558	652	132	14**	21**	308	452	227	571	294	501	212	583	27**	768	129	347	323	604	195	789	
Effective Base	738	245	314	558	175	-	223	514	599	125	14	21	289	410	209	528	265	469	195	539	22	713	118	327	293	555	183	789	
It has moved online and I can't do that	23	7	8	15	7	-	8	15	16	6	1	1	10	12	3	20	6	16	4	18	-	22	-	13	9	19	4	25	
It's no longer running	192	64	72	136	53	-	56	136	161	29	2	2	74	109	44	147	68	123	44	147	3	189	27	94	71	146	46	190	
I can't get out anymore/ I'm too unwell to take part	158	50	96	146	10	-	28	130	112	42	4	8	80	69	78	79	52	105	74	82	10	146	21	65	72	131	26	155	
	20% 16%no	20% 20%	20% 24%	24% 24%	5%	-	12%	23% 27%	17%	32% 22%	27%	40%	56% 22%	15%	39% 20%	14%	18%	105	21%	35% 24%	14%	36%	14%	16%	19%	22%	22% 24%	14%	26%
I can't get there	45	10	31	41	4	-	9	36	28	13	4	5	19	19	26	19	15	30	22	22	2	43	6	25	14	33	12	47	
	5% 10%	4%	9% 34%	15%	4%	-	9%	4%	3%	13% 26%	31%	23%	4%	14%	5%	10% 24%	5%	6%	6%	6%	4%	6%	6%	6%	6%	6%	6%	6%	
I can't afford it	17	3	12	15	1	-	8	6	9	14	2	2	8	8	2	15	3	14	6	22	11	17	5	8	5	11	6	17	
	2%	1%	3% 3%	3%	1	-	3%	2%	2%	2%	2	-	3%	2%	1%	3%	1%	3%	3%	2%	-	2%	4%	2%	1%	2%	3%	2%	
I am worried about getting COVID-19/have been shielding	287	93	131	224	62	-	95	190	244	38	3	6	104	171	80	207	109	175	62	225	8	277	49	119	118	210	76	279	
	36% 37%	37%	38%	38%	31%	-	40%	34%	37%	29%	24%	27%	34%	38%	35%	36%	37%	35%	29%	34%	31%	36%	38%	34%	37%	35%	39%	35%	
I'm not interested in that activity anymore	44	14	11	25	19	-	14	30	36	6	1	2	9	31	12	32	14	30	9	34	1	43	8	15	20	27	17	44	
	5% 10%	5%	3%	4%	19% 26%	-	6%	5%	6%	5%	8%	8%	3%	7%	5%	6%	5%	6%	4%	6%	3%	6%	6%	4%	6%	4%	6%	6%	
Activities slowly returning back to previous levels	20	8	6	14	6	-	6	14	17	3	-	-	7	13	3	17	10	10	4	16	-	20	-	12	8	14	6	21	
	3%	3%	2%	2%	3%	-	3%	2%	3%	2%	-	-	2%	3%	1%	3%	4%	2%	2%	3%	-	3%	-	4%	2%	2%	3%	3%	
Anxiety / worry / loss of confidence	15	3	8	10	4	-	5	10	13	2	-	-	4	9	6	9	5	9	4	11	-	15	2	9	4	11	3	17	
	2%	1%	2%	2%	2%	-	2%	2%	2%	1%	-	-	1%	2%	3%	2%	2%	2%	2%	2%	-	2%	1%	3%	1%	2%	2%	2%	
Bereavement / change of personal circumstances	18	6	6	13	5	-	7	11	14	4	-	-	7	10	2	16	6	12	4	14	-	18	5	5	9	12	6	17	
	2%	2%	2%	2%	2%	-	3%	2%	2%	3%	-	-	2%	2%	1%	3%	2%	2%	2%	-	2%	4%	1%	3%	2%	3%	2%	3%	
Caring responsibilities	20	2	6	8	12	-	9	11	11	7	1	1	7	12	4	16	13	7	2	17	3	17	2	7	11	13	7	18	
	2% 3%	1%	2%	2%	1%	-	4%	2%	2%	6% 24%	9%	5%	2%	3%	1%	3%	3%	11%	2%	2%	3%	1%	2%	2%	2%	2%	2%	2%	
Change of physical condition / not as fit / able as previously	24	6	13	19	5	-	10	13	20	3	-	1	9	13	8	16	7	17	8	15	-	24	4	10	9	15	9	23	
	3%	2%	4%	3%	2%	-	4%	2%	3%	2%	-	5%	3%	3%	3%	3%	2%	3%	4%	3%	-	3%	3%	3%	3%	3%	4%	3%	
Don't have the time	4	1	2	3	1	-	1	3	3	1	-	-	1	3	-	4	2	2	-	3	-	4	-	2	2	4	-	4	
	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	1%	1%	-	-	-	-	-	-	1%	1%	1%	-	1%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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Table 96

Q33. You said that you access groups and activities that contribute to your health and wellbeing less often than before the pandemic. Why is that?

Base: All respondents who said they access groups and activities less often at Q32

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Got out of the habit / prefer to stay home / do other things	50 4.3%	14 5%	14 4%	27 5%	22 13.7%	-	15 6%	36 6%	45 7%	5 3%	-	-	16 5%	33 7%	9 4%	40 7%	19 6%	30 6%	4 2%	48 9.7%	1 3%	49 6%	8 6%	18 5%	23 7%	38 6%	11 5%	48 6%
Lack of motivation / can't be bothered	7 0.1%	2 1%	3 1%	5 1%	2 1%	-	3 1%	4 1%	7 1%	-	-	-	2 1%	5 1%	2 1%	5 1%	6 2.3%	1 1%	2 1%	5 1%	-	7 1%	1 1%	5 2%	1 *	5 1%	2 1%	7 1%
Lost contact / people have moved on / stopped coming	22 3%	7 3%	8 2%	15 3%	6 3%	-	7 3%	15 3%	15 2%	6 5%	-	1 4%	11 4%	10 2%	4 2%	18 3%	7 2%	15 3%	3 1%	19 3%	-	22 3%	4 3%	9 2%	9 3%	17 3%	5 2%	23 3%
My age / getting older	15 0.3%	5 2%	5 1%	10 2%	5 3%	-	5 2%	10 2%	14 2%	1 1%	-	-	6 2%	9 2%	4 2%	11 2%	10 3.3%	5 1%	5 1%	9 1%	1 4%	14 2%	2 2%	9 3%	3 1%	9 2%	6 3%	14 2%
Other (please specify) [WRITE IN]	13 2.9%	6 2%	2 1%	8 1%	5 3%	-	8 3.2%	5 1%	12 2%	1 1%	-	-	2 1%	11 2%	3 1%	10 2%	4 2%	8 2%	1 1%	11 2%	-	13 2%	2 2%	6 2%	5 1%	10 2%	3 1%	14 2%
Don't know	8 1%	2 1%	2 1%	4 1%	4 2%	-	2 1%	6 1%	7 1%	1 1%	-	-	4 1%	4 1%	1 *	7 1%	2 1%	6 1%	3 1%	5 1%	-	8 1%	2 1%	4 1%	2 1%	4 1%	4 2%	8 1%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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Table 97

Q34_qid. If you need help, how easy is it for you to get help from the following people?

A close family member (including your partner)?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	Unweighted total	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very easy	2902	165	410	298	270	321	318	291	494	335	2664	124	50	29	224	1571	1332	1310	1592	678	1446	635	1018	1837	203	233	2906	
	72% ^{unw}	78% ^g	78% ^g	72%	75% ^g	72%	68%	69%	73%	71%	73% ^z	73%	64%	57%	67%	75% ^z	70%	73%	71%	75% ^z	73% ^u	68%	65%	77% ^z	61%	65%	72%	
Fairly easy	554	27	64	53	48	66	84	58	81	72	491	20	16	14	59	287	267	253	301	117	267	145	263	283	56	63	551	
	14% ^{unw}	13%	12%	13%	13%	15%	18% ^z	14%	12%	15%	13%	12%	21%	27%	18% ^z	14%	14%	14%	14%	13%	13%	18% ^z	17% ^z	12%	17%	17%	14%	
Neither easy nor difficult	63	3	9	12	3	5	8	8	8	7	60	2	-	-	2	34	29	27	36	13	33	15	27	36	6	3	64	
	2%	2%	2%	3% ^u	1%	1%	2%	2%	1%	2%	1% ^z	1%	-	-	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	2%	
Fairly difficult	169	6	19	20	18	18	27	16	32	14	154	4	2	6	15	84	85	66	103	37	77	46	85	80	19	17	168	
	4% ^{unw}	3%	4%	5%	5%	4%	6% ^u	4%	5%	3%	4%	2%	2%	12%	5%	4%	4%	4%	5%	4%	4%	5%	8% ^z	3%	6%	5%	4%	
Very difficult	179	5	23	17	13	14	19	27	30	32	162	12	5	-	17	76	103	73	105	31	85	54	97	76	30	26	179	
	4% ^{unw}	2%	4%	4%	4%	3%	4%	7%	4%	7%	4%	7%	5%	-	5%	4%	4%	4%	5%	3%	4%	3%	6% ^z	6% ^z	3%	15%	14%	
(DO NOT READ OUT) Not applicable	124	5	14	12	7	17	10	27	13	110	9	2	2	14	46	46	78	50	74	18	67	31	54	66	15	4	121	
	3% ^{unw}	3%	3%	3%	2%	4%	2%	4%	3%	3%	3%	5%	3%	4%	4%	2%	4%	3%	7%	2%	3%	3%	3%	3%	4%	4%	3%	
(DO NOT READ OUT) Don't know	25	1	1	4	2	5	1	2	7	2	23	-	2	-	2	8	17	9	16	5	14	3	11	13	2	3	24	
	1% ^u	1%	-	1%	1%	1%	-	1%	1%	-	1%	-	3%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Easy	3456	192	474	351	318	387	401	349	575	407	3155	144	66	43	283	1857	1599	1563	1893	795	1714	780	1280	2120	260	296	3457	
	83% ^{unw}	89% ^g	88%	84%	85%	87%	86%	83%	85%	86%	86%	84%	85%	84%	85%	83% ^z	84%	85%	85%	83% ^u	86%	84%	82%	83% ^z	78%	82%	86%	
Difficult	340	11	42	37	31	32	46	43	82	46	316	16	7	6	32	160	188	139	208	68	162	101	182	156	45	43	347	
	9% ^{unw}	5%	8%	9%	8%	7%	10% ^a	10% ^a	9%	10% ^a	9%	9%	9%	12%	10%	8%	10% ^z	8%	9%	8%	8%	11% ^z	12% ^z	7%	15% ^z	15% ^z	9%	
Net easy	3108	181	432	315	288	355	356	307	513	362	2839	129	59	36	250	1697	1411	1424	1685	726	1552	679	1098	1964	211	253	3110	
	77% ^{unw}	85% ^z	80% ^g	76%	80% ^g	79% ^g	76%	73%	76%	76%	77% ^z	75%	76%	72%	75%	81% ^z	74%	80% ^z	76%	81% ^z	78% ^u	73%	71%	82% ^z	64%	70%	77%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 98

Q34_qid. If you need help, how easy is it for you to get help from the following people?

A close family member (including your partner)?

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2913	943	4013	
Very easy	2902	887	939	1827	1043	3	1010	1888	2580	293	21	59	1024	1749	609	2288	957	1935	616	2264	56	2833	481	1249	1172	2150	752	2906	
	72% bdkltv	72% bc	68%	70% b	77% zabc	45%	72%	72%	74% z	60%	57%	60%	72% kl	73% kl	72%	72%	72%	70%	73% z	55%	72% z	67%	72% v	75% zvw	71%	75% z	72%		
Fairly easy	554	177	208	384	164	-	192	362	465	83	6	17	195	328	145	408	166	386	127	422	22	531	103	266	184	430	124	551	
	14% dmx	14%	19% d	15% zd	12%	-	14%	14%	13%	17% z	16%	17%	14%	14%	17% z	13%	13%	14%	14%	14%	22% z	14%	14%	19% z	12%	14%	12%	14%	
Neither easy nor difficult	63	20	28	48	15	-	20	43	57	28	-	1	20	37	9	54	20	41	12	51	1	62	12	29	22	52	11	64	
	2%	2%	2%	2%	1%	-	1%	2%	2%	1%	-	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	2%	1%	2%	
Fairly difficult	169	60	65	125	42	-	68	101	137	30	2	4	72	87	31	138	66	104	40	127	7	158	40	64	65	127	42	168	
	4% dlnsu	5% d	5% d	5% zd	3%	-	5%	4%	4%	6% z	5%	4%	6% z	4%	4%	4%	5%	4%	5%	4%	7%	4%	4%	6% z	4%	4%	4%	4%	4%
Very difficult	179	46	84	130	45	1	50	128	130	41	7	9	66	97	24	155	74	105	49	124	12	165	44	77	58	139	40	179	
	4% dmxqu	4%	6% zacd	5% zaw	3%	18%	4%	5%	4%	6% z	6% z	6% z	6% z	4%	3%	6% z	6% z	4%	6%	4%	12%	4%	6% z	4%	4%	4%	4%	4%	
(DO NOT READ OUT) Not applicable	124	41	49	90	30	1	46	77	98	25	1	9	44	68	25	99	28	85	35	87	4	120	26	52	46	95	1	121	
	3% dmx	3%	4% d	3% d	2%	17%	3%	3%	3%	5% z	3%	3%	5% z	3%	3%	3%	2%	4% z	4%	3%	4%	3%	4%	3%	3%	3%	3%	3%	
(DO NOT READ OUT) Don't know	25	5	9	15	9	1	13	10	17	7	-	-	5	16	3	20	12	10	5	18	-	23	6	6	13	21	4	24	
	1% dmxw	-	1%	1%	1%	20%	1% d	-	2%	1% z	-	-	-	1%	-	1%	1% d	-	1%	1%	-	1%	-	1%	-	1%	-	1%	
Easy	3456	1064	1147	2211	1207	3	1202	2250	3044	376	27	76	1219	2077	755	2696	1123	2322	743	2686	77	3364	584	1515	1356	2580	876	3457	
	86% bdjoprtv	85% bd	83% b	83% ab	86% zabc	45%	86%	86%	87% z	78%	74%	77%	85% z	87% z	85%	85%	85%	87%	84%	87% z	76%	85% z	82%	85% z	87% z	86%	87%	86%	
Difficult	348	106	149	255	86	1	118	229	268	71	9	12	139	184	56	292	139	209	89	251	19	323	84	141	122	266	82	347	
	9% dmnmsu	9% d	11% zd	10% zd	6%	18%	8%	9%	8%	15% z	23% z	13%	10% z	8%	7%	8% z	11% z	8%	10%	8%	19% z	8%	12% z	8%	8%	9%	8%	9%	
Net easy	3108	958	998	1956	1121	2	1084	2021	2777	305	19	63	1080	1892	699	2403	984	2113	654	2435	58	3042	590	1374	1234	2313	795	3110	
	77% bdjoprtv	77% bc	72%	75% b	83% zabc	27%	78%	77%	80% z	63%	50%	64%	76% kl	79% z	82% z	76% z	74%	79% z	74%	79% z	57%	78% z	70%	79% v	79% z	77%	79%	77%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 99

Q34_qid. If you need help, how easy is it for you to get help from the following people?

