

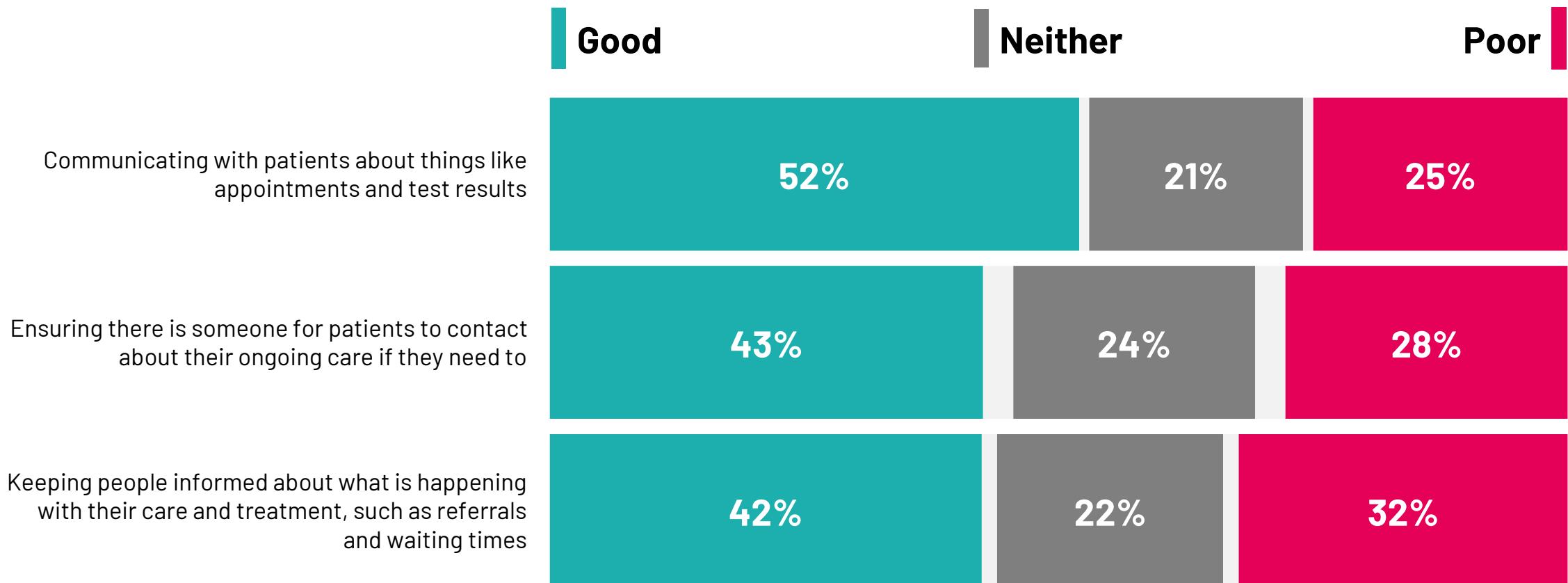
Polling around NHS administration

For The King's Fund,
Healthwatch England and
National Voices
December 2024



Around half think the NHS is good at communicating with patients about things like appointments and test results – though around one quarter to one third think it is poor at the various aspects of communications with patients

How good or poor do you think the NHS is at each of the following?



Base: 1,888 Online English adults aged 18-75, 29 November – 1 December 2024

There are differences in perceptions of the NHS' communications across different sub-groups

By health condition

People with a **long-term health condition** are **more likely to say the NHS is poor** at keeping people informed about what is happening with their care and treatment, such as referrals and waiting times (38%, compared with 29% of people who do not have a long-term condition) and ensuring there is someone for patients to contact about their ongoing care if they need to (32% vs 25%).

By financial situation

People who say they are **really struggling financially** are **more likely to say the NHS is poor** at all three: communicating with patients about things like appointments and test results (36%, compared with 22% of those who say they are very or quite comfortable); Keeping people informed about what is happening with their care and treatment (47% vs. 29%); Ensuring there is someone for patients to contact about their ongoing care if they need to (40% vs. 25%).

