

[illegible]



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSOS

6 Jan 2025

Table 1

Q1 How good or poor do you think the NHS is at each of the following? SUMMARY TABLE

Base: All adults aged 16-75 in England

	Communicating with patients about things like appointments and test results	Keeping people informed about what is happening with their care and treatment, such as referrals and waiting times	Ensuring there is someone for patients to contact about their ongoing care if they need to
UNWEIGHTED BASE	1888	1888	1888
WEIGHTED BASE	1888	1888	1888
(2) Very good	280 15%	198 11%	224 12%
(1) Fairly good	705 37%	604 32%	578 31%
(0) Neither good nor poor	398 21%	410 22%	450 24%
(-1) Fairly poor	301 16%	400 21%	352 19%
(-2) Very poor	163 9%	204 11%	172 9%
NET Very/ Fairly Good	986 52%	802 42%	803 43%
NET Very/ Fairly Poor	464 25%	604 32%	525 28%
Mean	0.35	0.11	0.19
Don't know	40 2%	71 4%	111 6%

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 2
Q1 How good or poor do you think the NHS is at each of the following? Communicating with patients about things like appointments and test results

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1888	927	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	299	369	586	380	553	1509	304	308	613	183	208	136	703	624
WEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668
	100%	50%	50%	32%	35%	32%	57%	43%	67%	33%	34%	66%	19%	25%	22%	22%	27%	30%	25%	17%	20%	31%	20%	23%	34%	15%	16%	21%	9%	12%	7%	36%	25%
(2) Very good	290	151	128	109	85	86	157	123	191	89	112	168	53	58	82	71	70	87	61	61	50	70	60	100	219	60	46	115	27	32	16	130	88
	15%	16%	14%	18%	13%	14%	15%	15%	15%	14%	17%	14%	14%	12%	17%	17%	14%	15%	12%	12%	13%	12%	16%	19%	14%	22%	15%	19%	15%	14%	12%	19%	13%
(1) Fairly good	705	353	344	212	253	240	429	276	475	230	248	458	119	195	169	172	195	206	185	119	152	226	133	195	604	97	120	238	73	77	50	261	257
	37%	38%	37%	35%	38%	40%	40%	34%	38%	37%	38%	37%	32%	40%	36%	42%	38%	36%	38%	38%	40%	38%	35%	36%	38%	38%	40%	40%	42%	32%	39%	39%	38%
(0) Neither good nor poor	398	189	203	133	147	118	216	182	253	145	128	270	97	114	84	73	114	115	98	71	87	116	88	107	315	75	57	107	35	50	25	121	145
	21%	20%	22%	22%	22%	19%	20%	22%	20%	23%	20%	22%	26%	23%	18%	18%	22%	20%	20%	23%	23%	20%	23%	20%	20%	27%	19%	18%	20%	21%	19%	18%	22%
(-1) Fairly poor	301	126	170	104	96	101	171	130	212	89	106	195	55	69	83	65	86	94	80	41	47	105	61	88	264	32	49	86	26	39	25	108	96
	16%	14%	18%	17%	14%	17%	16%	16%	17%	14%	16%	16%	15%	14%	18%	16%	17%	17%	16%	13%	13%	18%	16%	16%	17%	11%	16%	14%	15%	16%	19%	16%	14%
(-2) Very poor	163	82	81	42	73	48	85	78	102	61	44	119	33	45	44	26	40	56	51	16	30	65	30	38	147	13	23	41	10	30	11	41	71
	9%	9%	9%	7%	11%	8%	8%	10%	8%	10%	7%	10%	9%	9%	9%	6%	8%	10%	10%	5%	8%	11%	8%	7%	9%	5%	8%	7%	5%	12%	8%	6%	11%
NET Very/ Fairly Good	986	505	472	322	338	327	586	399	666	320	360	626	172	252	250	243	265	294	246	181	201	296	193	296	823	157	165	353	100	109	66	392	345
	52%	54%	50%	53%	50%	54%	54%	49%	53%	51%	56%	50%	47%	51%	53%	59%	51%	52%	50%	58%	53%	50%	51%	55%	52%	56%	55%	59%	57%	46%	51%	58%	52%
NET Very/ Fairly Poor	464	208	251	146	169	149	256	208	314	150	151	313	87	114	127	91	126	150	131	57	78	170	90	127	410	45	72	127	35	68	35	149	167
	25%	22%	27%	24%	25%	25%	24%	26%	25%	24%	23%	25%	24%	23%	27%	22%	24%	27%	27%	18%	20%	29%	24%	24%	26%	16%	24%	21%	20%	29%	27%	22%	25%
Mean	0.35	0.41	0.29	0.4	0.28	0.36	0.38	0.3	0.36	0.32	0.44	0.3	0.29	0.31	0.35	0.48	0.34	0.31	0.26	0.55	0.39	0.23	0.36	0.44	0.31	0.58	0.39	0.51	0.48	0.19	0.29	0.5	0.3
	uk						rk		rk		rk		rk		rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk	rk
Don't know	40	24	15	9	17	14	19	21	27	13	9	31	10	10	10	4	11	7	18	4	13	11	9	7	35	2	4	7	3	11	3	15	12
	2%	3%	2%	1%	3%	2%	2%	3%	2%	2%	1%	2%	3%	2%	2%	1%	2%	1%	4%	1%	4%	2%	1%	1%	2%	1%	1%	1%	2%	5%	3%	2%	2%
	l																rk	rk	rk	rk	w								rk				

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/a/B/C/D/E - z/f/G
Overlap formulae used.

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Base: All adults aged 16-75 in England

Proportions/Means: Columns Tested [5% risk level] - 1/a/b - 1/c/d/e/f - 1/g/h/i - 1/j/k/l/m/n/o/p/q/r/s/t - 1/u/v/w/x/y/z/A/B/C/D/E/I - 1/G/H/I/J/K/L/M/N - 1/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



Table 4
Q1 How good or poor do you think the NHS is at each of the following? Keeping people informed about what is happening with their care and treatment, such as referrals and waiting times

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1888	927	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	399	369	586	380	553	1509	304	308	613	183	208	136	703	624
WEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668
	100%	50%	50%	33%	35%	32%	57%	43%	67%	33%	34%	66%	19%	26%	25%	22%	27%	30%	29%	17%	20%	31%	20%	23%	84%	15%	16%	31%	9%	13%	7%	36%	25%
(2) Very good	198 11%	111 12%	85 9%	86 14%	67 10%	46 8%	121 11%	77 10%	149 12%	50 8%	88 14%	111 9%	25 7%	48 10%	50 11%	64 16%	57 11%	51 9%	45 9%	46 15%	27 7%	49 8%	43 11%	80 15%	155 10%	43 16%	33 11%	84 14%	15 9%	22 9%	13 10%	84 12%	59 9%
(1) Fairly good	604 32%	333 36%	267 28%	215 35%	204 30%	185 30%	350 33%	253 31%	420 33%	183 29%	222 34%	382 31%	110 30%	162 33%	158 33%	135 33%	159 31%	186 33%	141 29%	119 38%	128 34%	174 29%	128 34%	174 32%	492 31%	107 39%	111 37%	216 36%	54 31%	63 26%	39 30%	232 34%	216 32%
(0) Neither good nor poor	410 22%	190 20%	215 23%	125 20%	142 21%	144 24%	227 21%	183 23%	255 20%	155 25%	122 19%	289 23%	92 25%	109 22%	88 19%	83 20%	121 23%	113 20%	105 21%	71 23%	85 22%	139 23%	78 21%	108 20%	345 22%	61 22%	52 17%	109 18%	42 24%	53 22%	28 22%	137 20%	143 21%
(-1) Fairly poor	400 21%	168 18%	227 24%	114 19%	147 22%	139 23%	234 22%	166 21%	259 21%	142 23%	133 20%	270 22%	77 21%	99 20%	109 23%	83 20%	107 21%	123 22%	121 25%	49 16%	79 21%	126 21%	83 22%	113 21%	349 22%	44 16%	67 22%	118 20%	38 22%	56 23%	27 21%	132 19%	150 22%
(-2) Very poor	204 11%	91 10%	111 12%	56 9%	82 12%	66 11%	110 10%	94 12%	136 11%	68 11%	70 11%	134 11%	40 11%	56 11%	53 11%	37 9%	54 11%	76 13%	52 10%	22 7%	34 9%	81 14%	37 10%	52 10%	180 11%	19 7%	29 10%	52 9%	16 9%	34 14%	19 15%	64 9%	82 12%
NET Very/ Fairly Good	802 42%	445 48%	353 37%	300 49%	271 40%	230 38%	472 44%	330 41%	569 45%	233 37%	309 48%	493 40%	135 37%	210 43%	208 44%	199 49%	215 42%	236 42%	186 38%	165 53%	155 41%	223 38%	170 45%	254 47%	647 41%	151 54%	144 48%	300 51%	69 40%	84 35%	52 40%	316 47%	275 41%
NET Very/ Fairly Poor	604 32%	258 28%	338 36%	171 28%	228 34%	205 34%	344 32%	260 32%	394 31%	210 33%	200 31%	404 33%	116 32%	155 32%	161 34%	120 29%	161 31%	200 35%	173 35%	71 23%	113 30%	207 35%	120 32%	165 31%	529 33%	63 22%	95 32%	170 29%	54 31%	90 38%	47 36%	196 29%	232 35%
Mean	0.11 bvi uxD	0.23 zb	-0.01	0.27 jde	0.04	0.01	0.13	0.07	0.15 li	0.01	0.2	0.06	0.01	0.1	0.1	0.27 di	0.11	0.02	0.01	0.39 rqi	0.1	-0.03	0.15 u	0.22 zu	0.06	0.41 zx	0.18 D	0.28 jDE	0.09	-0.08	*	0.22 xG	0.03
Don't know	71 4%	33 4%	36 4%	14 2%	29 4%	29 5%	34 3%	37 5%	42 3%	29 5%	18 3%	54 4%	22 6%	16 3%	14 3%	9 2%	19 4%	16 3%	29 6%	7 2%	27 7%	24 4%	12 3%	9 2%	62 4%	5 2%	8 3%	14 2%	8 5%	11 5%	2 2%	28 4%	18 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

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Table 5
Q1 How good or poor do you think the NHS is at each of the following? Keeping people informed about what is happening with their care and treatment, such as referrals and waiting times

Base: All adults aged 16-75 in England

Base: All adults aged 16-75 in England

		IS A CARER										HAS A LONG TERM PHYSICAL OR MENTAL HEALTH CONDITION, DISABILITY OR ILLNESS										CURRENT FINANCIAL SITUATION										PERSONAL USE OF NHS SERVICES IN P23M										USE OF NHS SERVICES IN P23M PERSON THEY CARE FOR										NHS SERVICE EXPERIENCE IN P23M										IHD QUANTILE																																																																																																																																																																																																																																																																																																																										
	TOTAL	YES	NO	YES	YES, HAS 1	YES, HAS 2	YES, HAS 3	YES, HAS 4	YES, HAS 5	YES, HAS 6	YES, HAS 7	YES, HAS 8	YES, HAS 9	YES, HAS 10	YES, HAS 11	YES, HAS 12	YES, HAS 13	YES, HAS 14	YES, HAS 15	YES, HAS 16	YES, HAS 17	YES, HAS 18	YES, HAS 19	YES, HAS 20	YES, HAS 21	YES, HAS 22	YES, HAS 23	YES, HAS 24	YES, HAS 25	YES, HAS 26	YES, HAS 27	YES, HAS 28	YES, HAS 29	YES, HAS 30	YES, HAS 31	YES, HAS 32	YES, HAS 33	YES, HAS 34	YES, HAS 35	YES, HAS 36	YES, HAS 37	YES, HAS 38	YES, HAS 39	YES, HAS 40	YES, HAS 41	YES, HAS 42	YES, HAS 43	YES, HAS 44	YES, HAS 45	YES, HAS 46	YES, HAS 47	YES, HAS 48	YES, HAS 49	YES, HAS 50	YES, HAS 51	YES, HAS 52	YES, HAS 53	YES, HAS 54	YES, HAS 55	YES, HAS 56	YES, HAS 57	YES, HAS 58	YES, HAS 59	YES, HAS 60	YES, HAS 61	YES, HAS 62	YES, HAS 63	YES, HAS 64	YES, HAS 65	YES, HAS 66	YES, HAS 67	YES, HAS 68	YES, HAS 69	YES, HAS 70	YES, HAS 71	YES, HAS 72	YES, HAS 73	YES, HAS 74	YES, HAS 75	YES, HAS 76	YES, HAS 77	YES, HAS 78	YES, HAS 79	YES, HAS 80	YES, HAS 81	YES, HAS 82	YES, HAS 83	YES, HAS 84	YES, HAS 85	YES, HAS 86	YES, HAS 87	YES, HAS 88	YES, HAS 89	YES, HAS 90	YES, HAS 91	YES, HAS 92	YES, HAS 93	YES, HAS 94	YES, HAS 95	YES, HAS 96	YES, HAS 97	YES, HAS 98	YES, HAS 99	YES, HAS 100	YES, HAS 101	YES, HAS 102	YES, HAS 103	YES, HAS 104	YES, HAS 105	YES, HAS 106	YES, HAS 107	YES, HAS 108	YES, HAS 109	YES, HAS 110	YES, HAS 111	YES, HAS 112	YES, HAS 113	YES, HAS 114	YES, HAS 115	YES, HAS 116	YES, HAS 117	YES, HAS 118	YES, HAS 119	YES, HAS 120	YES, HAS 121	YES, HAS 122	YES, HAS 123	YES, HAS 124	YES, HAS 125	YES, HAS 126	YES, HAS 127	YES, HAS 128	YES, HAS 129	YES, HAS 130	YES, HAS 131	YES, HAS 132	YES, HAS 133	YES, HAS 134	YES, HAS 135	YES, HAS 136	YES, HAS 137	YES, HAS 138	YES, HAS 139	YES, HAS 140	YES, HAS 141	YES, HAS 142	YES, HAS 143	YES, HAS 144	YES, HAS 145	YES, HAS 146	YES, HAS 147	YES, HAS 148	YES, HAS 149	YES, HAS 150	YES, HAS 151	YES, HAS 152	YES, HAS 153	YES, HAS 154	YES, HAS 155	YES, HAS 156	YES, HAS 157	YES, HAS 158	YES, HAS 159	YES, HAS 160	YES, HAS 161	YES, HAS 162	YES, HAS 163	YES, HAS 164	YES, HAS 165	YES, HAS 166	YES, HAS 167	YES, HAS 168	YES, HAS 169	YES, HAS 170	YES, HAS 171	YES, HAS 172	YES, HAS 173	YES, HAS 174	YES, HAS 175	YES, HAS 176	YES, HAS 177	YES, HAS 178	YES, HAS 179	YES, HAS 180	YES, HAS 181	YES, HAS 182	YES, HAS 183	YES, HAS 184	YES, HAS 185	YES, HAS 186	YES, HAS 187	YES, HAS 188	YES, HAS 189	YES, HAS 190	YES, HAS 191	YES, HAS 192	YES, HAS 193	YES, HAS 194	YES, HAS 195	YES, HAS 196	YES, HAS 197	YES, HAS 198	YES, HAS 199	YES, HAS 200	YES, HAS 201	YES, HAS 202	YES, HAS 203	YES, HAS 204	YES, HAS 205	YES, HAS 206	YES, HAS 207	YES, HAS 208	YES, HAS 209	YES, HAS 210	YES, HAS 211	YES, HAS 212	YES, HAS 213	YES, HAS 214	YES, HAS 215	YES, HAS 216	YES, HAS 217	YES, HAS 218	YES, HAS 219	YES, HAS 220	YES, HAS 221	YES, HAS 222	YES, HAS 223	YES, HAS 224	YES, HAS 225	YES, HAS 226	YES, HAS 227	YES, HAS 228	YES, HAS 229	YES, HAS 230	YES, HAS 231	YES, HAS 232	YES, HAS 233	YES, HAS 234	YES, HAS 235	YES, HAS 236	YES, HAS 237	YES, HAS 238	YES, HAS 239	YES, HAS 240	YES, HAS 241	YES, HAS 242	YES, HAS 243	YES, HAS 244	YES, HAS 245	YES, HAS 246	YES, HAS 247	YES, HAS 248	YES, HAS 249	YES, HAS 250	YES, HAS 251	YES, HAS 252	YES, HAS 253	YES, HAS 254	YES, HAS 255	YES, HAS 256	YES, HAS 257	YES, HAS 258	YES, HAS 259	YES, HAS 260	YES, HAS 261	YES, HAS 262	YES, HAS 263	YES, HAS 264	YES, HAS 265	YES, HAS 266	YES, HAS 267	YES, HAS 268	YES, HAS 269	YES, HAS 270	YES, HAS 271	YES, HAS 272	YES, HAS 273	YES, HAS 274	YES, HAS 275	YES, HAS 276	YES, HAS 277	YES, HAS 278	YES, HAS 279	YES, HAS 280	YES, HAS 281	YES, HAS 282	YES, HAS 283	YES, HAS 284	YES, HAS 285	YES, HAS 286	YES, HAS 287	YES, HAS 288	YES, HAS 289	YES, HAS 290	YES, HAS 291	YES, HAS 292	YES, HAS 293	YES, HAS 294	YES, HAS 295	YES, HAS 296	YES, HAS 297	YES, HAS 298	YES, HAS 299	YES, HAS 300	YES, HAS 301	YES, HAS 302	YES, HAS 303	YES, HAS 304	YES, HAS 305	YES, HAS 306	YES, HAS 307	YES, HAS 308	YES, HAS 309	YES, HAS 310	YES, HAS 311	YES, HAS 312	YES, HAS 313	YES, HAS 314	YES, HAS 315	YES, HAS 316	YES, HAS 317	YES, HAS 318	YES, HAS 319	YES, HAS 320	YES, HAS 321	YES, HAS 322	YES, HAS 323	YES, HAS 324																																																
UNEMPLOYED BUT RECENTLY SAID	1888	168	100	1466	65	125	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	1177	100	11