Friends and neighbours?

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Region									Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				
																									Not very/Not at all well supported (x)			
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Very easy	2048	121	277	217	179	219	235	214	334	251	1901	70	27	24	137	1049	999	872	1174	468	1015	460	660	1349	112	144	2056	
	51%easy	57%	51%	52%	50%	51%	51%	51%	49%	53%	52%Z	41%	35%	48%	41%	50%	52%	49%	53%Z	52%	51%	50%	42%	56%Z	34%	40%	51%	
Fairly easy	1162	59	157	112	123	122	129	112	209	140	1038	71	21	16	119	640	522	558	604	289	584	244	486	665	106	116	1147	
	29%easy	28%	29%	27%	34%Z	27%	28%	27%	31%	29%	28%	42%Z	27%	32%	30%Z	27%	27%	31%Z	27%	32%Z	29%	26%	31%Z	28%	32%	32%	29%	
Neither easy nor difficult	172	7	31	15	13	26	15	25	20	20	154	4	10	-	17	109	63	86	86	39	87	39	76	91	20	22	172	
	4%Z	3%	5%Z	4%	4%	6%Z	3%	6%Z	3%	4%	4%	2%	13%Z	-	5%	3%	4%	5%	5%	4%	4%	4%	5%	4%	6%	6%	4%	
Fairly difficult	191	5	23	21	14	23	27	21	34	23	174	8	7	2	17	103	88	82	109	34	95	55	95	92	23	26	193	
	5%Z	2%	4%	5%	4%	5%	6%	5%	8%	5%	5%	5%	9%	5%	5%	5%	5%	5%	5%	4%	5%	6%Z	6%Z	4%	7%	7%Z	5%	
Very difficult	152	7	18	14	14	20	20	16	28	16	132	7	5	6	19	68	84	59	93	24	66	55	102	48	35	25	152	
	4%Z	3%	3%	3%	4%	4%	4%	4%	4%	3%	4%	4%	6%	12%	6%	3%	4%	3%	4%	3%	3%	6%Z	6%Z	2%	11%Z	7%Z	4%	
(DO NOT READ OUT) Not applicable	224	9	28	28	15	27	33	23	41	20	203	7	9	2	20	101	123	96	128	38	110	60	106	111	24	20	224	
	6%Z	4%	5%	7%	4%	6%	7%	6%	6%	4%	6%	4%	11%	4%	6%	5%	6%Z	5%	6%	4%	6%	6%Z	7%Z	5%	7%	6%	6%	
(DO NOT READ OUT) Don't know	67	5	7	9	3	9	7	8	13	6	62	4	-	-	4	36	31	35	32	10	33	17	30	35	7	69	67	
	2%	3%	1%	2%	1%	2%	2%	2%	2%	1%	2%Z	2%	-	-	1%	2%	2%	2%	1%	1%	2%	2%	2%	1%	3%	2%	2%	
Easy	3210	179	434	329	302	341	364	326	544	391	2939	141	48	40	256	1689	1521	1431	1778	756	1599	704	1146	2014	219	260	3203	
	80%easy	84%Z	80%	79%	76%Z	76%	76%	76%	80%	76%Z	76%Z	63%Z	62%	60%	72%Z	80%	80%	80%	80%	74%Z	78%	74%	64%Z	64%Z	66%	72%	80%	
Difficult	343	11	41	36	29	43	46	37	82	38	306	15	11	8	36	171	172	141	202	57	161	110	197	139	59	51	345	
	9%Z	5%	8%	9%	8%	10%	10%	9%	9%	8%	8%	9%	15%	16%	11%	8%	9%	8%	9%	6%	8%	12%Z	12%Z	6%	13%Z	14%Z	9%	
Net easy	2867	168	393	293	273	298	318	289	482	353	2633	126	36	32	220	1518	1348	1289	1577	699	1438	594	949	1875	160	209	2858	
	71%easy	79%Z	73%Z	70%	76%Z	67%	68%	69%	71%	74%Z	72%Z	74%Z	47%	63%	66%Z	72%	71%	72%	71%	78%Z	72%Z	64%	61%	78%Z	48%	58%	71%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 100

Q34_qid. If you need help, how easy is it for you to get help from the following people?

Friends and neighbours?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013	
Very easy	2048	638	620	1258	766	3	737	1308	1807	217	17	39	722	1239	397	1649	700	1344	393	1636	43	1995	346	862	830	1515	533	2056	
	133%bc	51%bc	52%bc	45%b	48%Zabc	57%	51%	53%	50%	52%a	45%	45%	40%	51%a	52%a	47%	52%a	53%	50%	44%	53%a	42%	51%	49%	49%	54%Zabc	50%	53%	51%
Fairly easy	1162	377	417	794	358	-	398	763	1017	134	10	19	410	698	243	918	373	784	276	875	27	1131	205	506	451	881	281	1147	
	29%ab	30%b	30%b	30%Za	27%	-	28%	29%	29%	28%	27%	19%	29%	29%	29%	29%	29%	31%	28%	27%	29%	29%	29%	29%	29%	29%	29%	29%	
Neither easy nor difficult	172	49	68	117	53	-	48	123	153	16	3	7	56	103	41	130	57	113	45	125	4	168	27	80	65	136	36	172	
	4%	4%	5%	4%	4%	-	3%	5%	4%	3%	8%	7%	4%	4%	5%	4%	5%	4%	5%	4%	4%	4%	4%	4%	5%	4%	4%	4%	
Fairly difficult	191	51	81	132	57	-	65	126	153	36	2	11	74	103	42	148	63	128	47	143	6	183	36	96	59	140	52	193	
	9%ba	4%	6%Za	6%a	4%	-	5%	5%	5%	4%	7%b	4%	11%Zab	5%	4%	5%	5%	5%	5%	5%	6%	5%	5%	5%	5%	5%	5%	5%	
Very difficult	152	32	84	115	34	2	41	109	108	40	4	12	68	69	55	96	54	96	51	101	16	133	46	67	39	117	35	152	
	4%ab	6%ab	4%Za	4%Za	3%	33%	3%	4%	3%	6%Za	6%Za	12%Za	5%Za	3%	6%	5%	4%	4%	5%	4%	3%	16%Za	3%	4%	2%	4%	3%	4%	
(DO NOT READ OUT) Not applicable	224	66	88	155	63	1	81	143	190	32	2	8	79	128	53	171	63	160	57	163	5	216	42	100	82	171	53	224	
	6%	5%	6%	6%	6%	5%	17%	6%	5%	5%	3%	8%	6%	5%	6%	5%	5%	6%	6%	6%	5%	5%	6%	6%	6%	5%	6%	5%	
(DO NOT READ OUT) Don't know	67	24	24	49	18	-	29	38	57	10	-	3	20	40	17	49	13	52	16	50	-	65	12	33	23	54	13	69	
	2%b	2%	2%	2%	1%	-	2%	1%	2%	2%	-	3%	1%	2%	2%	2%	1%	2%b	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	
Easy	3210	1015	1037	2052	1124	3	1135	2071	2824	351	27	88	1131	1937	640	2567	1073	2128	669	2511	70	3126	551	1368	1291	2396	813	3203	
	78%ab	75%Zbc	75%	72%b	51%	81%	81%	79%	81%a	72%	72%	59%	73%a	71%Za	76%	75%Za	81%	79%	76%	75%Za	69%	78%Za	77%	78%	75%Za	80%	81%	80%	
Difficult	343	32	165	247	91	2	106	236	261	76	6	23	142	173	97	245	117	224	98	244	23	316	82	163	98	257	86	345	
	9%ab	12%Za	8%Za	7%	33%	8%	9%	9%	7%	16%Za	15%	23%Za	10%Za	7%	11%Za	8%	8%	8%	8%	8%	22%Za	8%	12%Za	8%a	6%	9%	9%	9%	
Net easy	2867	933	872	1805	1033	1	1029	1835	2563	275	21	35	990	1764	544	2322	956	1904	572	2267	48	2810	469	1205	1192	2139	727	2858	
	71%bc	75%Zbc	63%	69%b	18%	74%Za	70%	74%Za	75%	57%	57%	36%	69%a	74%Za	64%	73%Za	72%	71%	65%	73%Za	47%	72%Za	66%	69%	76%Za	71%	73%	71%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

Q34. SUMMARY TABLE: If you need help, how easy is it for you to get help from the following people?

Base: All respondents who have used health or social care services in the last 6 months.

	A. A close family member (including your partner)?	B. Friends and neighbours?
Unweighted Total	4013	4013
Weighted Total	4016	4016
Effective Base	3756	3756
Very easy	2902 72%	2048 51%
Fairly easy	554 14%	1162 29%
Neither easy nor difficult	63 2%	172 4%
Fairly difficult	169 4%	191 5%
Very difficult	179 4%	152 4%
Not applicable	124 3%	224 6%
Don't know	25 1%	67 2%
Easy	3456 86%	3210 80%
Difficult	348 9%	343 9%
Net easy	3108 77%	2867 71%

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Table 102

Q34. T2B TABLE: If you need help, how easy is it for you to get help from the following people?

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
A. A close family member (including your partner)?	3456	192	474	351	318	387	401	349	575	407	3155	144	66	43	283	1857	1599	1563	1893	795	1714	780	1280	2120	260	296	3457
		86%	90%	86%	88%	87%	86%	83%	85%	86%	86%	84%	85%	84%	85%	86%	84%	87%	85%	86%	86%	84%	82%	83%	78%	82%	86%
B. Friends and neighbours?	3210	179	434	329	302	341	364	326	544	391	2939	141	48	40	256	1689	1521	1431	1778	756	1599	704	1146	2014	219	260	3203
		84%	80%	79%	84%	76%	78%	76%	80%	82%	80%	83%	62%	80%	77%	80%	80%	80%	80%	84%	83%	76%	74%	84%	66%	72%	80%

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Q34. T2B TABLE: If you need help, how easy is it for you to get help from the following people?

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)		Rural (z)
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
A. A close family member (including your partner)?	3456	1064	1147	2211	1207	3	1202	2250	3044	376	27	76	1219	2077	755	2696	1123	2322	743	2686	77	3364	584	1515	1356	2580	876	3457
		89% ab	89% bc	83%	84% b	90% cd	45%	86%	86%	87% cd	78%	74%	77%	85% k	87% kl	89% cd	85%	87%	84%	87% cd	76%	86% cd	82%	87% vw	87% vw	86%	87%	86%
B. Friends and neighbours?	3210	1015	1037	2052	1124	3	1135	2071	2824	351	27	58	1131	1937	640	2567	1073	2128	669	2511	70	3126	551	1368	1291	2396	813	3203
		69% ab	67% ab	75%	71% ab	85% cd	81%	81%	87% cd	72%	72%	59%	79% k	81% kl	76%	81% cd	81%	79%	76%	81% cd	69%	69% cd	77%	78%	85% vw	80%	81%	80%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Q35. Do you look after, or give any help or support to, family members, friends, neighbours or others because of either long-term physical or mental ill health / disability, or problems related to old age? Don't count anything you do as part of your paid employment.

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3629	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2362	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
Yes	1323	75	183	137	123	159	148	128	215	155	1181	72	33	16	133	725	598	565	758	334	664	272	507	789	122	138	1301
	33% <u>ju</u>	35%	34%	33%	34%	36%	32%	31%	32%	33%	32%	42%	43%	32%	40% <u>i</u>	34% <u>z</u>	31%	32%	34%	37% <u>zu</u>	33% <u>u</u>	29%	33%	33%	37%	38% <u>z</u>	32%
No	2677	138	353	277	237	287	316	289	462	317	2467	99	44	34	200	1374	1303	1216	1460	562	1320	654	1038	1596	204	218	2695
	67% <u>aw</u>	65%	65%	67%	66%	64%	68%	69%	68%	67%	67% <u>z</u>	58%	57%	68%	60%	65%	68%	68%	66%	62%	66% <u>se</u>	70% <u>zu</u>	67%	67%	62%	61%	67%
Don't know	12	-	3	2	1	-	2	-	1	2	12	-	-	-	-	5	8	6	7	4	4	2	7	4	5	3	13
	*w	-	1%	*	*	-	*	*	*	*	*Z	-	-	-	-	*	*	*	*	*	*	*	*	*	1% <u>z</u>	1%	*
Prefer not to say	4	-	1	-	-	-	-	1	1	1	4	-	-	-	-	2	2	2	2	1	1	1	2	1	-	1	4
	*	-	*	-	-	-	-	*	*	*	*Z	-	-	-	-	*	*	*	*	*	*	*	*	*	-	*	*

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Table 105

Q35. Do you look after, or give any help or support to, family members, friends, neighbours or others because of either long-term physical or mental ill health / disability, or problems related to old age? Don't count anything you do as part of your paid employment.