Base: 1,888 Online English adults aged 18-75, 29 November – 1 December 2024 – including 625 people with a long-term physical or mental health condition, disability or illness and 157 who say they are really struggling financially.

Around one-third of NHS patients and their carers say they have had to chase for results, or have not been kept updated about how long they would have to wait for care or treatment

Which of the following, if any, have you or someone you care for experienced when receiving NHS care and treatment in the last 12 months?

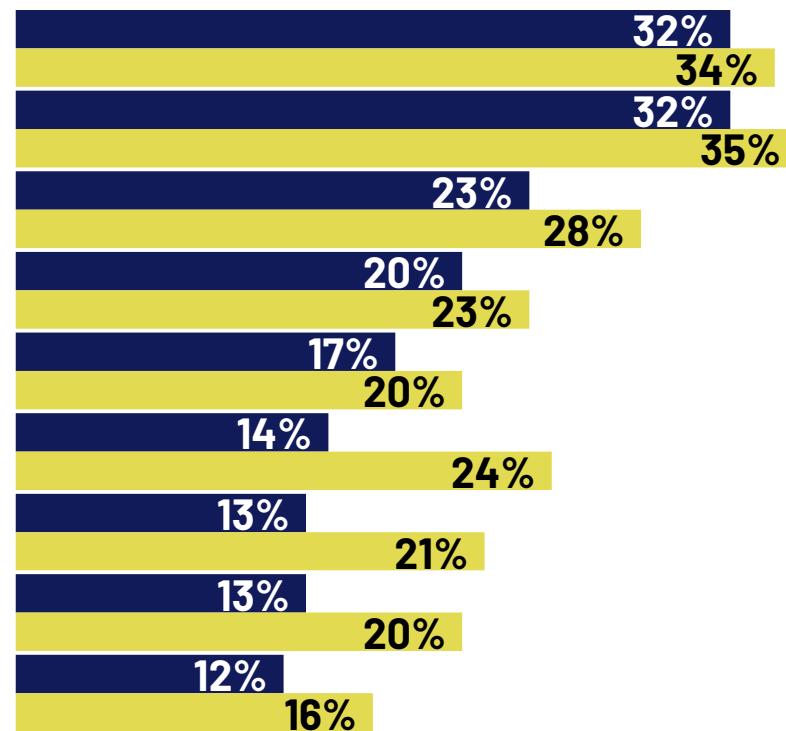
Yes, this has happened to me

(Based on all those who have used an NHS service for themselves in the past year)

- Had to chase for your results (e.g., test, scan or x-ray results)
- Not been kept updated about how long you would have to wait for care or treatment
- Not been told who to contact about your care whilst waiting
- Received an invitation to an appointment by letter or text after the date of the appointment
- Tried to contact the NHS to change or cancel an existing appointment but not been able to
- Been told or sent information that you could not understand
- Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available
- Been told or sent the wrong appointment date or time
- Been given incorrect contact information

Yes, this has happened to someone I care for

(Based on all carers for whom the person they care for has used an NHS service in the past year)



64%
of patients and
carers
experienced at
least one of the
issues asked
about (themselves
personally, or
someone they
care for)

The following groups are more likely to say they have experienced at least one of these issues:

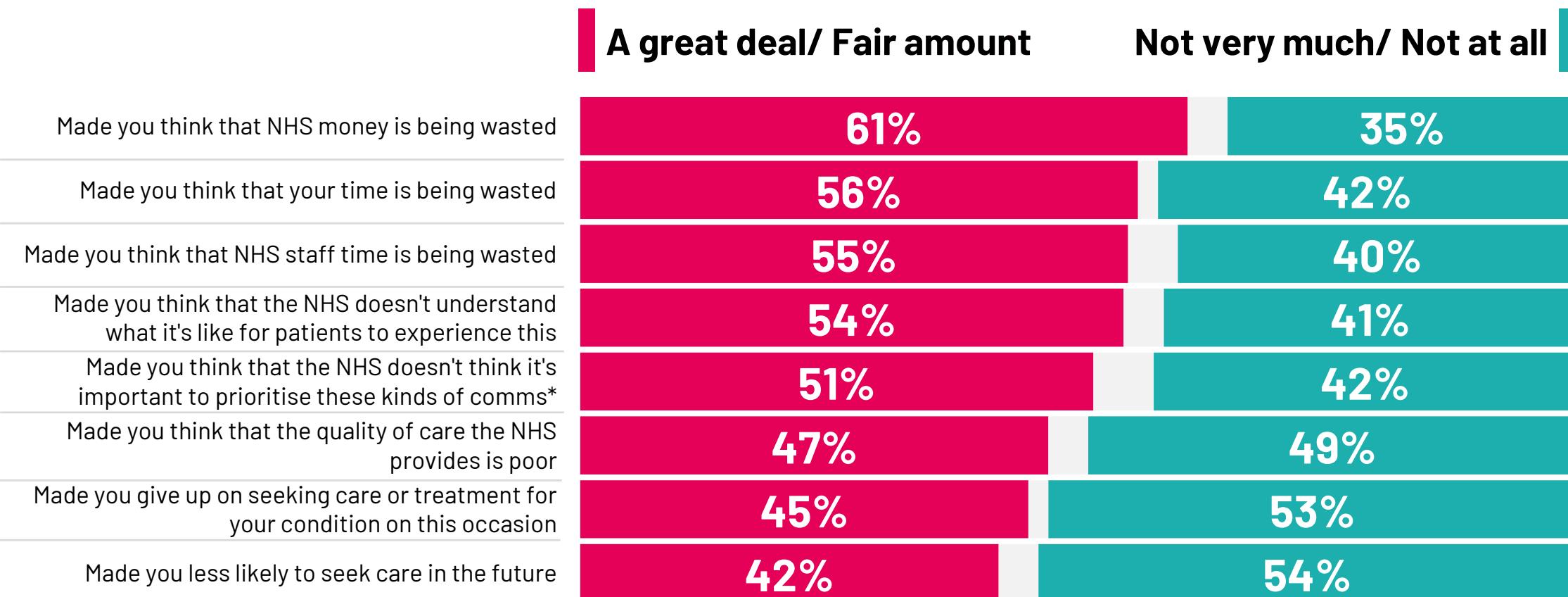
- Patients and carers aged 16 to 34 (75%, compared with 64% overall)
- Patients and carers from ethnic minority backgrounds (74%, compared with 62% of people from White ethnic backgrounds)
- Patients and carers with long-term conditions, which may be because they use services more frequently so are more likely to experience a problem (75%, and rising to 81% among people with multiple long-term conditions, compared with 57% of people who do not have any long-term condition)
- Patients and carers who say they are really struggling financially (78%, compared with 58% of those who are very or quite comfortable financially) and those who live in the two most deprived quintiles (67%, compared with 58% of those living in the least deprived quintile)

Base: 1,640 Online English adults aged 18-75 who have used an NHS service for themselves in the past year 12 months or who care for someone who has used an NHS service in the past 12 months, 29 November - 1 December 2024 - including 542 people aged 16 to 34, 265 people from an ethnic minority background, 612 people with a long-term physical or mental health condition, disability or illness and 142 who say they are really struggling financially.

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The most common impact of experiencing these administrative issues is making people think that NHS money is being wasted

Please think about the experience(s) that you and the person you care for have had over the last 12 months that you just told us about. To what extent, if at all, has this..?



Base: 1,069 Online English adults aged 18-75 who have experienced at least one administrative issue in the last year for themselves personally, or someone they care for has, 29 November – 1 December 2024

* Full wording 'communications'



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For more information

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