Proportions/Mean: Columns Tested (5% risk level) - $z/a/b$ - $z/c/d/e/f$ - $z/g/h/i$ - $z/j/k/l/m/n/o/p/q/r/s/t$ - $z/u/v/w/x/y/A/B/C/D/E/F$ - $z/G/H/I/J/K/L/M/N$ - $z/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 6

Q1 How good or poor do you think the NHS is at each of the following? Ensuring there is someone for patients to contact about their ongoing care if they need to

Base: All adults aged 16-75 in England

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE						REFERENDUM 2016 VOTE	
		TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (a)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)	
UNWEIGHTED BASE		1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668	
WEIGHTED BASE		100%	99%	100%	32%	35%	32%	57%	43%	67%	33%	34%	66%	19%	28%	25%	22%	27%	30%	26%	17%	20%	31%	20%	28%	184%	15%	16%	31%	9%	13%	7%	30%	25%	
(2) Very good	224	132	89	107	75	42	138	86	173	51	95	129	32	58	62	65	61	49	57	58	35	57	57	45	87	173	49	38	100	13	18	13	93	65	
	12%	14%	9%	18%	11%	7%	13%	11%	14%	8%	15%	10%	9%	12%	13%	16%	12%	9%	11%	18%	9%	10%	12%	16%	11%	18%	13%	17%	7%	8%	10%	14%	10%		
	beik	zb		zde	e				zi		zk					zl					zpor				ztu		zx						G		
(1) Fairly good	578	293	285	199	191	188	345	234	385	193	202	377	108	142	145	137	161	184	132	101	108	175	124	171	476	101	100	186	60	72	36	217	207		
	31%	32%	30%	33%	29%	31%	32%	29%	31%	31%	31%	30%	29%	29%	31%	33%	31%	33%	27%	32%	28%	30%	33%	32%	30%	36%	33%	31%	34%	30%	28%	32%	31%		
(0) Neither good nor poor	450	219	224	142	161	146	246	204	294	156	142	308	96	128	101	89	124	138	118	71	93	141	89	127	374	70	59	129	47	48	35	146	152		
	24%	24%	24%	23%	24%	24%	23%	25%	23%	25%	22%	25%	26%	26%	21%	22%	24%	24%	24%	23%	25%	24%	24%	24%	24%	24%	25%	20%	22%	27%	20%	27%	22%	23%	
(-1) Fairly poor	332	147	200	100	129	123	204	148	233	119	119	233	64	91	94	75	99	106	100	47	70	120	70	92	313	35	66	105	32	49	23	120	131		
	19%	16%	21%	16%	19%	20%	19%	18%	18%	19%	18%	19%	17%	19%	20%	18%	19%	19%	20%	15%	19%	20%	18%	17%	20%	13%	22%	18%	18%	21%	18%	18%	20%		
(-2) Very poor	172	82	89	38	74	60	87	86	110	62	60	112	37	45	48	28	44	62	46	20	34	67	32	40	150	17	27	46	10	34	18	56	78		
	9%	9%	9%	6%	11%	10%	8%	11%	9%	10%	9%	9%	10%	9%	10%	7%	8%	11%	9%	6%	9%	11%	8%	7%	9%	6%	9%	8%	6%	14%	14%	8%	12%		
	c			zc	c	c							s				s				zw												z		
NET Very/ Fairly Good	803	425	374	307	267	229	483	320	558	245	297	506	140	199	208	202	222	233	189	159	143	232	170	258	649	149	138	286	73	90	48	310	272		
	43%	46%	40%	50%	40%	38%	45%	39%	44%	39%	46%	41%	38%	41%	44%	49%	43%	41%	38%	51%	38%	39%	45%	48%	41%	54%	46%	48%	42%	38%	37%	46%	41%		
	brsj	zb		zde			zk		i		zk					zbn				zpor				ztu		zx								z	
NET Very/ Fairly Poor	525	229	288	138	204	183	291	234	343	182	179	345	101	136	142	103	143	168	147	67	104	187	102	132	463	52	93	151	42	83	41	176	209		
	28%	25%	31%	23%	30%	30%	27%	29%	27%	29%	28%	28%	28%	28%	30%	25%	28%	30%	30%	21%	27%	32%	27%	25%	29%	19%	31%	26%	24%	35%	32%	26%	31%		
	acvy			c	c	c											s				zw				zy								i		
Mean	0.19	0.28	0.1	0.41	0.1	0.05	0.24	0.11	0.23	0.09	0.25	0.15	0.1	0.17	0.18	0.34	0.2	0.1	0.12	0.44	0.12	0.06	0.22	0.34	0.14	0.48	0.2	0.33	0.21	-0.04	0.02	0.27	0.08		
	bde	zb		zde			zk		zi		z					zbn				zpo				ztu		zx		D						eG	
Don't know	111	53	55	23	39	49	58	53	63	66	45	30	80	29	28	20	16	28	27	39	16	39	33	19	19	98	8	9	27	13	17	5	44	35	
	6%	6%	6%	4%	6%	8%	5%	6%	5%	7%	5%	6%	8%	6%	4%	4%	4%	5%	5%	8%	5%	10%	6%	5%	4%	6%	3%	3%	5%	7%	7%	4%	7%	5%	
	cwyA			zc									no							zR		zuvw			y				A						

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 7

Q1 How good or poor do you think the NHS is at each of the following? Ensuring there is someone for patients to contact about their ongoing care if they need to

Base: All adults aged 16-75 in England

[illegible]

Proportions/Mean: Columns Tested [5% risk level] - z/a/z/b/z/c/d/e/f/z/g/h/i/z/j/k/l/m/n/o/p/q/r/s/t/z/u/v/w/x/y/z/A/B/C/D/E/F/z/G/H/I/J/K/L/M/N-z/O/P/Q/R/S/T
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSO5

6 Jan 2025

Table 8
Q2 Which of the following NHS services, if any, have you used in the last 12 months? Please select all that apply
Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1888	927	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	399	369	586	380	553	1509	304	308	613	183	208	136	703	624
WEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668
GP Practice	1099	494	602	279	407	412	627	472	663	435	353	745	218	296	279	215	317	349	295	137	224	372	213	289	953	133	179	350	102	138	85	401	418
	58%	52%	64%	46%	61%	68%	58%	58%	53%	69%	54%	60%	60%	59%	52%		61%	62%	60%	44%	59%	63%	56%	54%	60%	48%	60%	59%	59%	58%	66%	59%	63%
	achi	za		c		zcd			zh		i			o	o		s	s	s		zvw				zv								z
Pharmacist	898	403	488	213	331	354	510	388	524	373	286	612	175	241	220	184	239	302	229	128	188	295	167	247	777	112	144	302	87	114	60	339	359
	48%	43%	52%	35%	49%	58%	47%	48%	42%	60%	44%	49%	48%	49%	47%	45%	46%	53%	46%	41%	50%	50%	44%	46%	49%	40%	48%	51%	50%	48%	47%	50%	54%
	achj	za		c		zcd			zh		j						rps				z				zy								z
Dentist	731	303	421	202	244	285	434	297	451	280	236	495	137	219	170	154	221	229	178	103	142	239	146	205	631	96	122	246	65	92	48	260	288
	39%	33%	45%	33%	36%	47%	40%	37%	36%	45%	36%	40%	43%	45%	38%	34%	43%	40%	36%	33%	37%	40%	38%	38%	40%	35%	41%	42%	37%	38%	37%	38%	43%
	achj	za				zcd			zh				zho				rps	s			z				z								z
NHS App	630	291	333	207	213	210	394	236	392	239	236	394	114	161	158	142	167	191	180	92	110	214	117	189	526	99	94	221	61	74	38	235	226
	33%	31%	35%	34%	32%	35%	37%	29%	31%	38%	36%	32%	31%	33%	34%	35%	32%	34%	37%	30%	29%	36%	31%	35%	33%	36%	31%	37%	35%	31%	29%	35%	34%
Local hospital for a non-emergency routine appointment or procedure	437	183	246	127	137	173	263	175	248	189	165	273	83	121	108	87	118	139	100	81	91	141	83	122	365	69	84	146	40	52	26	152	178
	23%	20%	26%	21%	20%	28%	24%	22%	20%	30%	25%	22%	23%	25%	23%	21%	23%	25%	20%	26%	24%	24%	22%	23%	23%	25%	28%	25%	23%	22%	20%	22%	27%
	ah		za			zcd			zh		z																						z
NHS 111 telephone service	278	133	142	111	107	59	153	124	187	91	102	175	53	62	70	77	74	90	66	47	48	75	66	89	224	50	31	101	23	33	29	107	86
	15%	14%	15%	18%	16%	10%	14%	15%	15%	14%	16%	14%	14%	13%	15%	19%	14%	16%	13%	15%	13%	13%	16%	17%	14%	18%	10%	17%	13%	14%	23%	16%	13%
	ak			ze	e				zh		ak																					zacd	
Accident and emergency at hospital	275	116	154	103	101	71	152	123	181	94	87	187	52	69	69	65	88	85	64	37	37	79	63	95	229	43	33	100	19	32	20	94	96
	15%	13%	16%	17%	15%	12%	14%	15%	14%	15%	13%	15%	14%	14%	15%	16%	17%	15%	13%	12%	10%	13%	17%	18%	14%	16%	11%	17%	11%	13%	15%	14%	14%
	aet	za		e																		t		rt									
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	244	120	122	103	93	48	146	98	175	69	97	147	45	58	70	62	65	75	60	44	39	59	60	86	201	41	37	85	18	23	20	93	88
	13%	13%	13%	17%	14%	8%	14%	12%	14%	11%	15%	12%	12%	12%	15%	15%	12%	13%	12%	14%	10%	10%	16%	16%	13%	15%	12%	14%	10%	9%	15%	14%	13%
	eu			ze	e						z											tu	rtu										
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	215	100	113	101	83	31	115	100	136	79	77	138	53	57	58	33	53	67	55	40	46	51	55	63	171	43	20	76	26	19	28	89	58
	11%	11%	12%	17%	12%	5%	11%	12%	11%	13%	12%	11%	14%	12%	12%	8%	10%	12%	11%	13%	12%	9%	14%	12%	11%	15%	7%	13%	15%	8%	22%	13%	9%
	euouA			zde	e								o									u				zx							G
NHS 111 online service	206	89	114	119	61	25	119	87	147	59	80	126	41	42	56	55	50	62	48	45	25	42	52	87	158	45	23	74	21	20	18	76	60
	11%	10%	12%	20%	9%	4%	11%	11%	12%	9%	12%	10%	11%	9%	12%	13%	10%	11%	10%	14%	7%	7%	14%	16%	10%	16%	8%	12%	12%	8%	14%	11%	9%
	etux			zde	e						z					m						tu	rtu										
GP out-of-hours service	133	61	70	66	52	15	62	70	105	27	48	85	29	39	34	28	32	37	34	29	18	31	37	47	94	37	16	51	9	14	18	44	49
	7%	7%	7%	11%	8%	2%	6%	9%	8%	4%	7%	7%	8%	8%	7%	7%	6%	7%	7%	9%	5%	5%	10%	9%	6%	13%	5%	9%	5%	6%	14%	6%	7%
	etlux			ze	e				zi													rtu										zacd	
Other (please specify)	28	12	16	4	6	18	19	9	9	19	6	21	4	11	7	5	7	10	11	-	9	13	3	3	27	11	6	10	4	5	-	11	11
	1%	1%	2%	1%	1%	3%	2%	1%	1%	3%	1%	2%	1%	2%	1%	1%	1%	2%	2%	-	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	-	2%
	chiv					zcd			zh								s	s			w	w											
None of the above	252	135	114	71	113	68	146	105	205	47	90	162	49	59	55	61	62	72	68	50	62	69	52	68	213	32	38	50	32	37	13	87	79
	13%	15%	12%	12%	17%	11%	14%	13%	16%	7%	14%	13%	13%	12%	12%	15%	12%	13%	14%	16%	16%	12%	14%	13%	13%	11%	13%	8%	18%	15%	10%	13%	12%
	ib			zce					zi													w											
Don't know	16	9	7	9	5	3	7	9	13	3	7	9	5	2	5	4	5	4	3	4	4	5	3	4	11	4	1	6	1	2	1	2	2
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	*	1%	1%	*	*
Prefer not to say	8	4	4	5	2	1	3	5	3	5	1	8	5	-	-	1	1	2	3	1	2	2	-	3	5	3	-	3	-	1	-	1	2
	*	*	*	1%	*	*	*	1%	*	1%	*	1%	1%	-	-	*	*	*	1%	*	1%	*	-	1%	*	*	1%	-	*	-	*	-	*
	j												zmn																				