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1242	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Yes	1323	374	487	860	446	2	445	876	1145	160	16	25	474	793	287	1034	1323	2677	882	3093	38	1279	196	574	553	973	350	1301
	33% ^a _{eqn}	30%	35% ^a _{ac}	33% ^a _w	36%	30%	32%	34%	33%	33%	43%	25%	33%	33%	34%	33%	100% ^a _{eqn}	-	37% ^a _{ac}	32%	38%	33%	28%	33% ^a _w	35% ^a _z	32%	35%	32%
No	2677	860	887	1748	898	4	948	1725	2327	323	21	73	950	1579	555	2120	-	2677	552	2104	63	2601	514	1159	1004	2028	650	2695
	67% ^a _{eqn}	70% ^a _{ac}	67%	67%	64%	68%	66%	66%	67%	67%	57%	74%	67%	66%	65%	67%	100% ^a _{eqn}	-	68% ^a _{ac}	62%	69% ^a _z	62%	67%	72% ^a _w	66%	64%	67%	65%
Don't know	12	2	7	9	2	-	3	8	12	-	-	1	2	9	5	5	-	-	5	6	-	11	1	8	3	11	1	13
	0% _{eqn}	1%	1%	1%	1%	-	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Prefer not to say	4	1	1	2	1	-	3	-	1	2	-	-	1	2	1	2	-	-	3	1	-	2	2	2	-	3	1	4
	0% _{eqn}	1%	1%	1%	1%	-	1%	-	1%	2%	-	-	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%

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ICS

Base : All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
Bath and North East Somerset, Swindon and Wiltshire	67	-	-	-	-	-	-	-	-	67	65	2	-	-	2	40	28	25	42	16	29	16	25	43	7	3	69	
	2%abdeghj	-	-	-	-	-	-	-	-	14%Zabodeghj	2%Z	1%	-	-	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	
Bedfordshire, Luton and Milton Keynes	55	-	-	-	-	-	43	-	12	-	47	4	2	-	6	27	28	24	31	12	34	9	24	28	6	7	55	
	1%abdeghj	-	-	-	-	-	9%Zabodeghj	-	2%abdeghj	-	1%	2%	2%	-	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	
Birmingham and Solihull	75	-	-	-	-	75	-	-	-	-	65	6	2	2	9	41	35	33	43	12	42	20	35	40	4	10	81	
	2%abdeghj	-	-	-	-	17%Zabodeghj	-	-	-	-	62	3%	2%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	4	10	81
Bristol, North Somerset and South Gloucestershire	65	-	-	-	-	-	-	-	-	65	62	3	-	-	3	35	30	32	32	14	33	17	22	40	6	5	61	
	2%abdeghj	-	-	-	-	-	-	-	-	14%Zabodeghj	2%Z	2%	-	-	1%	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	5	61
Buckinghamshire, Oxfordshire and Berkshire West	119	-	-	-	-	-	-	-	119	-	111	6	2	-	8	56	63	68	51	35	57	22	45	70	11	11	108	
	3%abdeghj	-	-	-	-	-	-	-	16%Zabodeghj	-	6%Z	3%	3%	-	2%	3%	3%	4%Z	51	3%	4%	3%	2%	3%	3%	11	3%	
Cambridgeshire and Peterborough	60	-	-	-	3	-	57	-	-	-	54	-	2	5	6	35	25	25	35	11	35	11	28	30	4	4	62	
	1%abdeghj	-	-	-	1%ab	-	12%Zabodeghj	-	-	-	1%	-	-	2%	2%	3%	2%	1%	2%	1%	2%	1%	2%	1%	4	4	62	
Cheshire and Merseyside	195	-	195	-	-	-	-	-	-	-	178	14	54	2	16	116	79	94	102	54	99	37	83	111	13	14	185	
	6%abdeghj	-	25%Zabodeghj	-	-	-	-	-	-	-	6%	14%Z	6%	-	6%	2%	1%	4%	4%	5%	4%	5%	4%	5%	13	14	185	
Cornwall and the Isles of Scilly Health and Social Care Partnership	52	-	-	-	-	-	-	-	-	52	49	2	-	-	2	29	23	27	25	13	21	13	17	33	3	5	53	
	1%abdeghj	-	-	-	-	-	-	-	-	11%Zabodeghj	1%Z	1%	-	-	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Coventry and Warwickshire	70	-	-	-	-	70	-	-	-	66	-	-	-	5	32	39	28	42	11	36	19	31	39	5	6	68		
	2%abdeghj	-	-	-	-	16%Zabodeghj	-	-	-	2%Z	-	-	-	9%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	
Cumbria and North East	242	212	30	-	-	-	-	-	-	233	4	-	-	7	130	113	92	150	56	121	54	99	138	14	21	237		
	6%abdeghj	90%Zabodeghj	6%Zabodeghj	-	-	-	-	-	-	6%Z	3%	-	-	-	2%	6%	6%	5%	7%ab	6%	6%	6%	6%	6%	4%	6%	6%	
Devon	107	-	-	-	-	-	-	-	-	107	103	-	-	-	4	68	39	52	55	27	45	28	45	61	10	14	119	
	2%abdeghj	-	-	-	-	-	-	-	-	23%Zabodeghj	6%Z	-	-	-	1%	3%Z	3%	3%	5%	2%	3%	2%	3%	3%	4%	3%	3%	
Dorset	77	-	-	-	-	-	-	-	-	77	77	-	-	-	-	34	42	37	40	16	41	17	35	39	8	8	74	
	2%abdeghj	-	-	-	-	-	-	-	-	16%Zabodeghj	2%Z	-	-	-	-	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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ICS

Base : All respondents who have used health or social care services in the last 6 months.

																										Support whilst on waiting list	Impact on daily activities since referral	
	Region										Ethnicity						Age		Gender		Social Grade			Disability				
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)			
East London Health and Care Partnership	81	-	-	-	-	-	81	-	-	61	4	6	5	20	50	31	33	48	25	36	17	31	50	14	12	87		
	2%Zabdcdefgh	-	-	-	-	-	19%Zabdcdefgh	-	-	2%	2%	8%Z	10%	6%Z	2%	2%	2%	2%	3%	2%	2%	2%	2%	4%Z	3%	2%		
Frimley Health and Care ICS	43	-	-	-	-	-	-	43	-	39	-	2	-	2	16	27	19	23	8	21	12	13	30	3	4	48		
	1%abdcdefghic	-	-	-	-	-	-	6%Zabdcdefgh	-	1%	-	2%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Gloucestershire	53	-	-	-	-	-	-	-	53	48	2	2	-	4	31	22	23	31	9	28	14	22	31	7	7	55		
	1%abdcdefgh	-	-	-	-	-	-	11%Zabdcdefgh	-	1%	3%	-	-	4	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%		
Greater Manchester Health and Social Care Partnership	183	-	177	-	6	-	-	-	-	170	2	8	2	13	88	95	77	106	41	96	35	69	110	22	23	180		
	5%abdcdefgh	-	53%Zabdcdefgh	-	2%acdefgh	-	-	-	-	5%Z	1%	11%kn	4%	4%	4%	5%	4%	5%	5%	5%	4%	4%	5%	7%	6%	4%		
Hampshire and the Isle of Wight	142	-	-	-	-	-	-	142	-	133	6	-	2	8	60	82	51	91	32	68	33	45	94	7	9	140		
	4%Zabdcdefghic	-	-	-	-	-	-	21%Zabdcdefgh	-	4%	-	-	4%	2%	3%	4%	3%	4%	4%	3%	4%	3%	4%	2%	3%	3%		
Healthier Lancashire and South Cumbria	138	-	138	-	-	-	-	-	-	131	-	2	3	7	69	69	60	78	23	67	37	60	76	10	15	133		
	3%abdcdefgh	-	26%Zabdcdefgh	-	-	-	-	-	-	4%Z	-	3%	5%	2%	3%	4%	3%	3%	3%	3%	4%	4%	3%	3%	4%	3%		
Herefordshire and Worcestershire	68	-	-	-	-	68	-	-	-	63	5	-	-	-	5	37	31	29	39	16	40	12	31	36	5	11	66	
	2%abdcdefgh	-	-	-	-	15%Zabdcdefgh	-	-	-	2%	3%	-	-	-	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	
Hertfordshire and West Essex	100	-	-	-	-	-	100	-	-	86	2	2	6	14	55	45	42	58	32	47	14	25	72	10	4	101		
	2%abdcdefghijkl	-	-	-	-	-	21%Zabdcdefgh	-	-	2%	1%	2%	12%	4%k	3%	2%	2%	3%	4%Z	2%	2%	2%	3%Z	3%	1%	3%		
Humber, Coast and Vale	145	-	-	145	-	-	-	-	-	140	5	-	-	5	74	71	55	90	44	65	29	55	88	10	15	145		
	4%abdcdefgh	-	-	35%Zabdcdefgh	-	-	-	-	-	4%Z	3%	-	-	1%	4%	4%	3%	4%	5%Z	3%	3%	4%	4%	3%	4%	4%		
Joined Up Care Derbyshire	82	-	-	-	82	-	-	-	-	82	-	-	-	-	43	39	33	48	18	40	17	34	47	3	5	78		
	2%Zabdcdefgh	-	-	-	25%Zabdcdefgh	-	-	-	-	2%Z	-	-	-	-	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%		
Kent and Medway	138	-	-	-	-	-	-	-	138	135	-	2	-	2	63	75	61	77	28	65	38	54	84	9	12	141		
	3%abdcdefgh	-	-	-	-	-	-	-	20%Zabdcdefgh	-	4%Zn	-	2%	-	1%	3%	4%	3%	3%	3%	3%	4%	3%	4%	3%	4%		
Leicester, Leicestershire and Rutland	77	-	-	-	77	-	-	-	-	74	3	-	-	3	40	37	35	42	18	40	18	27	48	2	2	93		
	2%abdcdefgh	-	-	-	21%Zabdcdefgh	-	-	-	-	2%Z	2%	-	-	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	*	1%	2%		
Lincolnshire	68	-	-	-	-	68	-	-	-	65	2	-	-	2	32	37	29	39	13	29	20	26	41	7	6	66		
	2%abdcdefgh	-	-	-	-	19%Zabdcdefgh	-	-	-	2%Z	1%	-	-	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%		
Mid and South Essex	85	-	-	-	-	-	85	-	-	83	3	-	-	3	39	47	42	43	13	51	21	34	51	9	7	87		
	2%abdcdefgh	-	-	-	-	-	14%Zabdcdefgh	-	-	2%	1%	-	-	1%	2%	2%	2%	2%	1%	3%	2%	3%	2%	3%	2%	2%		
Norfolk and Waveney Health and Care Partnership	99	-	-	-	-	-	99	-	-	95	2	2	-	4	37	62	43	56	28	37	32	39	57	7	10	95		
	2%abdcdefgh	-	-	-	-	-	21%Zabdcdefgh	-	-	3%Z	1%	3%	-	1%	2%	3%	2%	3%	3%	3%	2%	3%	2%	2%	2%	3%	2%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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Job Number : J22-018181-01

Less than 0.5 %

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	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
North London Partners in Health and Care	69	-	-	-	-	-	-	69	-	-	41	19	2	3	28	45	23	30	38	15	33	16	19	48	7	4	66
North West London Health and Care Partnership	104	-	-	-	-	-	-	104	-	-	63	15	22	2	41	79	24	63	41	25	49	25	38	62	15	14	109
Northamptonshire	48	-	-	-	48	-	-	-	-	-	46	2	-	-	2	26	23	22	27	14	22	10	24	23	2	5	51
Nottingham and Nottinghamshire Health and Care	74	-	-	-	74	-	-	-	-	-	68	4	-	2	6	49	25	42	32	20	38	15	28	45	3	4	79
Our Healthier South East London	90	-	-	-	-	-	-	90	-	-	72	2	2	8	18	52	38	57	33	20	43	23	26	63	6	4	91
Shropshire and Telford and Wrekin	41	-	-	-	-	41	-	-	-	-	40	1	-	-	2	25	16	16	25	11	24	6	10	31	3	1	42
Somerset	54	-	-	-	-	-	-	-	-	54	53	-	-	-	-	27	28	23	31	10	28	13	19	34	3	6	54
South West London Health and Care Partnership	70	-	-	-	-	-	-	70	-	-	60	9	6	-	15	39	36	41	34	17	39	16	26	49	4	1	74
South Yorkshire and Bassetlaw	116	-	-	113	3	-	-	-	-	-	107	2	5	-	7	63	52	46	70	20	60	27	52	61	12	14	107
Staffordshire and Stoke on Trent	93	-	-	-	93	-	-	-	-	-	86	7	-	-	7	41	52	36	57	19	46	23	40	51	8	7	86
Suffolk and North East Essex	81	-	-	-	-	-	81	-	-	-	79	2	-	2	40	40	41	33	48	13	40	21	32	46	10	8	86
Surrey Heartlands Health and Care Partnership	83	-	-	-	-	-	-	83	-	-	75	2	4	-	8	35	47	30	53	18	45	14	23	60	6	5	79
Sussex Health and Care Partnership	144	-	-	-	-	-	-	-	-	144	122	19	-	-	21	83	61	58	86	26	72	38	58	82	10	10	142
The Black Country and West Birmingham	98	-	-	-	98	-	-	-	-	-	92	2	2	2	6	51	47	49	49	13	47	33	49	48	9	10	111
West Yorkshire and Hargate (Health and Care Partnership)	159	-	-	159	-	-	-	-	-	-	148	9	-	2	11	76	82	73	85	36	80	35	55	102	18	16	149

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

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Job Number : J22-016181-01

Less than 0.5 %

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	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Bath and North East Somerset, Swindon and Wiltshire	67	25	19	44	23	-	28	39	63	5	-	1	17	47	7	60	19	49	8	59	-	67	8	26	34	31	36	69
	2%w	2%	1%	2%	2%	-	2%	1%	2%	1%	-	1%	1%	2%	1%	2%w	1%	2%	1%	2%w	-	2%	1%	1%	2%	1%	2%	2%
Bedfordshire, Luton and Milton Keynes	55	19	20	39	14	-	21	34	47	6	2	1	21	31	18	37	17	38	17	36	2	53	3	21	31	34	21	55
	1%w	2%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%w	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%w	1%	2%	1%
Birmingham and Solihull	75	22	29	51	24	-	26	50	62	14	-	3	28	42	13	63	26	50	14	62	1	72	28	23	24	73	2	81
	2%w	2%	2%	2%	2%	-	2%	2%	2%	3%	-	3%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%w	1%	2%	2%	2%
Bristol, North Somerset and South Gloucestershire	65	25	18	43	20	-	30	35	55	9	-	1	20	41	11	54	28	36	19	44	2	62	10	34	21	56	9	61
	2%w	2%	1%	2%	1%	-	2%	1%	2%	2%	-	1%	1%	2%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	1%	2%
Buckinghamshire, Oxfordshire and Berkshire West	119	38	38	75	40	-	49	70	103	16	-	3	48	66	20	99	34	85	29	89	1	118	1	38	81	77	42	108
	3%w	3%	3%	3%	3%	-	3%	3%	3%	3%	-	4%	3%	3%	2%	3%	3%	3%	3%	3%	1%	3%	-	2%w	3%w	3%	4%	3%
Cambridgeshire and Peterborough	60	16	25	41	17	-	23	37	48	10	2	3	23	33	19	41	28	32	12	47	4	56	10	24	26	35	25	62
	1%w	1%	2%	2%	1%	-	2%	1%	1%	2%	5%	3%	2%	1%	2%	1%	2%	1%	1%	2%	4%	1%	1%	1%	1%	2%	1%	2%
Cheshire and Merseyside	195	65	66	132	63	-	65	131	171	23	1	5	67	119	46	148	73	119	37	158	3	192	42	77	77	178	17	185
	5%w	5%	5%	5%	5%	-	5%	5%	5%	5%	3%	5%	5%	5%	5%	5%	6%	4%	4%	5%	3%	5%	6%	4%	5%	5%	2%	5%
Cornwall and the Isles of Scilly Health and Social Care Partnership	52	12	19	31	20	-	20	32	39	13	-	1	24	24	14	37	11	40	9	43	1	51	21	30	2	18	35	53
	1%w	1%	1%	1%	1%	-	1%	1%	1%	3%w	-	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%w	2%w	1%	1%	1%	1%
Coventry and Warwickshire	70	28	18	46	24	-	28	43	59	11	-	5	36	30	17	54	27	43	16	55	3	67	12	28	30	43	28	68
	2%w	2%	1%	2%w	2%	-	2%	2%	2%	2%	-	3%w	3%w	1%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%
Cumbria and North East	242	81	85	166	73	2	97	143	214	28	-	3	88	144	63	179	83	159	56	184	5	236	57	103	82	160	73	237
	6%w	7%	6%	6%	5%	36%	7%	6%	6%	6%	-	3%	6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	6%w	6%	6%	6%	7%	6%
Devon	107	30	38	67	39	-	40	67	98	7	2	3	43	60	15	91	40	67	27	78	1	106	17	63	27	61	46	119
	3%w	2%	3%	3%	3%	-	3%	3%	3%	1%	5%	3%	3%	3%	2%	3%	3%	2%	3%	3%	1%	3%	2%	4%w	2%	2%	2%	3%
Dorset	77	28	31	59	17	-	23	53	66	10	1	2	34	39	11	65	19	57	19	55	4	73	8	45	24	53	23	74
	2%w	2%	2%	2%w	1%	-	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	3%	2%	1%	2%w	2%	2%	2%	2%
East London Health and Care Partnership	81	21	34	55	25	-	20	62	70	9	-	2	32	47	24	57	32	50	30	76	5	76	23	39	21	81	-	87
	2%w	2%	2%	2%	2%	-	1%	2%	2%	2%	-	2%	2%	2%	3%	2%	2%	2%	3%w	2%	2%	2%	3%w	2%	1%	3%w	-	2%

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		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Frimley Health and Care ICS	43	15	10	25	17	-	16	27	39	3	-	1	16	26	5	37	16	28	8	35	2	41	1	15	27	39	3	48
Gloucestershire	53	14	19	33	20	-	18	35	47	6	-	-	18	35	12	41	19	34	18	36	1	52	5	21	27	31	23	55
Greater Manchester Health and Social Care Partnership	183	54	64	118	64	1	62	120	155	24	1	5	65	109	43	140	66	116	47	133	2	181	53	64	66	183	-	180
Hampshire and the Isle of Wight	142	53	43	96	42	1	41	99	124	14	3	4	40	97	23	119	40	101	24	118	5	137	14	61	66	112	30	140
Healthier Lancashire and South Cumbria	138	45	48	93	45	-	54	83	120	15	2	1	59	77	30	108	37	101	33	105	3	134	28	61	49	101	37	133
Herefordshire and Worcestershire	68	20	27	47	19	-	18	50	60	7	1	1	25	40	13	55	22	46	18	49	2	66	6	37	25	41	27	66
Hertfordshire and West Essex	100	30	25	55	43	-	35	65	83	16	-	2	37	58	14	85	35	64	19	80	3	97	5	32	63	80	21	101
Humber, Coast and Vale	145	41	62	103	41	-	37	108	128	17	-	2	53	85	33	111	49	95	30	115	3	142	15	62	68	80	65	145
Joined Up Care Derbyshire	82	31	30	61	20	-	27	55	69	13	-	1	29	47	17	65	21	61	12	69	1	81	6	39	37	62	20	78
Kent and Medway	138	41	50	90	47	-	60	78	121	14	2	5	53	76	35	101	52	86	27	108	6	129	20	66	52	96	41	141
Leicester, Leicestershire and Rutland	77	25	21	46	28	-	28	49	68	8	1	1	27	48	13	63	29	48	11	66	2	75	9	22	46	50	27	93
Lincolnshire	68	23	21	44	24	-	30	38	59	8	1	1	25	41	18	50	27	41	14	55	5	62	21	34	13	32	30	66
Mid and South Essex	85	26	28	54	32	-	27	58	77	5	4	3	28	50	13	73	24	62	19	65	2	83	11	36	38	63	22	87
Norfolk and Waveney Health and Care Partnership	99	26	36	62	35	-	33	66	82	15	1	5	30	58	23	76	27	71	19	80	1	98	11	63	24	42	57	95
North London Partners in Health and Care	69	27	16	43	25	-	16	52	65	3	1	1	23	43	7	61	17	52	12	57	-	69	15	30	23	69	-	66

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	W/t'd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
North West London Health and Care Partnership	104	31	33	64	39	-	35	69	96	8	-	3	32	68	16	88	35	69	25	77	2	101	24	54	26	104	-	109
Northamptonshire	48	18	20	38	10	-	19	30	43	5	-	-	24	24	11	37	17	31	13	35	3	46	10	19	19	29	19	51
Nottingham and Nottinghamshire Health and Care	74	20	21	41	32	1	28	46	69	6	-	-	30	43	12	61	24	50	11	62	-	73	11	30	34	53	21	79
Our Healthier South East London	90	20	35	55	35	1	31	59	72	16	2	3	30	52	15	75	26	63	23	68	-	89	19	44	28	89	1	91
Shropshire and Telford and Wrekin	41	9	10	19	23	-	17	24	36	5	1	3	11	26	4	37	20	21	10	30	-	40	4	24	13	23	19	42
Somerset	54	11	20	31	22	-	19	35	43	8	3	3	17	34	16	38	20	34	11	43	-	54	8	37	10	22	32	54
South West London Health and Care Partnership	76	32	21	54	22	-	28	48	68	7	1	3	25	46	15	61	19	56	15	60	-	76	8	28	40	76	-	74
South Yorkshire and Bassetlaw	116	33	43	77	38	-	36	80	97	16	2	4	51	54	32	84	49	66	30	85	6	110	34	44	38	102	13	107
Staffordshire and Stoke on Trent	93	27	33	60	32	-	28	65	80	12	1	2	29	59	27	66	33	60	21	72	6	87	19	41	33	66	27	86
Suffolk and North East Essex	81	24	27	51	28	-	28	53	75	5	1	1	30	49	13	67	19	60	17	64	2	79	10	48	23	43	38	86
Surrey Heartlands Health and Care Partnership	83	22	30	52	31	-	23	60	77	6	-	1	25	53	13	70	26	57	14	69	2	81	1	23	59	77	6	79
Sussex Health and Care Partnership	144	37	55	92	45	-	49	95	123	19	2	2	41	99	36	108	47	96	29	110	3	139	19	67	58	104	40	142
The Black Country and West Birmingham	98	29	43	72	26	-	36	62	74	23	-	7	29	58	27	71	31	67	21	76	2	96	42	36	20	58	-	111
West Yorkshire and Harrogate (Health and Care Partnership)	159	45	51	96	60	-	53	105	140	18	-	2	45	107	31	127	42	115	43	114	7	148	44	59	56	140	19	149

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 108

REGION.

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (l)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	465	3829	82	40	25	165	2131	1862	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3654	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013
North East	212	212	-	-	-	-	-	-	-	-	208	2	-	-	2	110	102	78	135	51	103	49	91	119	11	18	210
											5%abdefghijmno%Zabcdefgh	9%Zn	1%	-	1%	5%	5%	4%	6%Zn	6%	5%	5%	6%	5%	3%	5%	5%
North West	540	-	540	-	-	-	-	-	-	-	499	18	10	7	40	291	249	242	298	124	276	113	217	313	48	55	519
											13%abdefgh	100%Zacdefgh	14%	13%	14%	14%	13%	14%	13%	14%	14%	12%	14%	13%	14%	15%	13%
Yorkshire and The Humber	416	-	-	416	-	-	-	-	-	-	392	16	5	2	23	212	204	172	245	98	205	91	161	249	40	46	398
											10%abdefgh	100%Zabdefgh	9%	6%	4%	7%	10%	11%	10%	11%	10%	10%	10%	10%	12%	10%	10%
East Midlands	361	-	-	-	361	-	-	-	-	-	347	11	-	2	13	193	168	168	193	85	174	82	146	208	18	22	379
											9%abdefghijn	100%Zabdefgh	7%	-	4%	4%	9%	9%	9%	9%	9%	8%	9%	9%	5%	6%	9%
West Midlands	446	-	-	-	-	446	-	-	-	-	411	20	4	8	34	226	220	190	256	81	235	114	195	244	34	44	454
											11%abdefghijw	100%Zabdefgh	12%	5%	17%	10%	11%	11%	11%	9%	12%ab	12%ab	13%abw	10%	10%	12%	11%
East of England	466	-	-	-	-	-	466	-	-	-	432	11	6	11	31	225	241	200	266	104	234	106	173	279	44	35	473
											12%abdefgh	100%Zabdefgh	6%	7%	21%	9%	11%	11%	12%	12%	12%	11%	11%	12%	13%	10%	12%
Greater London	420	-	-	-	-	-	-	420	-	-	296	48	39	18	121	267	153	225	194	102	200	99	141	273	46	36	427
											10%abdefghijp	26%Zj	69%Zijk	36%	36%Zjk	13%Zp	8%	13%Zr	9%	11%	10%	11%	9%	11%Zv	14%Z	10%	11%
South East	679	-	-	-	-	-	-	-	679	-	621	36	12	2	54	319	381	295	384	149	337	159	244	424	47	55	668
											12%abdefghj	100%Zabdefgh	17%	21%	16%	4%	16%	15%	16%	17%	17%	17%	17%	16%	18%	15%	17%
South West	475	-	-	-	-	-	-	-	-	475	457	9	2	-	15	264	211	219	256	106	226	118	185	281	43	48	485
											12%abdefgh	100%Zabdefgh	12%Zn	5%	3%	-	5%	13%	11%	12%	11%	13%	12%	12%	13%	13%	12%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 109

REGION.

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013	
North East	212	73	75	148	63	2	84	126	185	27	-	3	77	125	69	152	75	138	48	162	4	208	51	86	75	164	49	210	
	12% 14% 13% 14%	6%	5%	6%	5%	36%	6%	5%	5%	6%	-	3%	5%	5%	7% 2%	5%	6%	5%	5%	5%	4%	5%	7% 2%	5%	5%	5%	5%	5%	
North West	540	170	185	356	181	1	191	349	471	63	4	11	199	320	121	417	183	353	124	414	10	529	128	216	196	462	78	519	
	12% 14% 13% 14%	14%	13%	14%	13%	15%	14%	13%	14%	13%	12%	11%	14%	13%	14%	13%	14%	13%	14%	13%	9%	14%	18% 2%	12%	13%	15% 2%	8%	13%	
Yorkshire and The Humber	416	119	155	274	138	-	125	291	363	51	2	8	149	245	95	320	137	277	102	313	17	396	93	162	161	321	95	398	
	10% 10% 11% 10%	10%	11%	10%	10%	-	9%	11% 2%	10%	10%	6%	8%	10%	10%	11%	10%	10%	10%	12%	10%	12%	10%	13% 2%	9%	10%	11%	9%	10%	
East Midlands	361	120	119	238	117	1	135	225	316	43	3	3	139	209	75	285	123	237	64	295	11	348	57	148	156	232	129	379	
	9% 10% 10% 10%	10%	9%	9%	9%	12%	10%	9%	9%	9%	7%	3%	10% 4%	9%	9%	9%	9%	9%	7%	10% 2%	11%	9%	8%	8%	10%	8%	13% 2%	9%	
West Midlands	446	135	159	294	148	-	153	293	370	72	3	21	158	255	101	345	159	287	99	344	14	429	111	190	145	344	102	454	
	11% 11% 11% 11%	11%	12%	11%	11%	-	11%	11%	11%	15% 2%	8%	21% 2%	11%	11%	12%	11%	12%	11%	11%	11%	13%	11%	16% 2%	11%	9%	11%	10%	10%	11%
East of England	406	134	157	291	164	-	161	304	399	96	0	15	162	272	95	369	148	316	96	364	12	452	51	218	109	288	173	473	
	12% 11% 11% 11%	11%	11%	11%	12%	-	12%	12%	11%	11%	24% 2%	15%	11%	11%	11%	12%	11%	12%	11%	12%	12%	12%	7%	13% 4%	13% 4%	10%	16% 2%	12%	12%
Greater London	420	131	140	271	146	1	129	290	371	43	4	11	142	256	77	343	128	289	105	310	8	410	89	194	137	419	1	427	
	10% 11% 11% 11%	11%	10%	10%	11%	17%	9%	11%	11%	9%	10%	12%	10%	11%	9%	11%	10%	11%	12%	11%	7%	11%	13% 4%	11% 4%	9%	14% 2%	*	11%	
South East	679	212	228	440	231	1	241	436	598	73	7	16	228	422	136	542	215	462	136	534	19	656	55	275	349	513	167	668	
	15% 17% 17% 17%	17%	17%	17%	17%	20%	17%	17%	17%	15%	18%	16%	16%	18%	16%	17%	16%	17%	15%	17%	18%	17%	8%	15% 4%	15% 4%	17%	17%	17%	17%
South West	475	144	164	308	160	-	179	296	411	58	6	11	173	279	87	386	155	317	110	359	9	465	77	255	144	272	203	485	
	12% 12% 12% 12%	12%	12%	12%	12%	-	13%	11%	12%	12%	15%	11%	12%	12%	10%	12%	12%	12%	12%	12%	8%	12%	11%	15% 2%	9%	9%	20% 2%	12%	12%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
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CQC 5000 voices - telephone survey
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Table 110