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 9
Q2 Which of the following NHS services, if any, have you used in the last 12 months? Please select all that apply

[illegible]

Proportions/Mean: Columns Tested [5% risk level] - $z/x/b/b$ - $z/c/d/e/f$ - $z/g/h/i$ - $z/j/k/l/m/n/o/p/q/r/s/t$ - $z/u/v/w/x/y/z/A/B/C/D/E/F$ - $z/G/H/I/J/K/L/M/N$ - $z/O/P/Q/R/S$
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 10
Q3 Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£49999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	1888	927	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	399	369	586	380	553	1509	304	308	613	183	208	136	703	624	
WEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668	
	100%	50%	50%	32%	35%	32%	57%	43%	67%	33%	34%	66%	19%	26%	25%	22%	27%	30%	29%	17%	20%	31%	20%	28%	84%	15%	16%	31%	9%	12%	7%	36%	35%	
Yes	307	176	186	125	127	115	192	174	236	131	123	244	76	110	76	77	92	129	96	50	48	124	81	115	295	67	56	128	29	48	26	131	131	
	16%	19%	20%	20%	19%	19%	18%	21%	19%	21%	19%	20%	21%	22%	16%	19%	18%	23%	19%	16%	13%	21%	21%	21%	19%	24%	19%	22%	17%	20%	20%	19%	20%	
No	1457	715	730	448	527	482	860	588	982	475	509	948	274	363	381	327	408	414	384	252	322	452	278	406	1245	197	238	452	141	181	100	525	523	
	77%	77%	78%	74%	79%	79%	80%	74%	78%	76%	79%	77%	75%	74%	81%	80%	79%	73%	78%	81%	85%	76%	73%	76%	79%	71%	79%	76%	81%	76%	77%	78%	78%	
	crav				c	c	rk							zm			q				q	zuwv			zv									
Don't know	34	20	12	23	7	3	13	20	20	13	11	23	9	8	10	5	6	11	9	8	4	8	11	11	21	11	5	8	3	3	3	12	4	
	2%	2%	1%	4%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	3%	2%	1%	4%	2%	1%	2%	1%	2%	2%	1%	
	efxG			zde																					zx									
Prefer not to say	30	15	13	13	9	8	12	18	22	8	6	24	8	10	4	2	11	11	5	4	6	9	11	4	23	4	1	6	1	6	-	7	10	
	2%	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	1%	1%	3%	1%	1%	1%	*	1%	1%	2%	-	1%	2%	
	fioA																					zw						A						

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/f/g
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All adults aged 16-75 in England

Yes	1889		1890	1891	1892	1893	1894	1895	1896	1897	1898	1899	1900	1901	1902	1903	1904	1905	1906	1907	1908	1909	1910	1911	1912	1913	1914	1915	1916	1917	1918	1919	1920	1921	1922	1923	1924	1925	1926	1927	1928	1929	1930	1931	1932	1933	1934	1935	1936	1937	1938	1939	1940	1941	1942	1943	1944	1945	1946	1947	1948	1949	1950	1951	1952	1953	1954	1955	1956	1957	1958	1959	1960	1961	1962	1963	1964	1965	1966	1967	1968	1969	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339
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Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 12
Q4 Which of the following NHS services, if any, has the person you care for used in the last 12 months? Please select all that apply

Base: All Carers

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1 (l)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE	
UNWEIGHTED BASE	380	192	183	135	127	118	221	159	241	139	191	189	76	106	82	89	99	131	100	50	46	130	82	122	298	76	63	136	33	46	25	139	130	
WEIGHTED BASE	367	176	186	125	127	115	192	174	236	131	123	244	76*	110*	76*	77*	92*	129	96*	50*	48*	124	81*	115	295	67*	56*	128	29**	50*	48*	26**	131	131
	100%	48%	51%	34%	36%	31%	52%	48%	64%	30%	33%	32%	21%	28%	21%	21%	25%	35%	20%	16%	13%	34%	22%	21%	50%	18%	15%	35%	36**	19%	15%	26%	35%	
GP Practice	233	97	133	51	89	92	116	117	136	97	67	166	45	80	46	43	61	89	60	22	31	88	49	66	198	32	36	79	19	40	16	82	100	
	63%	28%	32%	15%	21%	20%	32%	31%	36%	24%	16%	40%	12%	20%	14%	13%	17%	20%	13%	6%	8%	24%	15%	15%	57%	48%	64%	62%	68%	82%	60%	62%	76%	
	achi	cy	za	c	zc				zh		i		zo				s	s	s		w				zv					zB		zF		
Pharmacist	183	84	98	41	69	73	99	85	106	77	61	122	37	49	40	40	50	61	54	19	25	69	31	59	151	31	25	65	19	28	12	73	73	
	50%	24%	26%	16%	20%	19%	26%	23%	28%	19%	16%	20%	10%	12%	10%	10%	14%	15%	8%	4%	12%	15%	15%	15%	31%	18%	25%	21%	26%	28%	17%	55%	56%	
Local hospital for a non-emergency routine appointment or procedure	123	50	71	25	45	53	61	62	72	51	41	82	33	28	22	30	35	42	35	11	19	42	22	40	98	22	21	43	9	19	9	47	48	
	34%	28%	38%	20%	35%	46%	32%	36%	31%	39%	34%	34%	43%	25%	29%	39%	38%	33%	37%	22%	40%	34%	27%	35%	33%	33%	37%	34%	30%	39%	34%	36%	37%	
	acm			c	cc								m																					
Dentist	99	41	58	30	28	41	52	47	53	46	30	69	19	39	13	18	26	35	27	11	11	36	21	31	79	19	12	41	8	13	4	36	40	
	27%	24%	31%	24%	22%	30%	27%	27%	22%	28%	25%	28%	25%	35%	17%	24%	28%	27%	28%	22%	24%	29%	26%	27%	27%	28%	21%	32%	29%	26%	13	16%	27%	31%
NHS 111 telephone service	90	35	54	29	32	29	43	47	58	32	29	61	20	25	26	16	28	25	22	15	12	39	15	24	71	19	12	38	7	5	5	40	25	
	25%	20%	29%	23%	25%	25%	22%	27%	24%	25%	23%	25%	27%	23%	34%	21%	30%	20%	23%	30%	25%	32%	18%	21%	24%	28%	22%	30%	26%	11%	18%	31%	19%	
	D																				zv											G		
Accident and emergency at hospital	90	35	53	21	34	34	50	40	63	26	27	63	19	22	21	21	29	31	20	9	10	34	16	30	75	14	11	35	7	14	6	33	33	
	24%	20%	28%	17%	27%	30%	26%	23%	27%	20%	22%	26%	25%	20%	27%	28%	32%	24%	21%	17%	20%	27%	20%	26%	25%	20%	20%	27%	26%	30%	24%	25%	25%	
	ac																																	
NHS App	85	50	35	33	28	24	43	42	65	20	30	56	12	22	25	20	18	28	28	11	8	32	18	26	70	15	11	34	4	10	4	33	26	
	23%	28%	19%	27%	22%	21%	22%	24%	28%	15%	24%	23%	16%	20%	32%	26%	20%	22%	29%	23%	17%	26%	23%	23%	24%	23%	20%	27%	15%	21%	16%	25%	20%	
	bi	zb					zi								i																			
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	76	42	33	40	23	13	41	35	56	20	29	47	16	21	19	17	17	23	20	16	11	21	21	23	55	19	11	30	5	10	7	31	21	
	21%	24%	18%	32%	18%	11%	21%	20%	24%	16%	24%	19%	22%	19%	26%	22%	19%	18%	20%	32%	23%	17%	26%	20%	19%	28%	19%	24%	16%	21%	27%	24%	16%	
	e			zde																														
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	70	34	35	24	21	26	38	32	48	21	26	44	15	15	19	17	16	25	21	7	9	31	14	16	59	11	15	23	5	8	4	23	27	
	19%	19%	19%	19%	16%	22%	20%	18%	21%	16%	21%	18%	20%	14%	25%	22%	18%	20%	22%	14%	18%	25%	18%	14%	20%	17%	27%	18%	19%	16%	15%	18%	21%	
GP out-of-hours service	51	21	29	18	19	14	35	16	34	17	18	34	11	10	16	12	15	18	10	8	10	14	7	20	32	18	4	26	4	7	5	19	18	
	14%	12%	16%	15%	15%	12%	18%	9%	14%	13%	14%	14%	15%	9%	21%	16%	17%	14%	10%	17%	21%	11%	8%	18%	11%	26%	8%	20%	14%	14%	18%	14%	13%	
	gx			ad			re						m												rx			zA						
NHS 111 online service	36	15	19	14	13	8	21	15	28	8	14	21	4	11	6	14	8	16	7	5	3	11	4	18	26	9	5	15	3	2	1	14	12	
	10%	9%	10%	12%	10%	7%	11%	8%	12%	6%	12%	9%	5%	10%	8%	18%	9%	13%	7%	9%	6%	9%	5%	15%	9%	13%	8%	12%	11%	4%	5%	10%	9%	
	z															zi								zv										
Other (please specify)	6	1	5	1	1	4	3	3	1	4	2	4	3	2	-	1	2	2	2	-	1	3	1	-	6	-	2	1	2	-	-	-	2	3
	2%	1%	3%	1%	1%	3%	2%	2%	1%	3%	1%	2%	4%	1%	-	1%	3%	1%	2%	-	3%	2%	2%	-	2%	-	4%	+	5%	-	-	-	2%	2%
	ah																																	
None of the above	16	9	6	9	5	2	9	6	10	6	9	7	4	4	4	4	3	6	3	3	3	3	4	5	12	4	2	3	2	1	-	3	4	
	4%	5%	3%	7%	4%	2%	5%	4%	4%	5%	7%	3%	5%	4%	6%	5%	3%	5%	3%	7%	7%	2%	5%	5%	4%	6%	3%	2%	9%	2%	-	2%	3%	
											zk																							
Don't know	7	2	5	2	2	3	3	3	3	4	1	5	-	3	1	2	1	3	3	-	-	3	3	1	7	-	-	2	-	-	-	1	-	2
	2%	1%	3%	2%	1%	3%	2%	2%	1%	3%	1%	2%	-	3%	1%	2%	1%	3%	3%	-	-	2%	4%	1%	2%	-	-	2%	-	-	-	4%	-	1%
Prefer not to say	1	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	+	1%	-	1%	-	-	1%	-	+	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	1%	-	2%	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base; ** very small base (under 30) Ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

IPSOS

Q4 Which of the following NHS services, if any, has the person you care for used in the last 12 months? Please select all that apply

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - z/a/z/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base: ** very small base (under 30) ineligible for sig testing



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSOS

6 Jan 2025

Table 14

Q5 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? SUMMARY TABLE

Base: All who have used/ someone they care for has used an NHS service P12M

	Received an invitation to an appointment by letter or text after the date of the appointment	Been given incorrect contact information	Been told or sent information that you could not understand	Not been kept updated about how long you would have to wait for care or treatment	Had to chase for your results (e.g., test, scan or x-ray results)	Not been told who to contact about your care whilst waiting	Been told or sent the wrong appointment date or time	Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available	Tried to contact the NHS to change or cancel an existing appointment but not been able to
UNWEIGHTED BASE	1640	1640	1640	1640	1640	1640	1640	1640	1640
WEIGHTED BASE	1630	1630	1630	1630	1630	1630	1630	1630	1630
Yes, this has happened to me	327 20%	194 12%	228 14%	510 31%	515 32%	365 22%	209 13%	216 13%	278 17%
Yes, this has happened to someone I care for	79 5%	55 3%	82 5%	121 7%	117 7%	97 6%	67 4%	71 4%	67 4%
No	1221 75%	1365 84%	1309 80%	1003 61%	1009 62%	1147 70%	1348 83%	1326 81%	1278 78%
NET Yes	395 24%	240 15%	298 18%	612 38%	599 37%	452 28%	267 16%	284 17%	333 20%
Prefer not to say	15 1%	26 2%	23 1%	16 1%	23 1%	32 2%	16 1%	21 1%	20 1%

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 15
Q5 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? Received an invitation to an appointment by letter or text after the date of the appointment

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	346	315	521	327	477	1306	265	276	562	150	175	121	628	555
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1063	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595
	100%	48%	51%	32%	34%	33%	57%	43%	65%	35%	34%	60%	19%	27%	25%	24%	30%	30%	26%	16%	19%	28%	20%	20%	84%	15%	16%	33%	2%	12%	7%	36%	35%
Yes, this has happened to me	327	154	169	142	119	66	173	154	226	101	136	191	53	92	91	72	96	100	72	59	50	91	73	113	243	79	67	88	24	38	23	114	112
	20%	20%	20%	27%	21%	12%	19%	22%	21%	18%	24%	18%	17%	21%	22%	21%	21%	20%	17%	23%	16%	17%	22%	24%	18%	33%	25%	18%	17%	19%	20%	19%	19%
Yes, this has happened to someone I care for	79	43	36	38	28	14	38	41	52	28	27	52	15	27	18	17	21	26	17	15	13	24	17	26	59	20	9	35	2	12	6	30	24
	5%	6%	4%	7%	5%	3%	4%	6%	5%	5%	5%	5%	5%	6%	4%	5%	5%	5%	4%	6%	4%	5%	5%	5%	4%	8%	3%	6%	2%	6%	5%	5%	4%
No	1221	581	625	345	413	462	721	500	772	448	992	828	241	317	307	257	339	364	331	185	249	411	236	324	1065	143	193	411	113	150	86	454	461
	75%	74%	75%	65%	74%	85%	78%	71%	73%	78%	71%	77%	77%	73%	74%	74%	75%	73%	78%	72%	79%	78%	73%	70%	78%	60%	72%	76%	80%	75%	75%	76%	77%
NET Yes	395	191	200	174	141	80	204	192	270	125	160	235	67	115	104	88	111	124	87	73	63	111	87	134	294	95	75	128	26	49	28	139	132
	24%	24%	24%	33%	25%	15%	22%	27%	26%	22%	29%	22%	21%	26%	25%	25%	24%	25%	21%	28%	20%	21%	27%	29%	21%	40%	28%	24%	18%	24%	24%	23%	22%
Prefer not to say	15	10	5	8	3	3	5	9	11	4	4	11	5	3	2	3	3	7	4	-	4	2	2	6	13	1	1	3	2	1	*	1	3
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	*	1%	2%	1%	*	*	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 16

Q5 Which of the following, if any, have you or someone you care for experienced when receiving NRTS care and treatment in the last 12 months? Received an invitation to an appointment by letter or text after the date of the appointment

Base: All who have used/ someone they care for has used an NHTS service P12M

[illegible]

Proportions/Mean: Columns Tested [5% risk level] - $z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S$
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 17
Q5 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? Been given incorrect contact information