Index of multiple deprivation (decile)

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity						Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				
																									Not very/Not at all well supported (x)	Much/little worse (y)		
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013	
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013	
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1785	1697	2059	874	1687	1061	1452	2236	311	339	4013	
1	191	17	42	42	18	27	9	8	14	13	179	2	3	5	11	105	86	71	120	22	85	76	93	91	15	25	196	
2	249	19	49	24	20	45	22	40	18	12	209	12	7	16	38	148	100	106	142	24	114	93	122	122	20	23	249	
3	274	14	37	28	19	40	20	42	23	51	253	8	5	3	18	150	124	107	166	35	128	86	125	142	28	32	284	
4	361	25	49	25	28	36	45	42	53	82	333	7	10	7	27	197	164	162	200	65	175	103	157	196	33	29	365	
5	435	24	43	42	30	56	65	51	64	81	403	17	2	8	30	240	195	205	230	90	222	107	190	237	43	58	441	
6	440	21	54	32	57	59	40	77	55	414	10	0	5	22	227	213	187	252	99	228	88	159	275	37	33	442		
7	507	17	71	62	36	53	49	61	81	76	461	27	9	3	45	261	246	231	275	117	260	107	185	312	40	48	501	
8	486	28	67	44	50	52	51	57	91	47	448	16	9	4	35	242	244	230	256	102	269	101	176	305	36	34	483	
9	501	25	69	44	49	53	63	56	82	60	439	50	4	-	62	271	231	215	287	148	239	85	166	324	35	35	488	
10	572	22	59	74	57	40	83	24	176	37	526	21	22	-	45	265	307	274	299	197	269	84	180	386	44	41	564	
Most deprived (Deciles 1 - 3)	713	51	128	93	57	111	51	89	55	77	641	22	15	25	66	403	310	285	429	81	327	256	340	355	63	80	729	
Medium (Deciles 4 - 7)	1743	86	216	162	148	199	218	194	275	255	1610	62	26	22	125	925	818	786	957	372	886	404	692	1021	153	169	1749	
Least deprived (Deciles 8 - 10)	1560	47	196	161	156	145	196	137	349	144	1413	87	35	4	142	778	782	718	841	447	777	270	522	1015	116	110	1535	
	39%	35%	36%	39%	43%	42%	43%	33%	51%	54%	30%	39%	81%	46%	8%	43%	37%	41%	40%	39%	50%	42%	39%	34%	42%	35%	31%	38%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

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* small base; ** very small base (under 30) ineligible for sig testing

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Index of multiple deprivation (decile)

Base: All respondents who have used health or social care services in the last 6 months.

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wld Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013	
1	191	54	71	125	61	-	82	109	152	33	5	9	74	100	60	131	48	141	42	148	7	182	191	-	-	187	4	196	
		8% <i>h</i>	10% <i>h</i>	14% <i>h</i>	8% <i>h</i>	-	6% <i>h</i>	4% <i>h</i>	4% <i>h</i>	7% <i>h</i>	14% <i>h</i>	10% <i>h</i>	5% <i>h</i>	4% <i>h</i>	7% <i>h</i>	4% <i>h</i>	4% <i>h</i>	5% <i>h</i>	5% <i>h</i>	7% <i>h</i>	5% <i>h</i>	17% <i>h</i>	27% <i>h</i>	-	-	6% <i>h</i>	*	5% <i>h</i>	
2	249	64	116	179	69	1	101	146	198	45	3	8	91	141	76	172	67	179	52	197	10	234	249	-	-	234	14	249	
		8% <i>h</i>	10% <i>h</i>	14% <i>h</i>	5% <i>h</i>	17% <i>h</i>	7% <i>h</i>	6% <i>h</i>	6% <i>h</i>	9% <i>h</i>	9% <i>h</i>	9% <i>h</i>	6% <i>h</i>	6% <i>h</i>	8% <i>h</i>	5% <i>h</i>	7% <i>h</i>	6% <i>h</i>	6% <i>h</i>	10% <i>h</i>	6% <i>h</i>	10% <i>h</i>	6% <i>h</i>	-	-	9% <i>h</i>	1%	6% <i>h</i>	
3	274	85	112	197	73	-	115	159	234	37	3	9	97	163	68	206	81	193	60	208	14	259	274	-	-	230	44	284	
		7% <i>h</i>	8% <i>h</i>	13% <i>h</i>	5% <i>h</i>	-	8% <i>h</i>	6% <i>h</i>	7% <i>h</i>	8% <i>h</i>	8% <i>h</i>	9% <i>h</i>	7% <i>h</i>	7% <i>h</i>	8% <i>h</i>	7% <i>h</i>	6% <i>h</i>	7% <i>h</i>	7% <i>h</i>	7% <i>h</i>	7% <i>h</i>	14% <i>h</i>	7% <i>h</i>	10% <i>h</i>	-	-	9% <i>h</i>	4%	7% <i>h</i>
4	351	111	141	252	106	1	130	229	301	56	3	9	138	199	101	259	125	232	87	270	7	350	-	361	-	277	84	365	
		9% <i>h</i>	10% <i>h</i>	10% <i>h</i>	8% <i>h</i>	20% <i>h</i>	9% <i>h</i>	9% <i>h</i>	9% <i>h</i>	11% <i>h</i>	8% <i>h</i>	9% <i>h</i>	10% <i>h</i>	8% <i>h</i>	12% <i>h</i>	8% <i>h</i>	9% <i>h</i>	9% <i>h</i>	10% <i>h</i>	9% <i>h</i>	7% <i>h</i>	9% <i>h</i>	-	21% <i>h</i>	-	9% <i>h</i>	8%	9% <i>h</i>	
5	435	145	157	303	127	1	144	290	364	65	4	15	161	240	111	322	131	302	112	322	12	422	-	435	-	310	125	441	
		12% <i>h</i>	12% <i>h</i>	11% <i>h</i>	9% <i>h</i>	15% <i>h</i>	10% <i>h</i>	11% <i>h</i>	10% <i>h</i>	13% <i>h</i>	11% <i>h</i>	16% <i>h</i>	11% <i>h</i>	10% <i>h</i>	13% <i>h</i>	10% <i>h</i>	11% <i>h</i>	13% <i>h</i>	10% <i>h</i>	12% <i>h</i>	11% <i>h</i>	12% <i>h</i>	11% <i>h</i>	-	25% <i>h</i>	-	10% <i>h</i>	13% <i>h</i>	
6	440	124	147	271	165	1	155	283	383	49	5	11	151	264	88	352	145	291	96	341	7	431	-	440	-	267	173	442	
		11% <i>h</i>	10% <i>h</i>	11% <i>h</i>	12% <i>h</i>	18% <i>h</i>	11% <i>h</i>	11% <i>h</i>	11% <i>h</i>	10% <i>h</i>	13% <i>h</i>	11% <i>h</i>	11% <i>h</i>	11% <i>h</i>	10% <i>h</i>	11% <i>h</i>	11% <i>h</i>	11% <i>h</i>	11% <i>h</i>	11% <i>h</i>	6% <i>h</i>	11% <i>h</i>	-	55% <i>h</i>	-	9% <i>h</i>	17% <i>h</i>	11% <i>h</i>	
7	507	162	157	319	181	-	163	343	447	55	5	14	184	295	96	408	172	334	106	395	13	492	-	507	-	336	171	501	
		13% <i>h</i>	11% <i>h</i>	12% <i>h</i>	13% <i>h</i>	-	12% <i>h</i>	13% <i>h</i>	13% <i>h</i>	11% <i>h</i>	12% <i>h</i>	14% <i>h</i>	13% <i>h</i>	12% <i>h</i>	11% <i>h</i>	13% <i>h</i>	13% <i>h</i>	12% <i>h</i>	12% <i>h</i>	13% <i>h</i>	12% <i>h</i>	13% <i>h</i>	-	29% <i>h</i>	-	11% <i>h</i>	17% <i>h</i>	12% <i>h</i>	
8	486	157	158	314	167	-	171	316	440	44	2	7	183	289	83	403	173	313	101	380	10	475	-	486	-	352	134	483	
		13% <i>h</i>	12% <i>h</i>	11% <i>h</i>	12% <i>h</i>	-	12% <i>h</i>	12% <i>h</i>	13% <i>h</i>	9% <i>h</i>	5% <i>h</i>	7% <i>h</i>	13% <i>h</i>	12% <i>h</i>	10% <i>h</i>	13% <i>h</i>	13% <i>h</i>	12% <i>h</i>	11% <i>h</i>	12% <i>h</i>	10% <i>h</i>	12% <i>h</i>	-	31% <i>h</i>	-	12% <i>h</i>	13% <i>h</i>	12% <i>h</i>	
9	501	155	151	306	185	2	154	346	455	43	4	7	172	310	79	423	174	326	110	386	9	489	-	501	-	362	139	488	
		12% <i>h</i>	12% <i>h</i>	11% <i>h</i>	12% <i>h</i>	30% <i>h</i>	11% <i>h</i>	13% <i>h</i>	13% <i>h</i>	9% <i>h</i>	10% <i>h</i>	7% <i>h</i>	12% <i>h</i>	13% <i>h</i>	9% <i>h</i>	13% <i>h</i>	13% <i>h</i>	12% <i>h</i>	12% <i>h</i>	12% <i>h</i>	9% <i>h</i>	13% <i>h</i>	-	32% <i>h</i>	-	12% <i>h</i>	14% <i>h</i>	12% <i>h</i>	
10	572	181	171	353	215	-	183	389	510	58	4	7	175	381	87	484	205	365	121	448	13	558	-	572	-	460	112	564	
		15% <i>h</i>	12% <i>h</i>	13% <i>h</i>	16% <i>h</i>	-	13% <i>h</i>	15% <i>h</i>	15% <i>h</i>	12% <i>h</i>	11% <i>h</i>	7% <i>h</i>	12% <i>h</i>	12% <i>h</i>	10% <i>h</i>	16% <i>h</i>	16% <i>h</i>	14% <i>h</i>	14% <i>h</i>	14% <i>h</i>	13% <i>h</i>	14% <i>h</i>	-	37% <i>h</i>	-	11% <i>h</i>	14% <i>h</i>	14% <i>h</i>	
Most deprived (Deciles 1 - 3)	713	202	299	501	202	1	298	414	585	115	11	27	263	404	204	509	196	514	154	553	31	675	713	-	-	651	63	729	
		17% <i>h</i>	22% <i>h</i>	17% <i>h</i>	15% <i>h</i>	17% <i>h</i>	21% <i>h</i>	16% <i>h</i>	17% <i>h</i>	16% <i>h</i>	11% <i>h</i>	16% <i>h</i>	17% <i>h</i>	16% <i>h</i>	24% <i>h</i>	16% <i>h</i>	15% <i>h</i>	15% <i>h</i>	16% <i>h</i>	17% <i>h</i>	17% <i>h</i>	17% <i>h</i>	10% <i>h</i>	-	-	13% <i>h</i>	6% <i>h</i>	18% <i>h</i>	
Medium (Deciles 4 - 7)	1743	542	604	1145	579	3	593	1145	1495	225	16	30	634	999	395	1343	574	1159	399	1328	39	1696	-	1743	-	1190	553	1749	
		13% <i>h</i>	14% <i>h</i>	14% <i>h</i>	44% <i>h</i>	53% <i>h</i>	42% <i>h</i>	44% <i>h</i>	43% <i>h</i>	46% <i>h</i>	43% <i>h</i>	51% <i>h</i>	44% <i>h</i>	42% <i>h</i>	19% <i>h</i>	42% <i>h</i>	43% <i>h</i>	43% <i>h</i>	45% <i>h</i>	43% <i>h</i>	38% <i>h</i>	44% <i>h</i>	-	100% <i>h</i>	-	39% <i>h</i>	53% <i>h</i>	44% <i>h</i>	
Least deprived (Deciles 8 - 10)	1560	483	480	972	586	2	507	1051	1404	144	10	22	530	979	249	1309	553	1004	331	1213	32	1522	-	-	1560	1174	386	1535	
		39% <i>h</i>	35% <i>h</i>	37% <i>h</i>	40% <i>h</i>	30% <i>h</i>	36% <i>h</i>	40% <i>h</i>	40% <i>h</i>	30% <i>h</i>	26% <i>h</i>	22% <i>h</i>	37% <i>h</i>	41% <i>h</i>	29% <i>h</i>	41% <i>h</i>	42% <i>h</i>	38% <i>h</i>	37% <i>h</i>	39% <i>h</i>	31% <i>h</i>	39% <i>h</i>	-	-	100% <i>h</i>	39% <i>h</i>	39% <i>h</i>	38% <i>h</i>	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Table 112

Population density

Base: All respondents who have used health or social care services in the last 6 months.

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)	Not very/Not at all well supported (x)	Much/little worse (y)	
Unweighted Total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013
Weighted Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013
Effective Base	3756	206	488	378	363	422	448	367	626	465	3743	80	39	24	161	1971	1795	1697	2059	874	1687	1061	1452	2236	311	339	4013
Urban	3014	164	462	321	232	344	288	410	513	272	2717	132	71	51	281	1603	1411	1367	1646	649	1493	730	1198	1773	249	269	3018
		76%dfjs	77%dfi	86%Zacdefhi	77%dfi	84%u	77%dfi	62%	100%Zabcedefhi	75%dfi		77%	92%di	100%	95%Zjn	76%	74%	76%	74%	72%	75%	79%Zjn	76%	74%	75%	75%	75%
Rural	1002	49	78	95	129	102	178	1	167	203	947	39	6	-	51	503	499	422	580	251	496	199	366	617	82	91	995
		25%bghiu	23%bg	14%g	23%bg	36%Zabcdegh	23%bg	38%Zabcdegh	*	25%bg	43%Zabcdegh	26%Zin	23%in	8%	-	15%	24%	26%	24%	26%	26%Zu	26%u	21%	24%	26%	25%	25%

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Table 113

Population density

Base: All respondents who have used health or social care services in the last 6 months.

	Wtd Total (Z)	Long Term Condition				Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
		Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Unweighted Total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013
Weighted Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Effective Base	3756	1164	1292	2457	1251	6	1320	2429	3260	450	37	92	1367	2196	786	2962	1207	2533	822	2901	91	3644	677	1647	1433	2813	943	4013
Urban	3014	934	1061	1996	984	5	1044	1964	2610	372	26	82	1057	1794	655	2320	973	2028	668	2320	78	2920	551	1190	1174	3014	-	3018
	75% <i>den</i>	76%	77% <i>d</i>	76% <i>den</i>	73%	88%	75%	75%	75%	77%	70%	83%	74%	75%	77%	74%	74%	76%	75%	76%	75%	91% <i>Zw</i>	69%	75% <i>w</i>	100% <i>Zx</i>	-	-	75%
Rural	1002	302	321	623	363	1	355	645	874	113	11	17	370	589	193	807	350	650	217	773	24	973	63	553	386	-	1002	995
	25% <i>cvy</i>	24%	23%	24%	87% <i>Zw</i>	12%	25%	25%	25%	23%	30%	17%	26%	25%	23%	26%	26%	24%	25%	25%	24%	25%	9%	32% <i>Zyx</i>	25% <i>w</i>	-	100% <i>Zy</i>	25%

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Table 114

Profile Tables : Break A vs Break A

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total		
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/ British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				Not very/Not at all well supported (x)	Much/little worse (y)
Wtd Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013		
Region																													
North East	212	212	-	-	-	-	-	-	-	-	208	2	-	-	2	110	102	78	135	51	103	49	91	119	11	18	210		
	5%abdefghimn	0%Zbcdefgh	-	-	-	-	-	-	-	-	6%Zj	1%	-	-	1%	5%	5%	4%	6%Zr	6%	5%	5%	6%	5%	3%	5%	5%		
North West	540	-	540	-	-	-	-	-	-	-	499	18	10	7	40	291	249	242	298	124	276	113	217	313	48	55	519		
	13%abdefgh	-	100%Zacdefgh	-	-	-	-	-	-	-	14%Zj	11%	13%	14%	12%	14%	13%	14%	13%	14%	14%	12%	14%	13%	14%	14%	13%		
Yorkshire and The Humber	416	-	-	416	-	-	-	-	-	-	392	16	5	2	23	212	204	172	245	98	205	91	161	249	40	46	398		
	10%abdefgh	-	-	100%Zabdefgh	-	-	-	-	-	-	11%Zj	9%	6%	4%	7%	10%	11%	10%	11%	11%	10%	10%	10%	10%	12%	13%	10%		
East Midlands	361	-	-	-	361	-	-	-	-	-	347	11	-	2	13	193	168	168	193	85	174	82	146	208	18	22	379		
	9%abdefghimn	-	-	-	100%Zabdefgh	-	-	-	-	-	9%Zj	7%	-	4%	4%	9%	9%	9%	9%	9%	9%	9%	9%	9%	5%	6%	9%		
West Midlands	446	-	-	-	-	446	-	-	-	-	411	20	4	8	34	226	220	190	256	81	235	114	195	244	34	44	454		
	11%abdefghisw	-	-	-	-	100%Zabdefgh	-	-	-	-	14%Zj	12%	5%	17%	10%	11%	11%	11%	11%	9%	12%Zs	12%Zt	15%Zu	10%	12%	11%			
East of England	466	-	-	-	-	-	466	-	-	-	432	11	6	11	31	225	241	200	266	104	234	106	173	279	44	35	473		
	12%abdefgh	-	-	-	-	-	100%Zabdefgh	-	-	-	12%Zj	6%	7%	21%	9%	11%	13%	11%	12%	12%	12%	11%	13%	12%	13%	10%	12%		
Greater London	420	-	-	-	-	-	-	420	-	-	296	48	39	18	121	267	153	225	194	102	200	99	141	273	46	36	427		
	10%abdefghijw	-	-	-	-	-	-	100%Zabdefgh	-	-	8%	25%Zj	50%Zklm	36%	36%Zn	13%Zp	8%	13%Zr	9%	11%	10%	11%	9%	11%Zu	14%Zv	10%	11%		
South East	679	-	-	-	-	-	-	-	679	-	621	36	12	2	54	319	361	295	384	149	337	159	244	424	47	55	668		
	11%abdefgh	-	-	-	-	-	-	-	100%Zabdefgh	-	17%	21%	16%	4%	16%	15%	16%	16%	17%	17%	17%	17%	16%	18%	14%	15%	17%		
South West	475	-	-	-	-	-	-	-	-	475	457	9	2	-	15	264	211	219	256	106	226	118	185	281	43	48	485		
	12%abdefghim	-	-	-	-	-	-	-	-	100%Zabdefgh	12%Zj	5%	3%	-	5%	13%	11%	12%	11%	12%	11%	13%	12%	12%	13%	13%	12%		
Ethnicity																													
White English/Welsh/ Scottish/Northern Irish/ British	3664	208	499	392	347	411	432	296	621	457	3664	-	-	-	-	1878	1786	1683	2081	805	1823	857	1418	2182	298	326	3829		
	91%abdefgh	95%Zbcdefgh	92%Zg	94%Zg	90%Zabefgh	92%Zg	93%Zg	79%	91%Zg	90%Zabefgh	100%Zab	-	-	-	-	89%	89%Zp	88%	93%Zr	89%	92%	91%Zu	91%	91%	90%	91%	95%		
Any other white background	171	2	18	16	11	20	11	48	36	9	-	171	-	-	171	122	49	93	78	44	90	28	75	93	11	8	82		
	4%abdefgh	1%	3%	4%Za	3%	4%Za	2%	11%Zabdefgh	5%Za	2%	-	100%Zgh	-	-	61%Zj	6%Zp	3%	3%Zr	3%	3%Zu	5%Zu	3%	5%	4%	3%	2%	2%		
Asian / Asian British	77	-	10	5	-	4	6	39	12	2	-	-	77	-	77	48	29	48	29	25	33	19	23	51	11	15	40		
	2%ab	-	2%Za	1%	-	1%	1%	9%Zabdefgh	2%Za	2	-	-	100%Zklm	-	23%Zn	2%	2%	3%Zr	1%	3%Zu	2%	2%	1%	2%	3%	4%Zv	1%		
Black / African / Caribbean / Black British	51	-	7	2	2	8	11	18	2	-	-	-	-	51	51	28	23	32	19	6	30	13	18	33	2	2	25		
	1%ab	-	1%Za	*	1%	2%Za	2%Za	4%Zabdefgh	*	-	-	-	-	100%	16%Zn	1%	1%	2%Zr	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Ethnic minorities including white ethnic minorities	333	2	40	23	13	34	31	121	54	15	-	171	77	51	333	222	111	195	138	90	159	69	125	200	30	31	165		
	8%abdefgh	1%	7%Za	5%Za	4%	8%Za	7%Za	29%Zabdefgh	8%Za	3%	-	100%Zj	100%Zj	100%	100%Zj	11%Zp	6%	11%Zr	6%	10%Zu	8%	7%	8%	8%	9%	9%	4%		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

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Table 114

Profile Tables : Break A vs Break A

	Region										Ethnicity					Age		Gender		Social Grade			Disability		Support whilst on waiting list	Impact on daily activities since referral	Unweighted total		
	Wtd Total (Z)	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	Greater London (g)	South East (h)	South West (i)	White English/ Welsh/ Scottish/ Northern Irish/British (j)	Any other white background (k)	Asian / Asian British (l)	Black / African / Caribbean / Black British (m)	Ethnic minorities including white ethnic minorities (n)	65-74 (o)	Over 75 (p)	Male (q)	Female (r)	AB (s)	C1C2 (t)	DE (u)	Yes (v)	No (w)				Not very/Not at all well supported (x)	Much/little worse (y)
Wtd Total	4016	212	540	416	361	446	466	420	679	475	3664	171*	77*	51**	333	2106	1910	1789	2227	900	1990	929	1554	2390	331	360	4013		
Age																													
65-74	2106	110	291	212	193	226	225	267	319	264	1878	122	48	28	222	2106	-	1021	1085	491	1059	465	759	1316	177	187	2131		
	52%gprv	52%	54%h	51%	53%	51%	48%	63%Zabdefm	47%	55%h	51%	71%Z	62%	55%	67%Z	100%Z	-	57%Z	49%	55%u	53%	50%	49%	55%Zv	54%	52%	53%		
Over 75	1910	102	249	204	168	220	241	153	361	211	1786	49	29	23	111	-	1910	768	1141	409	931	465	795	1074	154	173	1882		
	48%gpoew	48%g	46%g	49%g	47%g	49%g	52%g	37%	53%Zbg	45%g	49%Zbm	29%	38%	45%	33%	-	100%Z	43%	51%Z	45%	47%	50%u	51%Zw	45%	46%	47%			
Gender																													
Male	1789	78	242	172	168	190	200	225	295	219	1583	93	48	32	195	1021	768	1789	-	474	932	321	649	1110	137	148	1840		
	45%gpruv	37%	45%a	41%	47%a	43%	43%	54%Zabcefm	43%	46%a	43%	55%j	62%Z	63%	59%Z	49%Z	40%	100%Z	-	53%Ztu	47%Z	34%	42%	46%Zv	41%	41%	46%		
Female	2227	135	298	245	193	256	266	194	384	256	2081	78	29	19	138	1085	1141	-	2227	425	1058	609	905	1279	194	211	2172		
	55%gpoew	53%Zbdg	55%g	59%g	53%g	57%g	57%g	46%	57%g	54%g	57%Zbm	45%	38%	37%	41%	52%	60%Z	-	100%Z	47%	59%u	60%Zw	58%Zw	54%	59%	54%			
Social Grade																													
AB	900	51	124	98	85	81	104	102	149	106	805	44	25	6	90	491	409	474	425	900	-	-	299	590	72	66	927		
	22%gpruv	24%	23%	24%	23%	18%	22%	24%a	22%	22%	22%	26%	33%	12%	27%	23%	21%	19%	19%	100%Ztu	-	-	19%	21%Zv	22%	18%	23%		
C1C2	1090	103	276	205	174	235	234	200	337	226	1823	90	33	30	159	1059	931	932	1058	-	1990	-	766	1192	156	176	1773		
	50%gpruv	48%	51%	49%	48%	53%	50%	48%	48%	48%	50%Z	53%	43%	58%	48%	50%	49%	92%Z	48%	-	100%Zw	-	49%	50%	47%	49%	44%		
DE	929	49	113	91	82	114	106	99	159	118	857	28	19	13	69	465	465	321	600	-	-	929	421	483	88	104	1115		
	23%gpruv	23%	21%	22%	23%	25%	23%	23%	23%	25%	53%Z	16%	24%	26%	21%	22%	24%	18%	51%Z	-	-	100%Zw	27%Zw	20%	27%	28%			
Disability																													
Yes	1554	91	217	161	146	195	173	141	244	185	1418	75	23	18	125	759	795	649	905	299	766	421	1554	-	211	270	1558		
	39%gpoew	43%g	40%g	39%	40%	44%Zgh	37%	33%	36%	39%	39%	44%	30%	35%	38%	36%	42%Z	36%	41%Z	33%	38%u	45%Zw	100%Zw	-	64%Z	75%Z	39%		
No	2390	119	313	249	208	244	279	273	424	281	2182	93	51	33	200	1316	1074	1110	1279	589	1192	483	-	2390	116	80	2382		
	60%gpruv	56%	58%	60%	58%	55%	60%	65%Zabde	52%a	59%	60%	55%	66%	65%	60%	53%Z	56%	63%Z	57%	65%Ztu	65%u	52%	-	100%Zw	35%	22%	59%		
Support whilst on waiting list																													
Not very/Not at all well supported	331	11	48	40	18	34	44	46	47	43	298	11	11	2	30	177	154	137	194	72	156	88	211	116	331	166	334		
	8%gpruv	5%	9%g	10%g	5%	8%	9%g	11%adh	7%	9%g	8%	7%	14%	4%	9%	8%	8%	8%	9%	8%	8%	9%	14%Zw	5%	100%Z	46%Z	8%		
Impact on daily activities since referral																													
Much/little worse	360	18	55	46	22	44	35	36	55	48	326	8	15	2	31	187	173	148	211	66	176	104	270	80	166	350	361		
	5%gpruv	9%	10%g	11%g	6%	10%	8%	9%	8%	10%g	9%	5%	16%Zkh	4%	9%a	9%	9%	8%	9%	7%	9%	11%Zw	17%Zw	3%	50%Z	160%Z	9%		
Unweighted total	4013	210	519	398	379	454	473	427	668	485	3829	82	40	25	165	2131	1882	1840	2172	927	1773	1115	1558	2382	334	361	4013		

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-016181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d/e/f/g/h/i - Z/j/k/l/m/n - Z/o/p - Z/q/r - Z/s/t/u - Z/v/w - Z/x - Z/y
* small base; ** very small base (under 30) ineligible for sig testing

CQC 5000 voices - telephone survey
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Table 115