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE						REFERENDUM 2016 VOTE	
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£49999 (o)	£50000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	286	146	315	521	327	477	1306	265	276	562	150	175	121	628	555
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1063	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595	
	100%	48%	51%	32%	34%	33%	57%	43%	65%	35%	34%	66%	19%	27%	25%	21%	28%	30%	26%	16%	19%	32%	20%	28%	84%	15%	16%	33%	9%	12%	7%	36%	36%	
Yes, this has happened to me	194	99	93	79	75	41	109	85	126	68	75	119	38	48	57	41	54	51	48	41	26	61	51	55	149	43	23	70	12	20	24	78	62	
	12% etx	13%	11%	15% ze	13%	7%	12%	12%	12%	12%	14% z	11%	12%	11%	14%	12%	12%	10%	11%	16%	8%	12%	16%	12%	11%	18%	9%	13%	9%	10%	21% ABCD	13%	10%	
Yes, this has happened to someone I care for	55	31	24	34	14	7	29	26	46	8	23	32	11	10	17	14	17	13	14	11	8	16	12	18	41	14	7	21	5	10	8	26	13	
	3% ei	4%	3%	6% zde	3%	1%	3%	4%	4%	1%	4%	3%	3%	2%	4%	4%	4%	3%	3%	3%	4%	3%	3%	4%	4%	3%	6% zx	3%	4%	3%	5%	7%	4%	2%
No	1365	641	711	406	463	496	785	580	867	498	452	913	258	375	337	289	379	426	357	203	275	448	260	382	1172	182	233	447	125	173	84	489	518	
	84% ciw vE	82%	86%	77%	83%	91%	84%	83%	82%	86%	81%	85%	82%	86%	82%	83%	84%	86%	85%	79%	87%	86%	80%	82%	85%	76%	87%	82%	88%	86%	73%	82%	87%	87%
				c z	zcd				zh		i						s				v	v			zv		E	E	E	E		ABC D	xf	
NET Yes	240	125	112	107	86	47	131	109	168	72	96	144	46	55	72	53	68	63	59	50	33	73	62	72	182	55	30	89	16	27	30	98	71	
	15% etwG	16%	14%	20% zde	15%	9%	14%	16%	16%	12%	17% zk	13%	15%	13%	17%	15%	15%	13%	14%	19%	10%	14%	19%	16%	13%	23%	11%	16%	11%	13%	26% ABCD	17%	12%	
Prefer not to say	26	16	7	14	8	3	13	12	19	7	8	18	9	5	4	5	7	8	6	5	8	3	4	10	18	3	5	6	1	1	*	7	6	
	2% beu	2%	1%	3% ze	1%	1%	1%	2%	2%	1%	1%	2%	3%	1%	1%	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%	1%	2%	1%	1%	1%	*	1%	1%	

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q5 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? Been given incorrect contact information

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 19

Q5 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? Been told or sent information that you could not understand

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£49999 (n)	£50000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (z)	LABOUR (aa)	LIBERAL DEMOCRATS (ab)	REFORM UK (ac)	OTHER PARTIES (ad)	REMAIN (ae)	LEAVE (af)	
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	286	315	521	327	477	1306	265	276	562	150	175	121	628	555	
WEIGHTED BASE	1630	782	830	528	577	546	930	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595	
	100%	48%	51%	32%	34%	33%	57%	43%	65%	33%	34%	66%	19%	27%	25%	21%	28%	30%	20%	16%	19%	32%	20%	28%	84%	15%	16%	33%	9%	12%	7%	36%	36%	
Yes, this has happened to me	228	126	100	125	67	36	115	112	171	56	83	145	42	52	62	54	48	66	66	48	39	53	50	86	178	48	34	82	12	28	21	94	54	
	14%	16%	12%	24%	12%	7%	12%	16%	16%	10%	15%	13%	13%	12%	15%	15%	11%	13%	16%	19%	12%	10%	15%	19%	13%	20%	13%	15%	9%	14%	19%	16%	9%	
	befi	zb		zde	e				zi									p	pd		u		ztu	zx									G	
Yes, this has happened to someone I care for	82	42	38	38	26	17	48	33	61	20	32	50	15	21	23	17	22	27	19	14	12	29	15	25	59	22	13	25	5	10	10	34	24	
	5%	5%	5%	7%	5%	3%	5%	5%	6%	4%	6%	5%	5%	5%	6%	5%	5%	6%	4%	5%	4%	6%	5%	5%	4%	9%	5%	5%	4%	5%	9%	6%	4%	
	ew			ze																					xs									
No	1309	605	690	353	463	493	757	552	814	496	437	873	248	362	326	273	383	399	336	191	259	442	254	355	1129	166	222	431	124	162	85	464	517	
	80%	77%	83%	67%	83%	90%	81%	79%	77%	86%	78%	81%	79%	83%	79%	79%	84%	81%	80%	74%	82%	84%	78%	76%	82%	69%	83%	80%	87%	81%	74%	78%	87%	
	achs	vy	za	zc	zcd				zh								zs					zvw			zv			zBE					zf	
NET Yes	298	162	133	158	90	50	157	141	224	74	110	188	57	68	82	69	64	91	83	61	49	79	64	106	226	69	45	102	17	38	29	122	77	
	18%	21%	16%	30%	16%	9%	17%	20%	21%	13%	20%	17%	18%	16%	20%	20%	14%	18%	20%	23%	15%	15%	20%	23%	16%	29%	17%	19%	12%	19%	25%	20%	13%	
	befi	zb		zde	e				zi									p	pd				ztu	zx							C	G		
Prefer not to say	23	15	8	17	4	2	15	8	16	8	9	14	8	4	4	5	7	6	4	7	9	3	7	4	17	5	2	8	1	1	1	9	2	
	1%	2%	1%	3%	1%	*	2%	1%	1%	1%	2%	1%	3%	1%	1%	2%	1%	1%	1%	3%	3%	1%	2%	1%	1%	2%	1%	2%	*	*	1%	2%	*	
	evuG			zde																	zv		u										G	

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who have used/ someone they care for has used an NHS service P12M

Proportions/Mean: Columns Tested [5% risk level] - z/a/z/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 21

Q5 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? Not been kept updated about how long you would have to wait for care or treatment

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£49999 (n)	£50000-£54999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	246	315	521	327	477	1356	265	276	562	150	175	121	628	555	
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595	
Yes, this has happened to me	100%	48%	51%	32%	34%	33%	57%	43%	65%	33%	34%	66%	19%	27%	25%	24%	28%	30%	22%	16%	19%	32%	23%	28%	84%	15%	16%	33%	9%	12%	7%	36%	35%	
	510	231	273	214	166	130	277	233	343	167	182	328	112	140	132	88	127	171	127	85	85	161	111	153	420	83	71	166	47	56	42	190	161	
	31%	30%	33%	41%	30%	24%	30%	33%	33%	29%	33%	31%	16%	32%	32%	25%	28%	35%	30%	33%	27%	31%	34%	33%	31%	35%	27%	31%	33%	28%	36%	32%	27%	
Yes, this has happened to someone I care for	121	61	58	47	37	37	69	52	73	48	44	77	27	33	23	28	36	38	30	17	19	42	26	35	100	22	17	42	12	21	10	43	43	
	7%	8%	7%	9%	7%	7%	7%	7%	7%	8%	8%	7%	9%	8%	6%	8%	8%	8%	7%	7%	6%	8%	8%	7%	7%	9%	6%	8%	9%	10%	8%	7%	7%	
	1003	489	505	263	357	383	591	412	638	365	333	670	172	266	259	233	291	289	267	155	210	329	190	274	859	133	180	336	85	129	63	363	401	
No	61%	62%	61%	50%	64%	70%	64%	59%	61%	63%	60%	62%	55%	61%	63%	67%	64%	58%	63%	60%	66%	63%	58%	59%	63%	56%	67%	62%	60%	64%	55%	61%	67%	
	chy			c	zcd		z																		y		E							
	612	285	319	257	195	159	335	277	406	206	219	393	135	166	151	114	157	200	154	100	102	193	132	185	501	104	86	203	56	72	51	226	192	
NET Yes	38%	36%	38%	49%	35%	29%	36%	40%	39%	36%	39%	37%	43%	38%	37%	33%	35%	40%	36%	39%	32%	37%	40%	40%	37%	43%	32%	37%	40%	36%	45%	38%	32%	
	estG			zde									zo												z						A			
	16	9	7	7	6	4	4	12	9	7	5	11	6	2	4	1	5	6	2	3	5	2	4	6	12	3	3	3	1	-	1	5	2	
Prefer not to say	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	1%	1%	2%	*	1%	*	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	-	1%	1%	*
	f								zf																									

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q5 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? Not been kept updated about how long you would have to wait for care or treatment

Base: All who have used/ someone they care for has used an NHS service P12M

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 23
Q5 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? Had to chase for your results (e.g., test, scan or x-ray results)

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000- £34999 (n)	£35000- £49999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATI VE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	346	315	521	327	477	1306	265	376	562	150	175	121	628	555
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595
	100%	48%	51%	32%	34%	33%	57%	43%	65%	33%	34%	66%	19%	27%	25%	21%	28%	30%	20%	16%	19%	32%	22%	28%	84%	15%	16%	33%	3%	12%	7%	36%	35%
Yes, this has happened to me	515	211	295	198	176	141	294	221	342	173	186	329	102	131	144	104	139	160	139	87	79	175	104	157	418	92	72	180	39	58	45	196	161
	32%	27%	36%	38%	32%	26%	32%	32%	32%	30%	33%	31%	33%	30%	35%	30%	31%	32%	31%	34%	25%	33%	32%	34%	30%	38%	27%	33%	27%	29%	39%	33%	27%
	aetx		za	ze	e																t			t	zx						A	G	
Yes, this has happened to someone I care for	117	49	68	48	42	27	64	53	77	40	38	79	29	31	28	20	35	33	28	21	18	37	24	38	88	29	18	40	6	15	6	44	40
	7%	6%	8%	9%	8%	5%	7%	8%	7%	7%	7%	7%	9%	7%	7%	6%	8%	7%	7%	8%	6%	7%	7%	8%	6%	12%	7%	7%	4%	8%	5%	7%	7%
	ex			e																					fx								
No	1009	518	483	280	348	382	580	429	641	368	331	678	186	276	246	226	286	306	265	153	220	321	198	271	875	122	180	325	97	134	63	362	404
	62%	66%	58%	53%	62%	70%	62%	61%	61%	64%	60%	63%	59%	64%	60%	65%	63%	62%	63%	59%	69%	61%	61%	58%	64%	51%	67%	60%	68%	67%	55%	61%	68%
	bciv	zb			c	zcd															zuwv				zv								
NET Yes	599	249	340	236	202	160	340	259	400	199	218	381	123	152	161	120	164	184	151	100	90	202	123	183	479	115	87	211	43	66	51	227	186
	37%	32%	41%	45%	36%	29%	37%	37%	38%	34%	39%	35%	39%	35%	39%	34%	36%	37%	36%	39%	26%	39%	38%	40%	35%	48%	32%	39%	30%	33%	44%	38%	31%
	aetx		za	zde	e						z										t	t	t		zx						AC	G	
Prefer not to say	23	15	7	11	7	4	10	13	12	10	7	16	4	6	6	2	5	5	7	6	7	1	5	10	20	3	2	7	2	1	1	5	6
	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	*	1%	1%	2%	2%	2%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	bu																				u		u	u									

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who have used/ someone they care for has used an NHS service P12M

Proportions/Mean: Columns Tested [5% risk level] - z/a/b/c/d/e/f/ - z/g/h/i/ - z/j/k/l/m/n/o/p/q/r/s/t/ - z/u/v/w/x/y/z/A/B/C/D/E/F/ - z/G/H/I/J/K/L/M/N/ - z/O/P/Q/R/S/

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSO5

6 Jan 2025

Table 25
Q5 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? Not been told who to contact about your care whilst waiting

Base: All who have used/ someone they care for has used an NHS service P12M

		GENDER					AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
		TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (ve)	LABOUR (la)	LIBERAL DEMOCRATS (li)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)		
UNWEIGHTED BASE		1630	782	830	528	557	1630	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595			
WEIGHTED BASE		100%	48%	51%	32%	34%	33%	57%	43%	65%	35%	34%	66%	19%	27%	25%	21%	28%	30%	26%	16%	19%	32%	23%	28%	84%	15%	16%	33%	9%	12%	7%	36%	36%		
Yes, this has happened to me	365	166	197	159	121	85	202	163	247	118	138	227	88	93	23	69	85	130	82	69	67	112	75	112	301	59	44	135	34	38	34	143	106			
	22%	21%	24%	30%	22%	16%	22%	23%	23%	20%	25%	21%	28%	21%	23%	20%	19%	26%	19%	27%	21%	21%	23%	24%	22%	25%	17%	25%	24%	19%	30%	24%	18%			
	rsAG			zde	e								zo				zpr			pr								A			AD	G				
Yes, this has happened to someone I care for	97	45	52	41	38	18	52	45	70	27	34	63	16	19	26	26	26	26	26	20	12	27	21	37	76	21	15	35	4	18	7	37	33			
	6%	6%	6%	8%	7%	3%	6%	6%	7%	5%	6%	6%	5%	4%	6%	7%	6%	5%	6%	8%	4%	5%	6%	8%	6%	9%	6%	6%	3%	9%	7%	6%	6%			
	e			e	e																rt			rt			6%	6%	3%	C	7%					
No	1147	556	576	321	392	433	660	487	728	419	378	769	206	319	288	252	338	335	311	162	232	383	228	304	981	156	208	368	101	147	70	410	455			
	70%	71%	69%	61%	70%	79%	71%	69%	69%	73%	68%	72%	66%	73%	70%	72%	74%	68%	74%	63%	73%	73%	70%	65%	71%	65%	77%	68%	71%	73%	61%	69%	77%			
	ciw			c	zcd								l				zds		s		w	w			z		zBE			E		zF				
NET Yes	452	207	243	193	157	101	251	201	309	143	170	281	99	112	117	92	107	153	104	87	77	136	91	147	366	80	58	167	38	53	42	176	135			
	28%	26%	29%	37%	28%	18%	27%	29%	29%	25%	31%	26%	32%	26%	28%	27%	24%	31%	25%	34%	24%	26%	28%	32%	27%	33%	22%	31%	27%	27%	37%	30%	23%			
	rsAG			zde	e												p			zpr				rt	rx		A			zA	G					
Prefer not to say	32	20	11	13	7	12	18	14	16	16	8	24	8	4	8	4	8	8	7	9	7	6	6	13	25	4	3	7	3	-	3	9	4			
	2%	3%	1%	2%	1%	2%	2%	2%	2%	3%	1%	2%	3%	1%	2%	1%	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%	1%	1%	2%	-	3%	2%	1%			
	G																													D						

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 26

Q5 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? Not been told who to contact about your care whilst waiting