Profile Tables : Break A vs Break B

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Wtd Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Region																													
North East	212	73	75	148	63	2	84	126	185	27	-	3	77	125	60	152	75	138	48	162	4	208	51	86	75	164	49	210	
	6%	6%	5%	6%	5%	36%	6%	5%	5%	6%	-	3%	5%	5%	7%	5%	6%	5%	5%	5%	4%	5%	1%	2%	5%	5%	5%	5%	5%
North West	540	170	185	356	181	1	191	349	471	63	4	11	199	320	121	417	183	353	124	414	10	529	128	216	196	462	78	519	
	13%	14%	13%	14%	13%	15%	14%	13%	14%	13%	12%	11%	14%	13%	14%	13%	14%	13%	14%	13%	9%	14%	18%	12%	13%	19%	8%	13%	
Yorkshire and The Humber	416	119	155	274	138	-	125	291	363	51	2	8	149	245	95	320	137	277	102	313	17	396	93	162	161	321	95	398	
	10%	10%	11%	10%	10%	-	9%	11%	10%	10%	6%	8%	10%	10%	11%	10%	10%	10%	10%	12%	10%	17%	10%	13%	8%	10%	11%	9%	10%
East Midlands	361	120	119	238	117	1	135	225	316	43	3	3	139	209	75	285	123	237	64	295	11	348	57	148	156	232	129	379	
	9%	10%	9%	9%	9%	12%	10%	9%	9%	9%	7%	3%	10%	9%	9%	9%	9%	9%	7%	10%	11%	9%	8%	8%	10%	8%	19%	9%	
West Midlands	446	135	159	294	148	-	153	293	370	72	3	21	158	255	101	345	159	287	99	344	14	429	111	190	145	344	102	454	
	11%	11%	12%	11%	11%	-	11%	11%	11%	11%	8%	15%	11%	11%	12%	11%	12%	11%	11%	11%	13%	11%	16%	11%	9%	11%	10%	11%	
East of England	466	134	157	291	164	-	161	304	399	56	0	15	162	272	95	369	148	316	96	364	12	452	51	218	106	288	178	473	
	12%	11%	11%	11%	12%	-	12%	12%	11%	11%	24%	15%	11%	11%	11%	12%	11%	12%	11%	12%	12%	12%	7%	13%	13%	10%	16%	12%	
Greater London	420	131	140	271	146	1	129	290	371	43	4	11	142	256	77	343	128	289	105	310	8	410	89	194	137	419	1	427	
	11%	11%	10%	10%	11%	17%	9%	11%	11%	9%	10%	12%	10%	11%	9%	11%	10%	11%	12%	10%	7%	11%	13%	11%	9%	16%	*	11%	
South East	670	212	228	440	231	1	241	436	598	73	7	16	228	422	136	542	215	462	136	534	19	656	55	275	349	513	167	668	
	17%	17%	17%	17%	17%	20%	17%	17%	17%	15%	18%	16%	16%	18%	16%	17%	16%	17%	15%	17%	18%	17%	8%	13%	25%	17%	17%	17%	
South West	475	144	164	308	160	-	179	296	411	58	6	11	173	279	87	386	155	317	110	359	9	465	77	255	144	272	203	485	
	12%	12%	12%	12%	12%	-	13%	11%	12%	12%	15%	11%	12%	12%	10%	12%	12%	12%	12%	12%	8%	12%	11%	15%	9%	9%	20%	12%	
Ethnicity																													
White English/Welsh/ Scottish/Northern Irish/ British	3664	1138	1259	2397	1219	6	1282	2374	3179	441	36	91	1333	2141	769	2887	1181	2467	798	2833	91	3553	641	1610	1413	2717	947	3829	
	9%	9%	9%	9%	9%	100%	92%	91%	91%	91%	97%	92%	93%	90%	91%	91%	89%	92%	90%	90%	90%	91%	90%	92%	91%	90%	90%	95%	
Any other white background	171	50	58	108	60	-	48	123	152	20	-	2	40	129	30	141	72	99	36	131	6	165	22	62	87	132	39	82	
	4%	4%	4%	4%	4%	-	3%	5%	4%	4%	-	2%	3%	9%	4%	4%	5%	4%	4%	4%	6%	4%	3%	4%	4%	4%	4%	2%	
Asian / Asian British	77	24	21	45	33	-	29	48	69	8	-	-	26	47	16	61	33	44	25	50	-	77	15	26	35	71	6	40	
	2%	2%	2%	2%	2%	-	2%	2%	2%	2%	-	-	2%	2%	2%	2%	2%	2%	2%	2%	-	2%	2%	2%	2%	2%	1%	1%	
Black / African / Caribbean / Black British	51	15	21	36	15	-	25	26	36	13	-	2	18	26	17	33	16	34	8	43	4	44	25	22	4	51	-	25	
	1%	2%	2%	1%	1%	-	2%	1%	1%	3%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	9%	1%	*	2%	-	1%	
Ethnic minorities including white ethnic minorities	333	93	115	207	123	-	110	223	288	43	-	8	90	227	72	261	133	200	80	247	11	320	66	125	142	281	51	165	
	8%	7%	8%	8%	9%	-	8%	9%	8%	9%	-	8%	6%	10%	8%	8%	10%	7%	9%	8%	10%	8%	9%	7%	9%	9%	5%	4%	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

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Profile Tables : Break A vs Break B

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total	
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)		
Wtd Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013	
Age																													
65-74	2106	655	686	1342	743	4	779	1324	1879	208	16	47	724	1290	360	1742	725	1374	480	1610	39	2059	403	925	778	1603	503	2131	
	55% <i>Za</i>	53%	51%	51%	55% <i>Zb</i>		65%	56% <i>Zc</i>	54% <i>Zd</i>	43%	44%	48%	51%	54% <i>Ze</i>	43%	55% <i>Zf</i>	55% <i>Zg</i>	51%	54%	52%	38%	53% <i>Zh</i>	57% <i>Zi</i>	53%	50%	53%	50%	53%	
Over 75	1910	581	696	1277	605	2	620	1286	1605	277	21	51	703	1093	487	1419	598	1303	404	1483	63	1834	310	818	782	1411	499	1882	
	48% <i>Za</i>	47%	50% <i>Zd</i>	49% <i>Zd</i>	45%		35%	44%	46%	57% <i>Zh</i>	56%	52%	49% <i>Zm</i>	46%	57% <i>Zo</i>	45%	45%	49%	46%	48%	62% <i>Zt</i>	47%	43%	47%	50% <i>Zx</i>	47%	50%	47%	
Gender																													
Male	1789	569	594	1162	606	4	595	1189	1591	182	10	41	649	1057	307	1478	565	1216	384	1389	43	1741	285	786	718	1367	422	1840	
	45% <i>Za</i>	46%	43%	44%	46%	65%	43%	46%	48% <i>Zd</i>	38%	26%	41%	45%	44%	36%	41% <i>Zh</i>	43%	45%	43%	45%	42%	45%	40%	45% <i>Zw</i>	46% <i>Zx</i>	45%	42%	46%	
Female	2227	667	789	1456	741	2	804	1420	1892	303	27	58	778	1324	541	1682	758	1460	500	1704	59	2151	429	957	841	1646	580	2172	
	55% <i>Za</i>	54%	57%	56%	55%	35%	57%	54%	54%	62% <i>Zh</i>	74% <i>Zj</i>	59%	55%	56%	54% <i>Zo</i>	53%	57%	55%	57%	55%	58%	55%	60% <i>Zw</i>	55%	54%	55%	58%	54%	
Social Grade																													
AB	900	286	303	590	300	-	267	632	804	91	3	11	323	548	142	757	334	562	178	716	11	887	81	372	447	649	251	927	
	22% <i>Za</i>	23%	23%	22%	22%		19%	24% <i>Zd</i>	23% <i>Zd</i>	19%	8%	11%	23% <i>Zm</i>	23% <i>Zm</i>	17%	24% <i>Zo</i>	25% <i>Zg</i>	21%	20%	23% <i>Zs</i>	11%	23% <i>Zt</i>	11%	21% <i>Zw</i>	29% <i>Zwx</i>	22%	25% <i>Zy</i>	23%	
C1C2	1990	619	660	1280	689	4	685	1301	1749	218	20	55	702	1187	404	1583	664	1320	443	1525	54	1928	327	886	777	1493	496	1773	
	50% <i>Za</i>	50%	48%	49%	51%	73%	49%	50%	50% <i>Zd</i>	45%	53%	56%	49%	50%	48%	50%	50%	49%	50%	49%	53%	50%	46%	51% <i>Zw</i>	50%	50%	50%	44%	
DE	929	282	348	620	283	2	379	548	764	153	11	26	345	522	247	680	272	654	226	695	28	892	256	404	270	730	199	1115	
	23% <i>Za</i>	23%	25% <i>Zd</i>	24% <i>Zd</i>	21%	27%	29% <i>Zf</i>	21%	22%	35% <i>Zh</i>	29%	27%	24%	22%	29% <i>Zo</i>	22%	21%	25% <i>Zp</i>	26%	22%	28%	23%	35% <i>Zw</i>	23% <i>Zx</i>	17%	24% <i>Zz</i>	20%	28%	
Disability																													
Yes	1554	576	977	1554	-	3	389	1160	1182	342	28	73	712	727	671	879	507	1038	518	1016	67	1474	340	692	522	1188	366	1558	
	39% <i>Za</i>	47% <i>Zd</i>	71% <i>Za</i>	99% <i>Za</i>	-	51%	28%	44% <i>Zf</i>	34%	76% <i>Zh</i>	76% <i>Zj</i>	74% <i>Zm</i>	60% <i>Zm</i>	31%	57% <i>Zo</i>	28%	38%	39%	59% <i>Zs</i>	33%	66% <i>Zt</i>	66% <i>Zt</i>	48% <i>Zw</i>	40% <i>Zx</i>	33%	39%	37%	39%	
No	2390	648	395	1042	1348	3	987	1400	2244	131	6	24	684	1619	152	2236	789	1596	346	2027	33	2348	355	1021	1015	1773	617	2382	
	60% <i>Za</i>	52% <i>Zb</i>	29%	40% <i>Zb</i>	100% <i>Za</i>	49%	71% <i>Zf</i>	54%	64% <i>Zd</i>	27%	16%	24%	40% <i>Zm</i>	65% <i>Zm</i>	18%	71% <i>Zo</i>	60%	60%	39%	60% <i>Zs</i>	33%	60% <i>Zt</i>	50%	59% <i>Zw</i>	65% <i>Zx</i>	59%	62%	59%	
Support whilst on waiting list																													
Not very/Not at all well supported	331	102	162	264	63	1	70	261	278	47	6	8	130	189	106	224	122	204	8	331	-	20	308	63	153	115	249	82	334
	6% <i>Za</i>	9% <i>Zd</i>	12% <i>Za</i>	16% <i>Za</i>	5%	15%	5%	19% <i>Zf</i>	8%	10%	16% <i>Zj</i>	8%	9%	8%	13% <i>Zo</i>	7%	9%	8%	31% <i>Zs</i>	-	20% <i>Zt</i>	8%	9%	9%	7%	8%	8%	8%	
Impact on daily activities since referral																													
Much/worse	360	107	198	305	46	-	49	309	282	70	6	14	166	176	156	203	138	218	360	-	26	329	80	169	110	269	91	361	
	9% <i>Za</i>	9% <i>Zd</i>	14% <i>Zd</i>	12% <i>Za</i>	3%		4%	12% <i>Zf</i>	8%	14% <i>Zh</i>	17% <i>Zj</i>	16% <i>Zm</i>	12% <i>Zm</i>	7%	18% <i>Zo</i>	6%	10% <i>Zp</i>	8%	41% <i>Zs</i>	-	25% <i>Zt</i>	8%	11% <i>Zx</i>	10% <i>Zx</i>	7%	9%	9%	9%	
Unweighted total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013	

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z
* small base; ** very small base (under 30) ineligible for sig testing

CQC 5000 voices - telephone survey
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Table 116

Profile Tables : Break B vs Break B

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Wtd Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
Long Term Condition																												
Yes, one	1237	1237	-	1237	-	2	417	816	1100	121	11	21	470	714	261	973	374	860	290	936	26	1204	202	542	493	934	302	1241
31%bde	100%Zbcd	-	47%Zbd	-	31%	31%	30%	31%	32%Z	25%	29%	22%	33%Za	30%	31%	31%	28%	32%Za	33%	30%	25%	31%	28%	31%	32%	31%	30%	31%
Yes, two or more	1382	-	1382	1382	-	1	323	1059	1099	262	20	59	616	673	499	880	487	887	407	960	54	1320	299	604	480	1061	321	1386
34%bde	100%Zacd	-	53%Zad	-	20%	23%	41%Zd	32%	54%Zd	55%Zd	60%Zdm	45%Zdm	28%	59%Zd	28%	37%Zd	33%	46%Zd	37%	96%	53%Zd	34%	42%Zwd	35%	31%	32%	35%	
Yes, at least one	2619	1237	1382	2619	-	3	739	1875	2199	384	31	80	1086	1386	760	1853	860	1748	696	1895	79	2525	501	1145	972	1996	623	2627
65%bde	100%Zcd	-	100%Zd	-	51%	53%	72%Zd	63%	72%Zd	74%Zd	73%Zdm	63%Zdm	58%	70%Zd	59%	70%Zd	65%	65%	69%	70%Zd	61%	78%Zd	65%	70%Zwd	66%	62%	65%	
No	1348	-	-	-	1348	3	644	701	1247	92	4	18	322	969	76	1272	446	898	172	1166	21	1321	202	579	566	984	363	1334
34%bde	100%Zad	-	-	-	49%	46%Zd	27%	38%Zd	19%	11%	18%	32%Zd	41%Zd	9%	40%Zd	34%	34%	19%	38%Zd	21%	34%Zd	28%	33%Zw	36%Zd	33%	36%Zd	33%	
Use of health services																												
None	6	2	1	3	3	6	-	-	-	6	-	2	1	2	1	5	2	4	2	4	-	6	1	3	2	5	1	6
100%	-	-	-	-	-	100%	-	-	-	1%Zd	-	2%Zdm	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1 or 2	1399	417	323	739	644	-	1399	-	1297	92	8	25	378	948	200	1196	445	948	163	1221	26	1367	298	593	507	1044	355	1407
35%bde	100%Zbcd	34%Zbd	23%	26%Zd	49%Zad	-	100%Zd	-	97%Zd	19%	20%	25%	37%Zd	40%Zdm	24%	38%Zd	34%	35%	16%	29%Zd	26%	30%Zd	28%Zw	34%	33%	35%	35%	
3+	2610	616	1059	1875	701	-	-	2610	2187	387	29	72	1048	1432	647	1969	876	1725	718	1869	75	2519	414	1145	1051	1964	645	2598
65%bde	100%Zacd	66%Zad	77%Zad	72%Zad	52%	-	-	100%Zd	63%	39%Zd	89%Zd	73%Zdm	73%Zdm	60%	76%Zd	62%	66%	64%	61%Zd	60%	74%	65%	68%	66%Zw	67%Zd	65%	64%	
Use of Social care services																												
None	3484	1100	1099	2199	1247	-	1297	2187	3484	-	-	21	1193	2183	569	2910	1145	2327	725	2735	67	3404	585	1495	1404	2610	874	3478
67%bde	89%Zbd	79%	84%Zd	82%Zad	-	-	93%Zd	84%	100%Zd	-	-	21%	84%Zd	92%Zdm	67%	82%Zd	87%	87%	82%	82%Zd	66%	79%Zd	82%	86%Zw	80%Zw	87%	87%	
1 or 2	485	121	262	384	92	8	92	387	-	485	-	66	214	187	258	224	160	323	145	329	33	448	115	225	144	372	113	487
52%bde	100%Zbcd	19%Zad	15%Zad	7%	100%	7%	15%Zd	15%Zd	-	100%Zd	-	30%Zdm	15%Zdm	8%	25%Zd	7%	12%	12%	16%Zd	11%	32%Zd	11%	16%Zwd	13%	9%	12%	11%	12%
3+	37	11	20	31	4	-	8	29	-	-	37	11	18	6	18	19	16	21	14	21	2	33	11	16	10	26	11	38
1%bde	1%Zd	1%	1%Zd	1%Zd	-	-	1%	1%	-	-	100%Zd	11%Zdm	4%Zdm	6%	2%Zd	1%	1%	1%	2%	2%Zd	1%	3%	2%	1%	1%	1%	1%	
Frequency of use																												
Every day / most days	98	21	59	80	18	2	25	72	21	66	11	38	-	-	55	42	25	73	30	66	6	91	27	50	22	82	17	98
2%bde	100%Zcd	2%	4%Zad	5%Zad	1%	31%	2%	3%	1%	14%Zd	30%Zd	100%Zdm	-	-	2%	7%	2%	3%	3%Zd	2%	6%	2%	8%Zd	4%Zwd	3%	7%	2%	
Once or twice a week / once or twice a month	1427	470	616	1086	322	1	378	1048	1193	214	18	-	1427	-	418	1008	474	950	367	1041	46	1370	263	634	530	1057	370	1445
36%bde	100%Zcd	36%Zd	45%Zad	41%Zad	24%	20%	27%	40%Zd	34%	44%Zd	49%	-	100%Zdm	-	49%Zd	32%	36%	35%	41%Zd	34%	45%Zd	35%	37%	36%	34%	35%	36%	
Every two or three months / once in the last six months	2382	714	673	1386	969	2	948	1432	2183	187	6	-	-	2382	350	2028	793	1579	462	1906	45	2329	404	999	979	1794	589	2361
59%bde	100%Zcd	59%Zd	65%Zad	72%Zad	30%	30%	58%Zd	55%	65%Zd	39%	15%	-	-	100%Zdm	41%	64%Zd	60%	59%	52%	62%Zd	45%	68%Zd	57%	57%	63%Zwd	60%	59%	
In receipt of unpaid care																												
Yes	848	261	499	760	76	1	200	647	569	258	18	55	418	350	848	-	287	555	299	537	41	798	204	395	249	655	193	843
21%bde	100%Zcd	21%Zd	36%Zad	29%Zad	6%	15%	14%	25%Zd	16%	83%Zd	59%Zd	96%Zdm	29%Zdm	15%	100%Zcd	-	22%	21%	34%Zd	17%	41%Zd	21%	28%Zwd	23%Zd	16%	22%	19%	21%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z