Base: All who have used/ someone they care for has used an NHTS service P12M

NAME	HAS A LONG TERM PHYSICAL OR MENTAL HEALTH CONDITION, DISABILITY, OR ILLNESS										CURRENT FINANCIAL SITUATION										PERSONAL USE OF HIS SERVICES IN PJM										USE OF HIS SERVICES IN PJM PERSON THEY CARE FOR										NHS SERVICE EXPERIENCE IN PJM										I/MO QUINITY																																																																																																																																																																																																																																																																																								
	IS A CARER																																																																																																																																																																																																																																																																																																																																										
	TOTAL	YES	NO	YES/HAS AT LEAST 1	YES/HAS 1	YES/HAS 2	YES/HAS 3	YES/HAS 4	YES/HAS 5	YES/HAS 6	YES/HAS 7	YES/HAS 8	YES/HAS 9	YES/HAS 10	YES/HAS 11	YES/HAS 12	YES/HAS 13	YES/HAS 14	YES/HAS 15	YES/HAS 16	YES/HAS 17	YES/HAS 18	YES/HAS 19	YES/HAS 20	YES/HAS 21	YES/HAS 22	YES/HAS 23	YES/HAS 24	YES/HAS 25	YES/HAS 26	YES/HAS 27	YES/HAS 28	YES/HAS 29	YES/HAS 30	YES/HAS 31	YES/HAS 32	YES/HAS 33	YES/HAS 34	YES/HAS 35	YES/HAS 36	YES/HAS 37	YES/HAS 38	YES/HAS 39	YES/HAS 40	YES/HAS 41	YES/HAS 42	YES/HAS 43	YES/HAS 44	YES/HAS 45	YES/HAS 46	YES/HAS 47	YES/HAS 48	YES/HAS 49	YES/HAS 50	YES/HAS 51	YES/HAS 52	YES/HAS 53	YES/HAS 54	YES/HAS 55	YES/HAS 56	YES/HAS 57	YES/HAS 58	YES/HAS 59	YES/HAS 60	YES/HAS 61	YES/HAS 62	YES/HAS 63	YES/HAS 64	YES/HAS 65	YES/HAS 66	YES/HAS 67	YES/HAS 68	YES/HAS 69	YES/HAS 70	YES/HAS 71	YES/HAS 72	YES/HAS 73	YES/HAS 74	YES/HAS 75	YES/HAS 76	YES/HAS 77	YES/HAS 78	YES/HAS 79	YES/HAS 80	YES/HAS 81	YES/HAS 82	YES/HAS 83	YES/HAS 84	YES/HAS 85	YES/HAS 86	YES/HAS 87	YES/HAS 88	YES/HAS 89	YES/HAS 90	YES/HAS 91	YES/HAS 92	YES/HAS 93	YES/HAS 94	YES/HAS 95	YES/HAS 96	YES/HAS 97	YES/HAS 98	YES/HAS 99	YES/HAS 100	YES/HAS 101	YES/HAS 102	YES/HAS 103	YES/HAS 104	YES/HAS 105	YES/HAS 106	YES/HAS 107	YES/HAS 108	YES/HAS 109	YES/HAS 110	YES/HAS 111	YES/HAS 112	YES/HAS 113	YES/HAS 114	YES/HAS 115	YES/HAS 116	YES/HAS 117	YES/HAS 118	YES/HAS 119	YES/HAS 120	YES/HAS 121	YES/HAS 122	YES/HAS 123	YES/HAS 124	YES/HAS 125	YES/HAS 126	YES/HAS 127	YES/HAS 128	YES/HAS 129	YES/HAS 130	YES/HAS 131	YES/HAS 132	YES/HAS 133	YES/HAS 134	YES/HAS 135	YES/HAS 136	YES/HAS 137	YES/HAS 138	YES/HAS 139	YES/HAS 140	YES/HAS 141	YES/HAS 142	YES/HAS 143	YES/HAS 144	YES/HAS 145	YES/HAS 146	YES/HAS 147	YES/HAS 148	YES/HAS 149	YES/HAS 150	YES/HAS 151	YES/HAS 152	YES/HAS 153	YES/HAS 154	YES/HAS 155	YES/HAS 156	YES/HAS 157	YES/HAS 158	YES/HAS 159	YES/HAS 160	YES/HAS 161	YES/HAS 162	YES/HAS 163	YES/HAS 164	YES/HAS 165	YES/HAS 166	YES/HAS 167	YES/HAS 168	YES/HAS 169	YES/HAS 170	YES/HAS 171	YES/HAS 172	YES/HAS 173	YES/HAS 174	YES/HAS 175	YES/HAS 176	YES/HAS 177	YES/HAS 178	YES/HAS 179	YES/HAS 180	YES/HAS 181	YES/HAS 182	YES/HAS 183	YES/HAS 184	YES/HAS 185	YES/HAS 186	YES/HAS 187	YES/HAS 188	YES/HAS 189	YES/HAS 190	YES/HAS 191	YES/HAS 192	YES/HAS 193	YES/HAS 194	YES/HAS 195	YES/HAS 196	YES/HAS 197	YES/HAS 198	YES/HAS 199	YES/HAS 200	YES/HAS 201	YES/HAS 202	YES/HAS 203	YES/HAS 204	YES/HAS 205	YES/HAS 206	YES/HAS 207	YES/HAS 208	YES/HAS 209	YES/HAS 210	YES/HAS 211	YES/HAS 212	YES/HAS 213	YES/HAS 214	YES/HAS 215	YES/HAS 216	YES/HAS 217	YES/HAS 218	YES/HAS 219	YES/HAS 220	YES/HAS 221	YES/HAS 222	YES/HAS 223	YES/HAS 224	YES/HAS 225	YES/HAS 226	YES/HAS 227	YES/HAS 228	YES/HAS 229	YES/HAS 230	YES/HAS 231	YES/HAS 232	YES/HAS 233	YES/HAS 234	YES/HAS 235	YES/HAS 236	YES/HAS 237	YES/HAS 238	YES/HAS 239	YES/HAS 240	YES/HAS 241	YES/HAS 242	YES/HAS 243	YES/HAS 244	YES/HAS 245	YES/HAS 246	YES/HAS 247	YES/HAS 248	YES/HAS 249	YES/HAS 250	YES/HAS 251	YES/HAS 252	YES/HAS 253	YES/HAS 254	YES/HAS 255	YES/HAS 256	YES/HAS 257	YES/HAS 258	YES/HAS 259	YES/HAS 260	YES/HAS 261	YES/HAS 262	YES/HAS 263	YES/HAS 264	YES/HAS 265	YES/HAS 266	YES/HAS 267	YES/HAS 268	YES/HAS 269	YES/HAS 270	YES/HAS 271	YES/HAS 272	YES/HAS 273	YES/HAS 274	YES/HAS 275	YES/HAS 276	YES/HAS 277	YES/HAS 278	YES/HAS 279	YES/HAS 280	YES/HAS 281	YES/HAS 282	YES/HAS 283	YES/HAS 284	YES/HAS 285	YES/HAS 286	YES/HAS 287	YES/HAS 288	YES/HAS 289	YES/HAS 290	YES/HAS 291	YES/HAS 292	YES/HAS 293	YES/HAS 294	YES/HAS 295	YES/HAS 296	YES/HAS 297	YES/HAS 298	YES/HAS 299	YES/HAS 300	YES/HAS 301	YES/HAS 302	YES/HAS 303	YES/HAS 304	YES/HAS 305	YES/HAS 306	YES/HAS 307	YES/HAS 308	YES/HAS 309	YES/HAS 310	YES/HAS 311	YES/HAS 312	YES/HAS 313	YES/HAS 314	YES/HAS 315	YES/HAS 316	YES/HAS 317	YES/HAS 318	YES/HAS 319	YES/HAS 320	YES/HAS 321	YES/HAS 322	YES/HAS 323	YES/HAS 324	YES/HAS 325	YES/HAS 326	YES/H

Proportions/Means: Columns Tested [5% risk level] - $z_1/a/b$ - $z_2/c/d/e/f$ - $z_3/g/h/i$ - $z_4/j/k/l/m/n/o/p/q/r/s/t$ - $z_5/u/v/w/x/y/z/A/B/C/D/E/F$ - $z_6/G/H/I/J/K/L/M/N$ - $z_7/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 27

Q5 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? Been told or sent the wrong appointment date or time

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1640	793	839	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	346	315	521	327	477	1356	265	376	562	150	175	121	628	555
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595
	100%	49%	51%	32%	34%	33%	57%	43%	65%	35%	34%	66%	19%	27%	25%	24%	30%	30%	26%	16%	19%	23%	20%	20%	84%	15%	16%	33%	9%	12%	7%	36%	25%
Yes, this has happened to me	209	114	93	102	67	40	115	94	146	63	81	128	30	59	63	41	61	64	45	38	40	58	48	64	163	44	32	62	21	18	22	82	58
	13%	15%	11%	19%	12%	7%	12%	13%	14%	11%	15%	12%	10%	14%	15%	12%	13%	13%	11%	15%	13%	11%	15%	14%	12%	18%	12%	11%	15%	9%	19%	14%	10%
	exG			zde	e						z				l										zx						BD	G	
Yes, this has happened to someone I care for	67	35	32	34	24	9	34	33	50	17	26	42	8	17	22	14	15	24	14	15	7	19	16	26	49	18	7	34	2	10	5	28	18
	4%	4%	4%	6%	4%	2%	4%	5%	5%	3%	5%	4%	3%	4%	5%	4%	3%	5%	3%	6%	2%	4%	5%	6%	4%	8%	3%	6%	2%	5%	4%	5%	3%
	ex			ze	e																				zx								
No	1348	631	702	387	466	495	774	574	851	497	444	904	271	360	331	288	379	407	360	202	265	449	262	373	1161	174	228	447	118	172	86	485	522
	83%	81%	85%	73%	84%	91%	83%	82%	81%	86%	80%	84%	86%	83%	80%	83%	84%	82%	85%	78%	84%	86%	80%	80%	85%	73%	85%	83%	83%	86%	75%	82%	88%
	chiv			c	zcd				zh		i		n						s			zw				zv		E		E			zF
NET Yes	267	141	123	131	87	48	146	121	191	76	103	164	37	74	79	55	72	84	59	52	45	72	61	88	202	61	37	92	23	27	27	105	73
	16%	18%	15%	25%	16%	9%	16%	17%	18%	13%	18%	15%	12%	17%	19%	16%	16%	17%	14%	20%	14%	14%	19%	19%	15%	25%	14%	17%	16%	13%	23%	18%	12%
	zde			e					zi		z				l									u	zx						AD	G	
Prefer not to say	16	10	5	9	4	2	10	6	12	4	9	6	5	1	3	5	2	5	3	5	6	3	3	4	10	5	3	2	1	1	3	5	1
	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	2%	1%	2%	*	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	*	*	1%	2%	1%	*
	mxG										zk		m			m									x						B		

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 28

Q5 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? Been told or sent the wrong appointment date or time

Base: All who have used/ someone they care for has used an NHS service P12M

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 29
Q5 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? Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (d)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (e)	55-75 (f)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (a)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)	
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	246	315	521	327	477	1306	265	276	562	150	175	121	628	555	
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1063	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595	
	100%	48%	51%	32%	34%	33%	57%	43%	65%	33%	34%	66%	19%	27%	25%	21%	28%	30%	26%	16%	19%	32%	20%	28%	84%	15%	16%	33%	9%	12%	7%	36%	36%	
Yes, this has happened to me	216	103	111	105	73	38	117	99	151	65	83	133	38	66	60	38	51	59	55	52	34	67	44	70	164	48	33	83	21	21	14	82	68	
	13%	13%	13%	20%	13%	7%	13%	14%	14%	11%	15%	12%	12%	15%	15%	11%	11%	12%	13%	20%	11%	13%	14%	15%	12%	20%	12%	15%	15%	11%	13%	14%	11%	
	ex			zde	e						z										zsp				zx									
Yes, this has happened to someone I care for	71	35	36	35	24	12	36	35	49	22	24	47	12	11	27	18	22	22	12	15	9	18	16	28	53	18	7	24	2	15	5	25	28	
	4%	4%	4%	7%	4%	2%	4%	5%	5%	4%	4%	4%	4%	3%	6%	5%	5%	4%	3%	6%	3%	3%	5%	6%	4%	7%	3%	4%	2%	7%	4%	4%	5%	
	emk			ze											znn										re									
No	1326	631	680	378	456	492	770	556	841	485	445	880	257	354	324	289	377	413	347	189	266	437	261	361	1143	170	226	435	117	165	92	485	498	
	81%	81%	82%	72%	82%	90%	83%	79%	80%	84%	80%	82%	82%	82%	79%	83%	83%	83%	82%	73%	84%	83%	80%	78%	84%	83%	71%	84%	80%	83%	82%	80%	82%	84%
	cswv			c	zcd					z							s	s	s		w	w			zv									
NET Yes	284	138	145	139	96	49	150	134	198	86	105	180	49	76	86	55	72	81	66	66	43	83	60	98	215	66	40	106	23	36	19	105	95	
	17%	18%	17%	26%	17%	9%	16%	19%	19%	15%	19%	17%	16%	18%	21%	16%	16%	16%	16%	25%	14%	16%	18%	21%	16%	28%	15%	20%	17%	18%	17%	18%	16%	
	ex			zde	e												zpor							ztu	zx									
Prefer not to say	21	14	6	10	5	5	10	11	14	6	6	14	7	4	2	4	5	3	9	4	8	4	4	5	14	4	3	1	1	-	4	5	1	
	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%	1%	1%	2%	1%	*	1%	-	3%	1%	*	
	bBG																		q															

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/a/B/C/D/E - z/f/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who have used/ someone they care for has used an NHS service P12M

Proportions/Mean: Columns Tested (5% risk level) - $z/a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 31

Q5 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? Tried to contact the NHS to change or cancel an existing appointment but not been able to

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£49999 (o)	£50000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	246	315	521	327	477	1306	265	276	562	150	175	121	628	555	
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595	
	100%	48%	51%	32%	34%	33%	57%	43%	65%	35%	34%	66%	19%	27%	25%	21%	28%	30%	20%	16%	19%	32%	20%	28%	84%	15%	16%	33%	9%	12%	7%	36%	36%	
Yes, this has happened to me	278	125	148	133	96	49	155	123	199	79	104	174	61	69	79	55	71	81	67	58	42	75	68	93	223	52	30	102	21	30	20	108	85	
	17%	16%	18%	25%	17%	9%	17%	18%	19%	14%	19%	16%	19%	16%	19%	16%	16%	16%	16%	22%	13%	14%	21%	20%	16%	22%	11%	19%	15%	15%	18%	18%	14%	
	eliuA G			zde	e				zi											rp			tu	tu	zx		A							
Yes, this has happened to someone I care for	67	36	31	35	22	10	37	30	51	16	30	38	15	12	24	12	19	19	15	14	13	16	12	25	50	17	10	33	4	10	4	31	17	
	4%	5%	4%	7%	4%	2%	4%	4%	5%	3%	5%	4%	5%	3%	6%	4%	4%	4%	4%	6%	4%	3%	4%	5%	4%	7%	4%	6%	3%	5%	4%	5%	3%	
	eliuA G			zde							i				m					s					zx			i				G		
No	1278	613	653	351	440	487	734	544	803	474	420	858	236	353	311	275	360	397	338	183	253	434	244	347	1099	164	228	404	117	162	89	454	496	
	78%	78%	79%	67%	79%	89%	79%	78%	76%	82%	76%	80%	75%	81%	75%	79%	79%	80%	80%	71%	80%	83%	75%	75%	80%	85%	85%	75%	83%	81%	77%	76%	83%	
	chis vuyB			c	zcd				zh		i						s	s	s		zvw				zv	zB							zF	
NET Yes	333	157	172	165	112	56	186	147	240	93	130	203	72	79	98	67	88	95	80	70	53	88	80	112	261	69	39	129	23	37	25	133	97	
	20%	20%	21%	31%	20%	10%	20%	21%	23%	16%	23%	19%	23%	18%	24%	19%	19%	19%	19%	27%	17%	17%	25%	24%	19%	29%	14%	24%	17%	18%	21%	22%	16%	
	eliuA AG			zde	e				zi		zk						zpqF						tu	ztu	zx		zA					G		
Prefer not to say	20	13	6	12	5	2	10	9	10	10	7	13	5	2	4	5	5	4	4	6	10	2	1	6	12	6	2	8	1	2	1	8	2	
	1%	2%	1%	2%	1%	*	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	3%	*	*	1%	1%	3%	1%	2%	1%	1%	1%	1%	*	
	besG			ze																zuv				zx										

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q5 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? Tried to contact the NHS to change or cancel an existing appointment but not been able to

Base: All who have used/ someone they care for has used an NHS service P12M

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i/j - z/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
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6 Jan 2025

Table 33

Q5 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? SUMMARY TABLE

Base: All who have used an NHS service personally

	Received an invitation to an appointment by letter or text after the date of the appointment	Been given incorrect contact information	Been told or sent information that you could not understand	Not been kept updated about how long you would have to wait for care or treatment	Had to chase for your results (e.g., test, scan or x-ray results)	Not been told who to contact about your care whilst waiting	Been told or sent the wrong appointment date or time	Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available	Tried to contact the NHS to change or cancel an existing appointment but not been able to
UNWEIGHTED BASE	1622	1622	1622	1622	1622	1622	1622	1622	1622
WEIGHTED BASE	1612	1612	1612	1612	1612	1612	1612	1612	1612
Yes, this has happened to me	327 20%	194 12%	228 14%	510 32%	515 32%	365 23%	209 13%	216 13%	278 17%
Yes, this has happened to someone I care for	74 5%	53 3%	76 5%	118 7%	110 7%	93 6%	65 4%	66 4%	63 4%
No	1209 75%	1350 84%	1298 81%	987 61%	998 62%	1134 70%	1332 83%	1312 81%	1264 78%
NET Yes	390 24%	237 15%	292 18%	609 38%	591 37%	447 28%	264 16%	280 17%	329 20%
Prefer not to say	14 1%	25 2%	22 1%	16 1%	23 1%	31 2%	16 1%	21 1%	20 1%

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 34
Q5 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? Received an invitation to an appointment by letter or text after the date of the appointment

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	345	310	513	326	473	1339	265	269	555	149	173	121	620	547
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586
	100%	48%	51%	33%	36%	33%	57%	43%	64%	30%	34%	66%	18%	27%	25%	21%	28%	30%	28%	16%	19%	27%	23%	29%	84%	15%	16%	33%	2%	12%	7%	36%	35%
Yes, this has happened to me	327	154	169	142	119	66	173	154	226	101	136	191	53	92	91	72	96	100	72	59	50	91	73	113	243	79	67	98	24	38	23	114	112
	20%	20%	21%	27%	22%	12%	19%	22%	22%	18%	25%	18%	17%	21%	22%	21%	21%	21%	17%	23%	16%	18%	22%	25%	18%	33%	26%	18%	17%	19%	20%	19%	19%
	ekx			ze	e						zk												ztu		zx	zBC							
Yes, this has happened to someone I care for	74	42	32	38	25	11	36	38	47	27	26	48	15	22	18	17	19	22	17	15	11	21	17	24	54	20	8	32	2	12	6	28	20
	5%	5%	4%	7%	5%	2%	4%	5%	5%	5%	5%	5%	5%	5%	4%	5%	4%	5%	4%	6%	4%	4%	5%	5%	4%	8%	3%	6%	2%	6%	5%	5%	3%
	ex			ze	e																				zx	C							
No	1209	578	617	345	409	455	713	495	764	445	389	820	236	317	305	254	337	358	329	185	246	406	236	321	1054	143	185	409	113	149	86	448	456
	75%	74%	76%	66%	74%	85%	78%	72%	74%	78%	71%	77%	77%	74%	74%	74%	75%	74%	78%	72%	79%	79%	72%	70%	78%	60%	71%	76%	80%	75%	75%	76%	78%
	cdwv			c	zcd		zk				zj										w	zw			zv								
	v																																
NET Yes	390	190	195	174	139	77	201	188	265	125	158	232	67	110	104	87	109	121	87	73	62	108	87	133	289	95	74	125	26	49	28	138	128
	24%	24%	24%	33%	25%	14%	22%	27%	26%	22%	29%	22%	22%	26%	25%	25%	24%	25%	21%	28%	20%	21%	27%	29%	21%	40%	28%	23%	18%	24%	24%	23%	22%
	eflx			zde	e		zf				zk									f				ztu	zx	C							
Prefer not to say	14	10	4	7	3	3	5	8	10	4	4	9	4	3	2	3	2	7	4	-	3	2	2	6	12	1	1	2	2	1	*	1	3
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	2%	1%	-	1%	*	1%	1%	1%	1%	1%	*	2%	1%	*	*	*
	F																																

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q5 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? Received an invitation to an appointment by letter or text after the date of the appointment

Base: All who have used an NHS service personally

Proportions/Mean: Columns Tested (5% risk level) - $z/a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/z/u/v/w/x/y/z/A/B/C/D/E/F/z/G/H/I/J/K/L/M/N/z/O/P/Q/R/S$
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 36
Q5 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? Been given incorrect contact information

Base: All who have used an NHS service personally

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
		TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£54999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	245	473	1319	265	269	555	149	173	121	620	547					
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586		
	100%	48%	51%	33%	34%	34%	57%	43%	64%	36%	34%	66%	19%	27%	26%	21%	28%	30%	26%	16%	19%	32%	20%	29%	84%	15%	10%	33%	9%	12%	7%	36%	36%		
Yes, this has happened to me	194	99	93	79	75	41	109	85	126	68	75	119	38	48	57	41	54	51	48	41	26	61	51	55	149	43	23	70	12	20	24	78	62		
	12%	13%	11%	15%	14%	8%	12%	12%	12%	12%	14%	11%	12%	11%	14%	12%	12%	10%	12%	16%	9%	12%	16%	12%	11%	18%	9%	13%	9%	10%	21%	13%	11%		
	etx			ze	e						z									q			zt		zx						ABC D				
Yes, this has happened to someone I care for	53	30	22	33	14	6	28	25	44	8	21	32	10	9	17	13	17	12	14	10	8	15	12	18	39	14	5	21	5	10	8	24	12		
	3%	4%	3%	6%	2%	1%	3%	4%	4%	1%	4%	3%	3%	2%	4%	4%	4%	2%	3%	4%	2%	3%	4%	4%	3%	6%	2%	4%	3%	5%	7%	4%	2%		
	etw			etx																					xx							JA			
No	1350	638	699	405	458	487	778	572	856	494	450	900	252	371	335	286	375	417	354	203	270	441	259	379	1157	182	227	441	124	170	84	483	510		
	84%	82%	86%	77%	83%	91%	85%	83%	82%	86%	82%	85%	82%	86%	82%	83%	84%	86%	84%	79%	87%	85%	80%	82%	85%	76%	87%	82%	88%	86%	73%	82%	87%		
	clsv		z	c		zcd				z							s				v	v			zv		E	E	E	E		#f			
NET Yes	237	125	111	106	85	46	129	108	165	72	94	144	46	54	72	52	67	62	59	49	32	72	62	71	180	55	28	88	16	27	30	97	70		
	15%	16%	14%	20%	15%	9%	14%	16%	16%	13%	17%	14%	15%	13%	17%	15%	15%	13%	14%	19%	10%	14%	19%	16%	13%	23%	11%	16%	11%	13%	26%	17%	12%		
	etxG			ze	e						z									q		zt			zx						ABC D	G			
Prefer not to say	25	16	6	14	7	3	13	12	18	7	8	18	9	5	4	5	6	8	6	5	8	3	4	10	17	3	4	6	1	1	*	7	6		
	2%	2%	1%	3%	1%	1%	1%	2%	2%	1%	1%	2%	3%	1%	1%	2%	1%	2%	1%	2%	3%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	
	beu			ze									z								u										*				

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

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5 Jan 2022

Proportions/Mean: Columns Tested [5% risk level] - $x/a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y/z/A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S/T/U/V/W/X/Y/Z$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 38

Q5 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? Been told or sent information that you could not understand

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (z)	LABOUR (aa)	LIBERAL DEMOCRATS (ab)	REFORM UK (ac)	OTHER PARTIES (ad)	REMAIN (ae)	LEAVE (af)	
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	245	310	513	326	473	1339	265	269	555	149	173	121	620	547	
WEIGHTED BASE	1612	778	816	526	573	551	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586	
100%	48%	51%	54%	33%	34%	33%	57%	43%	54%	33%	34%	66%	15%	27%	26%	21%	28%	30%	26%	16%	19%	22%	20%	29%	84%	15%	16%	33%	9%	12%	7%	26%	26%	
Yes, this has happened to me	228	126	100	125	67	36	115	112	171	56	83	145	42	52	62	54	48	66	66	48	39	53	50	86	178	48	34	82	12	28	21	94	54	
	14%	16%	12%	24%	12%	7%	13%	16%	16%	10%	15%	14%	14%	12%	15%	16%	11%	14%	16%	19%	13%	10%	15%	19%	13%	20%	13%	15%	9%	14%	19%	16%	9%	
	befi	zb		zde	e				zi									p		pd			u	ztu	zx								G	
Yes, this has happened to someone I care for	76	41	35	38	22	16	45	31	56	20	29	47	14	17	23	16	19	25	19	13	10	28	15	22	54	22	11	23	5	10	10	33	21	
	5%	5%	4%	7%	4%	3%	5%	5%	5%	4%	5%	4%	5%	4%	6%	5%	4%	5%	4%	5%	3%	6%	5%	5%	4%	9%	4%	4%	4%	5%	9%	6%	4%	
	ev			zde																					xs									
No	1298	602	681	353	461	484	752	546	807	491	435	863	244	361	324	270	382	392	333	191	257	435	253	353	1118	166	216	429	123	160	85	458	511	
	81%	77%	83%	67%	84%	90%	82%	79%	78%	86%	79%	81%	80%	84%	79%	78%	85%	81%	79%	74%	83%	84%	78%	77%	83%	69%	83%	80%	87%	81%	74%	78%	87%	
	achis		za	zc		zcd			zh								zrs					zvw			zv				ze				zf	
NET Yes	292	161	129	157	86	49	154	139	218	74	107	185	56	64	82	69	62	88	83	60	46	78	64	103	221	69	42	100	17	38	29	120	73	
	18%	21%	16%	30%	16%	9%	17%	20%	21%	13%	19%	17%	18%	15%	20%	20%	14%	18%	20%	23%	15%	15%	20%	22%	16%	29%	16%	19%	12%	19%	25%	20%	12%	
	befi	zb		zde	e				zi								p		pd				ztu	zx								C	G	
Prefer not to say	22	15	7	16	4	2	15	7	14	8	9	13	7	4	4	5	6	6	4	7	8	3	7	4	16	5	2	7	1	1	1	9	2	
	1%	2%	1%	3%	1%	*	2%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%	3%	2%	1%	2%	1%	1%	2%	1%	1%	*	*	1%	2%	*	
	bteG			zde																	u		u									G		

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

Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

5 Jan 2022

Q5 Which of the following, if any, have you or someone you care for experienced when receiving NHTS care and treatment in the last 12 months? Been told or sent information that you could not understand

Base: All who have used an NHS service personally

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 40
Q5 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? Not been kept updated about how long you would have to wait for care or treatment

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (f)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£49999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	245	310	513	326	473	1339	265	269	555	149	173	121	620	547	
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586	
Yes, this has happened to me	510	231	273	214	166	130	277	233	343	167	182	328	112	140	132	88	127	171	127	85	85	161	111	153	420	83	71	166	47	56	42	190	161	
	32%	30%	33%	41%	30%	24%	30%	34%	33%	29%	33%	31%	36%	33%	32%	26%	28%	35%	30%	33%	27%	31%	34%	33%	31%	35%	27%	31%	33%	28%	36%	32%	27%	
	eoG			zde	e								o	o				p																
Yes, this has happened to someone I care for	118	60	56	47	36	35	68	50	71	47	42	76	27	31	23	28	34	37	30	17	19	40	26	33	96	22	16	42	12	21	10	42	41	
	7%	8%	7%	9%	6%	7%	7%	7%	7%	8%	8%	7%	9%	7%	6%	8%	7%	8%	7%	7%	6%	8%	8%	7%	7%	9%	6%	8%	9%	10%	8%	7%	7%	
No	987	485	493	261	352	374	583	405	627	360	330	658	166	263	257	230	289	281	264	154	204	322	190	271	844	133	174	330	84	127	63	356	394	
	61%	62%	60%	50%	64%	70%	63%	58%	60%	63%	60%	62%	54%	61%	61%	67%	64%	58%	63%	60%	66%	62%	58%	59%	1	62%	56%	67%	62%	60%	64%	55%	61%	67%
	ci			e	ic										i	fi											E						if	
NET Yes	609	284	317	257	193	158	333	275	403	206	217	392	135	164	151	113	155	199	154	100	102	192	132	183	498	104	84	202	56	72	51	226	190	
	38%	36%	39%	49%	35%	29%	36%	40%	39%	36%	39%	37%	44%	38%	37%	33%	35%	41%	37%	39%	33%	37%	40%	40%	37%	43%	32%	38%	40%	36%	45%	39%	32%	
	eoG			zde									io															E			A	G		
Prefer not to say	16	9	7	7	6	4	4	12	9	7	5	11	6	2	4	1	5	6	2	3	5	2	4	6	12	3	3	3	1	-	1	5	2	
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	*	*	*	1%	1%	1%	*	1%	2%	*	1%	1%	1%	1%	1%	1%	*	-	1%	1%	*
	f								zf																									

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 41

Q5 Which of the following, if any, have you or someone you care for experienced when receiving NHTS care and treatment in the last 12 months? Not been kept updated about how long you would have to wait for care or treatment

Base: All who have used an NHS service personally

[illegible]

Proportions/Mean: Columns Tested [5% risk level] - z/a/z/b - z/c/d/e/f/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 42
Q5 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? Had to chase for your results (e.g., test, scan or x-ray results)