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Table 116

Profile Tables : Break B vs Break B

	Long Term Condition					Use of health services			Use of Social care services			Frequency of use			In receipt of unpaid care		Caring responsibilities		Waiting list for health		Waiting list for care assessment		Index of multiple deprivation			Population density		Unweighted total
	Wtd Total (Z)	Yes, one (a)	Yes, two or more (b)	Yes, at least one (c)	No (d)	None (e)	1 or 2 (f)	3+ (g)	None (h)	1 or 2 (i)	3+ (j)	Every day / most days (k)	Once or twice a week / once or twice a month (l)	Every two or three months / once in the last six months (m)	Yes (n)	No (o)	Yes (p)	No (q)	Yes (r)	No (s)	Yes (t)	No (u)	Most deprived (Deciles 1 - 3) (v)	Medium (Deciles 4 - 7) (w)	Least deprived (Deciles 8 - 10) (x)	Urban (y)	Rural (z)	
Wtd Total	4016	1237	1382	2619	1348	6**	1399	2610	3484	485	37*	98*	1427	2382	848	3161	1323	2677	884	3094	102*	3893	713	1743	1560	3014	1002	4013
No	3161	973	880	1853	1272	5	1196	1959	2910	224	19	42	1008	2028	-	3161	1034	2120	583	2553	60	3090	509	1343	1309	2354	807	3162
		77%b	64%	71%b	94%b	85%	86%Z	75%	84%Z	46%	50%	43%	71%b	86%Z	-	100%Z	78%	79%	66%	83%Z	59%	97%Z	71%	77%v	94%w	78%	87%	79%
Caring responsibilities	1323	374	487	860	446	2	445	876	1145	160	16	25	474	793	287	1034	1323	-	325	983	38	1279	196	574	553	973	350	1301
Yes		33%a	30%	33%a	33%	36%	32%	34%	33%	33%	43%	29%	33%	33%	34%	33%	100%Z	-	37%Z	32%	38%	33%	28%	33%v	65%w	32%	35%	32%
No	2677	860	887	1748	898	4	948	1725	2327	323	21	73	950	1579	555	2120	-	2677	552	2104	63	2601	514	1159	1004	2028	650	2695
		67%b	70%Z	64%	67%b	64%	68%	66%	67%	67%	57%	74%	67%	66%	65%	67%	-	100%Z	62%	68%Z	62%	67%	72%Z	66%	64%	67%	65%	67%
Waiting list for health	884	290	407	696	172	2	163	718	725	145	14	30	367	462	290	583	325	552	884	-	47	829	154	399	331	668	217	882
Yes		67%b	60%a	63%Z	59%Z	33%	12%	63%Z	21%	59%b	59%b	30%Z	60%Z	19%	63%Z	19%	60%Z	60%Z	100%Z	-	47%Z	21%	22%	23%	21%	22%	22%	22%
No	3094	936	960	1895	1166	4	1221	1869	2735	329	21	66	1041	1906	537	2553	983	2104	-	3094	50	3036	553	1328	1213	2320	773	3095
		77%b	69%	72%b	87%Z	67%	87%Z	72%	78%Z	68%	57%	67%	73%	80%Z	63%	69%Z	74%	78%Z	-	100%Z	50%	78%Z	78%	76%	78%	77%	77%	77%
Waiting list for care assessment	102	26	54	79	21	-	26	75	67	33	2	6	46	45	41	60	38	63	47	50	102	-	31	39	32	78	24	99
Yes		62%a	54%Z	64%Z	2%	-	2%	3%	2%	7%Z	4%	6%Z	6%Z	2%	63%Z	2%	3%	2%	61%Z	2%	100%Z	-	61%w	2%	2%	3%	2%	2%
No	3893	1204	1320	2525	1321	6	1367	2519	3404	446	33	91	1370	2329	798	3090	1279	2601	829	3036	-	3893	675	1696	1522	2920	973	3892
		97%b	96%	96%b	98%Z	100%	98%Z	97%	98%Z	92%	90%	92%	96%	96%	94%	98%Z	97%	97%	94%	98%Z	-	100%Z	95%	97%v	98%w	97%	97%	97%
Index of multiple deprivation	713	202	290	501	202	1	298	414	585	115	11	27	263	404	204	509	196	514	154	553	31	675	713	-	-	651	63	729
Most deprived (Deciles 1 - 3)		28%a	25%Z	31%Z	15%	17%	28%Z	16%	17%	28%Z	16%Z	28%Z	18%	17%	28%Z	16%	15%	19%Z	17%	16%	31%Z	17%	100%w	-	-	22%Z	6%	18%
Medium (Deciles 4 - 7)	1743	542	604	1145	579	3	593	1145	1495	225	16	50	634	999	395	1343	574	1159	399	1328	39	1696	-	1743	-	1190	553	1749
		43%b	44%	44%	43%	53%	42%	44%	43%	46%	43%	51%	44%	42%	42%	43%	42%	43%	45%	43%	38%	44%	-	100%Z	-	39%	55%Z	44%
Least deprived (Deciles 8 - 10)	1560	493	480	972	566	2	507	1051	1404	144	10	22	530	979	249	1309	553	1004	331	1213	32	1522	-	-	1560	1174	386	1535
		39%b	35%	37%b	42%Z	30%	36%	40%Z	40%Z	30%	26%	22%	37%b	41%Z	29%	41%Z	42%Z	38%	37%	39%	31%	39%	-	-	100%Z	39%	38%	38%
Population density	3014	934	1061	1996	984	5	1044	1964	2610	372	26	82	1057	1794	655	2354	973	2028	668	2320	78	2920	651	1190	1174	3014	-	3018
Urban		75%b	76%	77%b	76%Z	88%	75%	75%	75%	77%	70%	83%	74%	75%	77%	74%	74%	76%	75%	75%	76%	75%	91%Z	68%	75%w	100%Z	-	75%
Rural	1002	302	321	623	363	1	355	645	874	113	11	17	370	589	193	807	350	650	217	773	24	973	63	553	386	-	1002	995
		26%b	24%	23%	24%	12%	25%	25%	25%	23%	30%	17%	26%	25%	23%	26%	26%	24%	25%	25%	24%	25%	9%	32%Z	25%v	-	100%Z	25%
Unweighted total	4013	1241	1386	2627	1334	6	1407	2598	3478	487	38	98	1445	2361	843	3162	1301	2695	882	3095	99	3892	729	1749	1535	3018	995	4013

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : J22-018181-01

Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c/d - Z/e/f/g - Z/h/i/j - Z/k/l/m - Z/n/o - Z/p/q - Z/r/s - Z/t/u - Z/v/w/x - Z/y/z

* small base; ** very small base (under 30) ineligible for sig testing

Weighting Gender

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Unweighted Total	4250	4250
Weighted Total	4250	4250
Effective Base	3981	4250
Male	1886	1943
	44.3687%	45.7176%
Female	2361	2304
	55.5606%	54.2118%
In another way	3	3
	0.0706%	0.0706%

Weighting Age

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Unweighted Total	4250	4250
Weighted Total	4250	4250
Effective Base	3981	4250
65-74	2236	2259
	52.6%	53.2%
Over 75	2014	1991
	47.4%	46.8%

Weighting Ethnicity

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Unweighted Total	4250	4250
Weighted Total	4250	4250
Effective Base	3981	4250
White English/Welsh/ Scottish/Northern Irish/ British	3868 91.0020%	4044 95.1529%
Ethnic minorities including white ethnic minorities	352 8.2920%	178 4.1412%
Don't know/Prefer not to say	30 0.7060%	30 0.7059%

Fieldwork dates : 17.05.22 - 12.06.22

Respondent Type : People aged 65 and over living in England who have used health and/or social care services in the last 6 months

Source : Ipsos MORI

Job Number : JZ2-018181-01

Less than 0.5 %

Weighting SEG

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Unweighted Total	4250	4250
Weighted Total	4250	4250
Effective Base	3981	4250
AB	926	952
	21.7770%	22.4000%
C1C2	2092	1868
	49.2348%	43.9529%
DE	1006	1204
	23.6706%	28.3294%
Prefer not to say	226	226
	5.3176%	5.3176%

Weighting ICS

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Unweighted Total	4250	4250
Weighted Total	4250	4250
Effective Base	3981	4250
Bath and North East Somerset, Swindon and Wiltshire	72 1.7%	74 1.7%
Bedfordshire, Luton and Milton Keynes	59 1.4%	60 1.4%
Birmingham and Solihull	81 1.9%	86 2.0%
Bristol, North Somerset and South Gloucestershire	72 1.7%	68 1.6%
Buckinghamshire, Oxfordshire and Berkshire West	123 2.9%	112 2.6%
Cambridgeshire and Peterborough	64 1.5%	66 1.6%
Cheshire and Merseyside	208 4.9%	196 4.6%
Cornwall and the Isles of Scilly Health and Social Care Partnership	55 1.3%	56 1.3%
Coventry and Warwickshire	72 1.7%	70 1.6%
Cumbria and North East	250 5.9%	246 5.8%
Devon	119 2.8%	131 3.1%
Dorset	81 1.9%	78 1.8%
East London Health and Care Partnership	85 2.0%	90 2.1%
Primsley Health and Care ICS	47 1.1%	52 1.2%
Gloucestershire	55 1.3%	57 1.3%
Greater Manchester Health and Social Care Partnership	195 4.6%	192 4.5%
Hampshire and the Isle of Wight	153 3.6%	151 3.6%

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Weighting ICS

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Healthier Lancashire and South Cumbria	148 3.5%	144 3.4%
Herefordshire and Worcestershire	72 1.7%	69 1.6%
Hertfordshire and West Essex	106 2.5%	108 2.5%
Humber, Coast and Vale	153 3.6%	153 3.6%
Joined Up Care Derbyshire	85 2.0%	81 1.9%
Kent and Medway	148 3.5%	152 3.6%
Leicester, Leicestershire and Rutland	81 1.9%	98 2.3%
Lincolnshire	72 1.7%	70 1.6%
Mid and South Essex	93 2.2%	96 2.3%
Norfolk and Waveney Health and Care Partnership	106 2.5%	102 2.4%
North London Partners in Health and Care	72 1.7%	70 1.6%
North West London Health and Care Partnership	110 2.6%	114 2.7%
Northamptonshire	51 1.2%	54 1.3%
Nottingham and Nottinghamshire Health and Care	78 1.8%	81 1.9%
Our Healthier South East London	93 2.2%	93 2.2%
Shropshire and Telford and Wrekin	42 1.0%	43 1.0%
Somerset	55 1.3%	55 1.3%
South West London Health and Care Partnership	81 1.9%	79 1.9%
South Yorkshire and Bassetlaw	119 2.8%	110 2.6%

Fieldwork dates : 17.05.22 - 12.06.22

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Less than 0.5 %

Weighting ICS

Base: All respondents including people who have not used any health and social care services over the last 6 months.

	Weighted Total	Unweighted Total
Staffordshire and Stoke on Trent	98 2.3%	90 2.1%
Suffolk and North East Essex	89 2.1%	95 2.2%
Surrey Heartlands Health and Care Partnership	85 2.0%	81 1.8%
Sussex Health and Care Partnership	157 3.7%	155 3.6%
The Black Country and West Birmingham	102 2.4%	116 2.7%
West Yorkshire and Harrogate (Health and Care Partnership)	165 3.9%	156 3.7%

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