Base: All who have used an NHS service personally

	GENDER						AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000- £34999 (m)	£35000- £49999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)			
UNWEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586			
WEIGHTED BASE	100%	48%	51%	32%	34%	33%	57%	43%	64%	36%	34%	60%	19%	27%	22%	26%	21%	28%	30%	26%	16%	19%	32%	20%	29%	84%	15%	16%	33%	9%	12%	7%	36%	36%		
Yes, this has happened to me	515	211	295	198	176	141	294	221	342	173	186	329	102	131	144	104	139	160	129	87	79	175	104	157	418	92	72	180	39	58	45	196	161			
	32%	27%	36%	38%	32%	26%	32%	32%	33%	30%	34%	31%	33%	30%	35%	30%	31%	33%	31%	34%	25%	34%	32%	34%	31%	38%	28%	34%	27%	29%	39%	33%	27%			
	aetG	za	ze	za	ze	ze	za	ze	za	ze	za	ze	za	ze	ze	ze	za	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze		
Yes, this has happened to someone I care for	110	48	62	47	39	24	60	50	71	38	35	74	28	27	28	20	31	31	27	21	16	34	24	36	81	29	15	37	6	15	6	44	35			
	7%	6%	8%	9%	7%	4%	6%	7%	7%	7%	6%	7%	9%	6%	7%	6%	7%	6%	6%	8%	5%	7%	7%	8%	6%	12%	6%	7%	4%	8%	5%	7%	6%			
	ex	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze		
No	998	515	475	279	344	374	575	423	633	365	329	669	181	275	244	223	284	299	263	152	217	316	197	268	863	122	174	321	96	132	63	355	400			
	62%	66%	58%	53%	63%	70%	62%	61%	61%	64%	60%	63%	59%	64%	59%	65%	63%	62%	63%	59%	70%	61%	61%	58%	64%	51%	67%	60%	68%	67%	55%	61%	68%			
	bcy	zb	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	zc	
NET Yes	591	248	334	235	199	157	336	256	394	197	215	376	122	148	161	119	160	182	150	100	87	199	123	182	472	115	84	207	43	65	51	227	181			
	37%	32%	41%	45%	36%	29%	36%	37%	38%	34%	39%	35%	40%	34%	39%	35%	36%	37%	36%	39%	28%	39%	38%	39%	35%	48%	32%	39%	30%	33%	44%	39%	31%			
	aetx	za	ze	ze	ze	ze	za	ze	za	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze	ze		
Prefer not to say	23	15	7	11	7	4	10	13	12	10	7	16	4	6	6	2	5	5	7	6	7	1	5	10	20	3	2	7	2	1	1	5	6			
	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	*	1%	1%	2%	2%	2%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
	bu																				u		u	u												

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who have used an NHS service personally

Proportions/Mean: Columns Tested [5% risk level] - $x/a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y/z/A/B/C/D/E/F/G/H/I/J/K/L/M/N - z/O/P/Q/R/S$
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 44
Q5 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? Not been told who to contact about your care whilst waiting

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£54999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	245	310	513	326	473	1339	265	269	555	149	173	121	620	547	
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586	
	100%	48%	51%	32%	34%	33%	57%	43%	64%	30%	34%	60%	19%	27%	25%	24%	30%	30%	28%	16%	19%	32%	23%	29%	84%	15%	16%	37%	2%	12%	7%	36%	35%	
Yes, this has happened to me	365	166	197	159	121	85	202	163	247	118	138	227	88	93	69	69	85	130	82	69	67	112	75	112	301	59	44	135	34	38	34	143	106	
	23%	21%	24%	30%	22%	16%	22%	24%	24%	21%	25%	21%	29%	22%	23%	20%	19%	27%	19%	27%	22%	22%	23%	24%	22%	25%	17%	25%	24%	19%	30%	24%	18%	
	rsAG			zde	e						z		zo				zpr			pr							A			AD	G			
Yes, this has happened to someone I care for	93	45	48	40	36	17	49	44	66	26	31	62	16	17	26	25	25	23	26	19	10	26	21	35	72	21	13	33	4	18	7	36	31	
	6%	6%	6%	8%	7%	3%	5%	6%	6%	5%	6%	6%	5%	4%	6%	7%	6%	5%	6%	7%	3%	5%	6%	8%	5%	9%	5%	6%	3%	9%	7%	6%	5%	
	e			ze	e																t				rk					C				
No	1134	552	566	321	388	424	654	480	719	415	376	758	201	316	286	249	335	328	308	162	229	376	228	301	969	156	202	365	100	145	70	403	449	
	70%	71%	69%	61%	70%	79%	71%	69%	69%	72%	68%	71%	66%	74%	70%	73%	75%	67%	73%	63%	74%	73%	70%	66%	72%	65%	78%	68%	71%	73%	61%	69%	77%	
	clsw			c		zcd							l				zds		s		w	w			z		zBE			E		zF		
NET Yes	447	206	239	193	155	100	248	200	305	142	167	280	99	110	117	91	106	151	104	86	76	134	91	146	361	80	56	165	38	53	42	174	133	
	28%	26%	29%	37%	28%	19%	27%	29%	29%	25%	30%	26%	32%	26%	28%	26%	24%	31%	25%	34%	24%	26%	28%	32%	27%	33%	21%	31%	27%	27%	37%	30%	23%	
	epxA			zde	e						z						p			zpr			zt		zx		A			zA	G			
Prefer not to say	31	20	10	11	7	12	18	12	15	16	8	23	7	4	8	4	7	8	7	9	6	6	6	13	24	4	3	6	3	-	3	9	4	
	2%	3%	1%	2%	1%	2%	2%	2%	1%	3%	1%	2%	2%	1%	2%	1%	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%	1%	1%	2%	-	3%	2%	1%	
	bg																													D				

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 46
Q5 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? Been told or sent the wrong appointment date or time

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	245	310	513	326	473	1339	265	269	555	149	173	121	620	547	
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586	
	100%	46%	54%	33%	34%	33%	57%	43%	54%	30%	34%	60%	19%	27%	26%	24%	30%	30%	29%	16%	19%	23%	20%	20%	84%	15%	16%	33%	9%	12%	7%	36%	25%	
Yes, this has happened to me	209	114	93	102	67	40	115	94	146	63	81	128	30	59	63	41	61	64	45	38	40	58	48	64	163	44	32	62	21	18	22	82	58	
	13%	15%	11%	19%	12%	7%	13%	14%	14%	11%	15%	12%	10%	14%	15%	12%	14%	13%	11%	15%	13%	11%	15%	14%	12%	18%	12%	12%	15%	9%	19%	14%	10%	
	exG			zde	e						z				l										zx						BD	G		
Yes, this has happened to someone I care for	65	35	30	34	23	7	33	32	48	17	24	40	8	14	22	14	14	22	14	15	5	18	16	26	46	18	7	33	2	10	5	28	15	
	4%	4%	4%	6%	4%	1%	4%	5%	5%	3%	4%	4%	3%	3%	5%	4%	3%	5%	3%	6%	2%	3%	5%	6%	3%	8%	3%	6%	2%	5%	4%	5%	3%	
	etbG			ze	e																				zx				pAC					
No	1312	627	691	385	461	487	766	566	840	493	441	892	265	358	329	284	374	400	357	201	261	442	261	368	1145	174	221	443	117	171	86	477	516	
	83%	81%	85%	73%	84%	91%	83%	82%	81%	86%	80%	84%	86%	83%	80%	83%	83%	82%	85%	78%	84%	86%	80%	80%	85%	85%	73%	85%	83%	83%	86%	75%	81%	88%
	chiv		za	c	zcd				zh		i		n						s			zw			zv		E		E		E		zF	
NET Yes	264	141	120	131	86	47	144	120	188	76	101	163	37	71	79	55	72	81	59	52	44	71	61	88	200	61	36	91	23	27	27	105	70	
	16%	18%	15%	25%	16%	9%	16%	17%	18%	13%	18%	15%	12%	17%	19%	16%	16%	17%	14%	20%	14%	14%	19%	19%	15%	25%	14%	17%	16%	13%	23%	18%	12%	
	zde			zde	e				zi		z				l									u	zx						AD	G		
Prefer not to say	16	10	5	9	4	2	10	6	12	4	9	6	5	1	3	5	2	5	3	5	6	3	3	4	10	5	3	2	1	1	3	5	1	
	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	2%	1%	2%	*	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	*	*	1%	2%	*	
	mxG										zk		m			m									x						B			

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who have used an NHS service personally

Proportions/Mean: Columns Tested [5% risk level] - $z/a/b/c/d/e/f/h/i/j/k/l/m/n/o/p/q/r/s/t/z/u/v/w/x/y/A/B/C/D/E/F/z/G/H/I/J/K/L/M/N-z/O/P/Q/R/S$
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 48
Q5 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? Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (a)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	345	310	513	326	473	1339	265	369	555	149	173	121	620	547
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586
	100%	48%	51%	33%	34%	33%	57%	43%	64%	38%	34%	66%	19%	27%	26%	24%	28%	30%	29%	16%	19%	23%	20%	29%	84%	15%	16%	33%	9%	12%	7%	36%	35%
Yes, this has happened to me	216	103	111	105	73	38	117	99	151	65	83	133	38	66	60	38	51	59	55	52	34	67	44	70	164	48	33	83	21	21	14	82	68
	13%	13%	14%	20%	13%	7%	13%	14%	14%	11%	15%	13%	12%	15%	15%	11%	11%	12%	13%	20%	11%	13%	14%	15%	12%	20%	13%	15%	15%	11%	13%	14%	12%
	ex			zde	e						z						zpor				zpor				zx								
Yes, this has happened to someone I care for	66	35	31	33	22	11	34	33	45	22	23	43	10	8	27	18	20	19	12	15	6	17	16	27	48	18	6	20	2	15	5	24	26
	4%	4%	4%	6%	4%	2%	4%	5%	4%	4%	4%	4%	3%	2%	7%	5%	4%	4%	3%	6%	2%	3%	5%	6%	4%	7%	2%	4%	2%	7%	4%	4%	5%
	emtx			ze									z	zm	m						z			z	z	z	z	z					
No	1312	626	670	377	451	483	763	549	831	480	441	871	252	352	322	285	374	406	344	188	263	430	261	358	1130	170	218	433	117	163	92	478	491
	81%	81%	82%	72%	82%	90%	83%	79%	80%	84%	80%	82%	82%	82%	78%	83%	83%	83%	82%	73%	85%	83%	80%	78%	83%	71%	84%	81%	83%	82%	80%	82%	84%
	cswv			c	zcd						s	s	s	s	s	s	s	s	s	s	w	w	w	z	z	z	z	z					
NET Yes	280	138	140	138	94	48	148	122	194	86	104	176	48	74	86	55	70	78	66	66	40	82	60	97	211	66	39	102	23	36	19	104	94
	17%	18%	17%	26%	17%	9%	16%	19%	19%	15%	19%	17%	16%	17%	21%	16%	16%	16%	16%	25%	13%	16%	18%	21%	16%	28%	15%	19%	17%	18%	17%	18%	16%
	etx			zde	e						z						zpor				z			z	z	z	z	z					
Prefer not to say	21	14	6	10	5	5	10	11	14	6	6	14	7	4	2	4	5	3	9	4	8	4	4	5	14	4	3	1	1	-	4	5	1
	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	*	1%	-	3%	1%	*
	BDG																		q												BD		

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/a/B/C/D/E - z/f/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 42

Q5 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? Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available

Base: All who have used an NHS service personally

		I-1		I-2		I-3		I-4		I-5		I-6		I-7		I-8		I-9		I-10		I-11		I-12		I-13		I-14		I-15		I-16		I-17		I-18		I-19		I-20		I-21		I-22		I-23		I-24		I-25		I-26		I-27		I-28		I-29		I-30		I-31		I-32		I-33		I-34		I-35		I-36		I-37		I-38		I-39		I-40		I-41		I-42		I-43		I-44		I-45		I-46		I-47		I-48		I-49		I-50		I-51		I-52		I-53		I-54		I-55		I-56		I-57		I-58		I-59		I-60		I-61		I-62		I-63		I-64		I-65		I-66		I-67		I-68		I-69		I-70		I-71		I-72		I-73		I-74		I-75		I-76		I-77		I-78		I-79		I-80		I-81		I-82		I-83		I-84		I-85		I-86		I-87		I-88		I-89		I-90		I-91		I-92		I-93		I-94		I-95		I-96		I-97		I-98		I-99		I-100		I-101		I-102		I-103		I-104		I-105		I-106		I-107		I-108		I-109		I-110		I-111		I-112		I-113		I-114		I-115		I-116		I-117		I-118		I-119		I-120		I-121		I-122		I-123		I-124		I-125		I-126		I-127		I-128		I-129		I-130		I-131		I-132		I-133		I-134		I-135		I-136		I-137		I-138		I-139		I-140		I-141		I-142		I-143		I-144		I-145		I-146		I-147		I-148		I-149		I-150		I-151		I-152		I-153		I-154		I-155		I-156		I-157		I-158		I-159		I-160		I-161		I-162		I-163		I-164		I-165		I-166		I-167		I-168		I-169		I-170		I-171		I-172		I-173		I-174		I-175		I-176		I-177		I-178		I-179		I-180		I-181		I-182		I-183		I-184		I-185		I-186		I-187		I-188		I-189		I-190		I-191		I-192		I-193		I-194		I-195		I-196		I-197		I-198		I-199		I-200		I-201		I-202		I-203		I-204		I-205		I-206		I-207		I-208		I-209		I-210		I-211		I-212		I-213		I-214		I-215		I-216		I-217		I-218		I-219		I-220		I-221		I-222		I-223		I-224		I-225		I-226		I-227		I-228		I-229		I-230		I-231		I-232		I-233		I-234		I-235		I-236		I-237		I-238		I-239		I-240		I-241		I-242		I-243		I-244		I-245		I-246	
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Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i/j - z/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 50
Q5 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? Tried to contact the NHS to change or cancel an existing appointment but not been able to

Base: All who have used an NHS service personally

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£49999 (o)	£50000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)
UNWEIGHTED BASE	1622	788	816	540	564	518	989	633	1031	591	823	799	309	394	399	398	457	495	425	245	310	513	326	473	1339	265	269	555	149	173	121	620	547
WEIGHTED BASE	1612	778	816	526	551	536	920	692	1039	573	551	1061	307	429	411	344	449	486	419	258	311	516	325	460	1355	240	260	535	141	199	115	587	586
	100%	46%	51%	32%	34%	32%	57%	43%	64%	33%	34%	60%	18%	27%	25%	24%	30%	30%	28%	16%	19%	23%	20%	20%	84%	15%	16%	33%	9%	12%	7%	36%	25%
Yes, this has happened to me	278	125	148	133	96	49	155	123	199	79	104	174	61	69	79	55	71	81	67	58	42	75	68	93	223	52	30	102	21	30	20	108	85
	17%	16%	18%	25%	17%	9%	17%	18%	19%	14%	19%	16%	20%	16%	19%	16%	16%	17%	16%	23%	14%	14%	21%	20%	16%	22%	11%	19%	15%	15%	18%	18%	14%
	eJAG			zde	e				zi											zp			tu	tu			A						
Yes, this has happened to someone I care for	63	35	28	33	21	9	35	28	47	16	28	35	14	10	24	12	18	16	15	14	11	15	12	24	46	17	8	30	4	10	4	31	14
	4%	5%	3%	6%	4%	2%	4%	4%	4%	3%	5%	3%	5%	2%	6%	3%	4%	3%	4%	5%	3%	3%	4%	5%	3%	7%	3%	6%	3%	5%	4%	5%	2%
	exG			ze							z			zm												zk		z				G	
No	1264	609	643	351	435	478	726	537	794	470	417	847	231	351	309	272	356	389	335	183	250	427	244	343	1085	164	221	401	117	160	89	447	489
	78%	78%	79%	67%	79%	89%	79%	78%	76%	82%	76%	80%	75%	82%	75%	79%	79%	80%	80%	71%	80%	83%	75%	75%	80%	69%	85%	75%	83%	81%	77%	76%	83%
	chis			c		zcd			zh			i		n			s	s	s			zvw			zv		zB						zF
	vyB																																
NET Yes	329	156	168	163	111	55	183	145	236	93	128	201	71	76	98	66	87	93	80	69	51	87	80	111	257	69	37	126	23	37	25	132	94
	20%	20%	21%	31%	20%	10%	20%	21%	23%	16%	23%	19%	23%	18%	24%	19%	19%	19%	19%	27%	16%	17%	25%	24%	19%	29%	14%	24%	17%	19%	21%	23%	16%
	elux			zde	e				zi		zk									zpqf			tu	ztu		zx		zA			G		
Prefer not to say	20	13	6	12	5	2	10	9	10	10	7	13	5	2	4	5	5	4	4	6	10	2	1	6	12	6	2	8	1	2	1	8	2
	1%	2%	1%	2%	1%	*	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	3%	*	*	1%	1%	3%	1%	2%	1%	1%	1%	1%	*
	bexG			ze																	zuv			zx									

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q5 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? Tried to contact the NHS to change or cancel an existing appointment but not been able to

Base: All who have used an NHS service personally

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i/j - z/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
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6 Jan 2025

Table 52

Q5 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? SUMMARY TABLE

Base: All who care for someone who has used an NHS service

	Received an invitation to an appointment by letter or text after the date of the appointment	Been given incorrect contact information	Been told or sent information that you could not understand	Not been kept updated about how long you would have to wait for care or treatment	Had to chase for your results (e.g., test, scan or x-ray results)	Not been told who to contact about your care whilst waiting	Been told or sent the wrong appointment date or time	Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available	Tried to contact the NHS to change or cancel an existing appointment but not been able to
UNWEIGHTED BASE	355	355	355	355	355	355	355	355	355
WEIGHTED BASE	343	343	343	343	343	343	343	343	343
Yes, this has happened to me	85 25%	60 18%	62 18%	102 30%	109 32%	81 24%	54 16%	51 15%	60 18%
Yes, this has happened to someone I care for	79 23%	55 16%	82 24%	121 35%	117 34%	97 28%	67 20%	71 21%	67 20%
No	187 54%	230 67%	203 59%	137 40%	143 42%	168 49%	228 66%	217 63%	222 65%
NET Yes	153 45%	105 31%	132 39%	204 59%	193 56%	167 49%	112 33%	119 35%	115 33%
Prefer not to say	4 1%	8 2%	8 2%	3 1%	8 2%	8 2%	4 1%	7 2%	6 2%

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who care for someone who has used an NHS service

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION			INCOME			REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE				REFERENDUM 2016 VOTE		
		TOTAL (j)	MAN (a)	WOMAN (b)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £10000 (l)	£10000-£30000 (m)	£30000-£50000 (n)	£50000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (a)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	85	121	92	47	43	123	75	114	279	61	60	131	30	45	24	135	124	
	343	164	175	113	120	110*	170	165	222	121	112	131	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	138	125	
WEIGHTED BASE	100%	48%	51%	32%	32%	32%	52%	48%	52%	38%	51%	42%	30%	35%	35%	31%	26%	27%	26%	14%	23%	21%	21%	21%	21%	21%	104%	73%	155%	73%	35%	35%		
Yes, this has happened to me	85	46	38	36	33	16	46	38	66	19	38	46	10	23	27	22	25	24	19	16	10	26	16	33	60	22	15	36	7	9	6	39	24	
	25% eiki x	28%	22%	28% ze	28% e	14%	26%	23%	30%	15%	34%	20%	14%	22%	38%	31% i	29%	20%	21%	35%	22%	20%	22%	31%	22%	36% zx	28%	29%	28%	18%	23%	31%	19%	
Yes, this has happened to someone I care for	79	43	36	38	28	14	38	41	52	28	27	52	15	27	18	17	21	26	17	15	13	24	17	26	59	20	9	35	2	12	6	30	24	
	23% e	26%	21%	33%	23%	13%	21%	25%	23%	23%	24%	22%	21%	27%	25%	24%	24%	22%	20%	32%	29%	20%	24%	24%	21%	32%	16%	28%	9%	26%	23%	23%	19%	
No	187	79	104	43	64	79	102	85	108	79	50	137	47	54	31	32	47	70	54	16	21	71	43	52	161	23	32	56	16	27	15	63	80	
	54% ach nyb	48%	60%	38%	53%	72% c	52%	49%	49%	65%	44%	59%	65%	53%	43%	45%	53%	58%	61%	34%	44%	60%	58%	49%	58%	38%	59%	45%	60%	57%	59%	49%	64%	48
NET Yes	153	83	69	69	55	30	77	76	110	43	62	91	24	46	38	40	48	34	31	23	46	30	54	112	39	22	66	10	19	10	65	44		
	45% eiki xG	51%	39%	39%	46%	27%	43%	46%	50%	35%	55%	39%	33%	45%	57%	53%	45%	40%	38%	66%	51%	39%	41%	50%	40%	62% x	41%	53%	37%	41%	51%	51%	35%	
Prefer not to say	4	2	2	1	2	1	-	4	4	-	1	3	1	2	-	1	1	2	1	-	1	1	1	1	4	-	-	2	1	1	-	-	1	
	1%	1%	1%	1%	1%	1%	-	2%	2%	-	*	1%	2%	1%	-	2%	1%	1%	1%	-	3%	1%	1%	1%	1%	-	-	1%	4%	2%	-	-	1%	

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

[illegible]



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Table 55
Q5 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? Been given incorrect contact information

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£49999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	279	71	60	131	30	45	24	135	124	
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125	
	100%	48%	52%	33%	35%	33%*	52%	48%	55%	33%	33%	47%	21%*	30%*	21%*	24%*	25%*	35%	20%*	15%*	13%*	34%	24%*	31%*	81%	18%*	15%*	36%	6%***	16%*	7%***	37%	25%	
Yes, this has happened to me	60	36	24	24	24	8	37	23	43	18	23	37	8	14	19	18	15	16	14	15	5	22	14	19	44	15	5	26	4	7	6	28	20	
	18%	22%	14%	24%	20%	7%	21%	14%	19%	15%	20%	16%	11%	13%	27%	25%	17%	14%	16%	32%	12%	18%	19%	18%	16%	10%	21%	14%	15%	25%	22%	16%		
	ze	ze	ze	ze	e										zlm	l				zq														
Yes, this has happened to someone I care for	55	31	24	34	14	7	29	26	46	8	23	32	11	10	17	14	17	13	14	11	8	16	12	18	41	14	7	21	5	10	8	26	13	
	16%	19%	14%	30%	12%	6%	16%	16%	21%	7%	21%	14%	15%	10%	24%	20%	20%	11%	16%	23%	18%	14%	17%	17%	15%	23%	12%	17%	18%	20%	33%	20%	11%	
	eG			zde					zi																									
No	230	99	128	53	82	95	117	113	132	97	68	162	50	79	37	41	56	90	60	23	30	85	48	67	193	33	41	77	18	34	13	80	94	
	67%	60%	73%	47%	68%	86%	65%	69%	60%	80%	61%	70%	70%	78%	53%	58%	64%	75%	68%	50%	68%	72%	65%	63%	70%	54%	76%	62%	70%	71%	50%	62%	75%	
	achj	za		c	zcd				zh				zmo				zs								zv									
	nsy																																	
NET Yes	105	62	44	56	35	14	59	47	84	21	43	62	17	21	33	30	29	28	25	23	12	33	25	36	77	27	12	45	7	14	13	49	29	
	31%	38%	25%	50%	29%	13%	33%	28%	38%	18%	39%	27%	23%	20%	47%	42%	33%	24%	28%	50%	27%	28%	33%	33%	28%	44%	23%	23%	36%	27%	29%	50%	38%	23%
	beim	zb		zde	e				zi		zk				zlm					zqr					zx									
Prefer not to say	8	3	4	4	3	1	3	5	6	2	1	7	5	2	-	-	3	1	4	-	2	-	1	4	7	1	1	2	1	-	-	-	2	
	2%	2%	2%	3%	3%	1%	2%	3%	3%	2%	1%	3%	7%	2%	-	-	4%	1%	4%	-	5%	-	2%	4%	2%	2%	1%	2%	4%	-	-	-	2%	
	j												zmo								u			u										

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

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q5 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? Been given incorrect contact information

Base: All who care for someone who has used an NHS service

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



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Table 57
Q5 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? Been told or sent information that you could not understand

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£49999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	278	71	60	131	30	45	24	135	124
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125
	100%	48%	51%	33%	35%	33%*	52%	45%	55%	33%	33%	37%	21%*	30%*	21%*	24%*	25%*	35%	20%*	14%*	13%*	34%	24%*	31%*	81%	18%*	10%*	36%	8%***	14%*	7%***	37%	25%
Yes, this has happened to me	62	43	19	31	24	7	29	33	50	12	19	43	10	14	16	14	17	17	15	13	9	14	11	28	51	11	9	27	1	8	6	29	12
	18%	26%	11%	28%	20%	7%	16%	20%	23%	10%	17%	19%	14%	14%	23%	19%	19%	14%	17%	29%	19%	12%	15%	26%	18%	18%	17%	22%	2%	16%	24%	22%	10%
	betu	zb		ze	e				zi										q				zu								G		
Yes, this has happened to someone I care for	82	42	38	38	26	17	48	33	61	20	32	50	15	21	23	17	22	27	19	14	12	29	15	25	59	22	13	25	5	10	10	34	24
	24%	26%	22%	34%	22%	16%	27%	20%	28%	17%	28%	22%	21%	20%	33%	24%	24%	23%	21%	30%	28%	25%	21%	23%	21%	36%	24%	20%	19%	22%	40%	27%	19%
	ach			zde					zi																z								
No	203	81	119	42	73	89	103	101	114	89	63	140	41	70	34	42	53	76	55	19	23	77	44	59	170	29	34	72	20	30	11	69	90
	59%	49%	68%	37%	61%	81%	58%	61%	51%	73%	56%	61%	57%	70%	48%	58%	60%	64%	62%	41%	51%	65%	60%	55%	62%	46%	63%	58%	77%	63%	44%	54%	72%
	achn		za	c		zcd			zh				zm				s		s						v							z#	
NET Yes	132	79	52	64	47	21	71	62	103	30	47	85	24	30	37	29	33	41	32	26	18	41	26	48	100	33	20	47	6	18	13	57	35
	39%	48%	30%	57%	39%	19%	40%	37%	46%	25%	42%	37%	34%	30%	52%	41%	37%	35%	36%	56%	41%	35%	35%	45%	36%	53%	37%	38%	21%	37%	54%	44%	28%
	brnG	zb		zde	e				zh				zmn		zmn					zmn					z							G	
Prefer not to say	8	4	4	8	-	-	5	3	5	2	2	6	6	1	-	1	3	1	2	2	4	-	4	-	7	1	-	4	1	-	1	3	-
	2%	2%	2%	7%	-	-	3%	2%	2%	2%	2%	2%	9%	1%	-	1%	3%	1%	2%	4%	8%	-	5%	-	2%	1%	-	3%	2%	-	2%	2%	-
				zde									zmn								zuw		uw										

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

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

[illegible]



Table 59
Q5 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? Not been kept updated about how long you would have to wait for care or treatment

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£54999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	279	71	60	131	30	45	24	135	124	
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125	
	100%	48%	52%	33%	35%	32%*	52%	48%	65%	35%	33%	67%	21%*	30%*	21%*	21%*	26%*	35%	26%*	14%*	13%*	34%	21%*	31%*	81%	18%*	10%*	36%	8%*	14%*	7%*	37%	36%	
Yes, this has happened to me	102	48	54	42	36	24	51	51	69	33	32	70	24	31	26	15	27	35	30	11	14	34	22	32	82	19	9	36	11	15	7	36	40	
	30%	29%	31%	37%	30%	22%	29%	31%	31%	27%	28%	30%	33%	31%	36%	21%	30%	29%	33%	24%	31%	29%	30%	30%	30%	31%	16%	29%	42%	32%	29%	28%	32%	
	eA			e																														
Yes, this has happened to someone I care for	121	61	58	47	37	37	69	52	73	48	44	77	27	33	23	28	36	38	30	17	19	42	26	35	100	22	17	42	12	21	10	43	43	
	35%	37%	33%	42%	31%	33%	39%	32%	33%	40%	39%	33%	37%	33%	33%	39%	40%	32%	34%	37%	42%	35%	36%	32%	36%	35%	32%	34%	46%	44%	38%	33%	34%	
No	137	61	74	27	54	56	69	68	88	49	43	94	23	44	25	31	32	53	32	20	14	51	29	43	112	22	31	50	6	17	8	55	53	
	40%	37%	42%	24%	45%	51%	39%	41%	40%	40%	38%	41%	32%	44%	36%	44%	36%	45%	36%	43%	31%	43%	40%	40%	40%	40%	35%	57%	41%	23%	35%	33%	43%	42%
	c			c		rc																												
NET Yes	204	102	99	85	65	54	109	95	132	71	69	135	47	57	45	41	57	63	57	27	30	66	43	64	163	40	23	73	20	31	17	73	72	
	59%	62%	57%	75%	54%	49%	61%	57%	60%	59%	61%	58%	65%	56%	63%	56%	64%	53%	64%	57%	69%	56%	58%	60%	59%	64%	43%	59%	77%	65%	67%	57%	57%	
	eA			rb																														
Prefer not to say	3	1	2	1	1	1	1	2	2	1	1	2	2	-	1	-	-	3	-	-	-	-	1	1	1	2	1	-	1	-	-	-	-	1
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	3%	-	1%	-	-	2%	-	-	-	-	1%	1%	1%	1%	2%	-	*	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/a/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 60

Q5 Which of the following, if any, have you or someone you care for experienced when receiving NHTS care and treatment in the last 12 months? Not been kept updated about how long you would have to wait for care or treatment

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 61
Q5 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? Had to chase for your results (e.g., test, scan or x-ray results)

Base: All who care for someone who has used an NHS service

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
		TOTAL (d)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (e)	55-75 (f)	ABC1 (i)	C2DE (j)	WORKING (h)	NOT WORKING (l)	GRADUATES (k)	NON GRADUATES (m)	UP TO £19999 (n)	£20000-£34999 (o)	£35000-£54999 (p)	£55000+ (q)	NORTH (r)	MIDLANDS (s)	SOUTH (t)	LONDON (u)	1 (v)	2 (w)	3 (x)	4+ (y)	WHITE ETHNIC GROUP (z)	MINORITY ETHNIC GROUP (aa)	CONSERVATIVE (ab)	LABOUR (ac)	LIBERAL DEMOCRATS (ad)	REFORM UK (ae)	OTHER PARTIES (af)	REMAIN (ag)	LEAVE (ah)
UNWEIGHTED BASE WEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	279	71	60	131	30	45	24	135	124	
	100%	48%	51%	33%	35%	32%	52%	48%	65%	35%	33%	37%	21%*	30%*	21%*	21%*	26%*	35%	26%*	14%*	13%*	34%	21%*	31%*	81%	18%*	106%*	36%	8%***	14%*	7%***	37%	36%	
Yes, this has happened to me	109	50	58	34	47	27	61	48	74	35	38	71	26	26	27	24	30	33	30	16	17	32	21	39	89	19	11	42	9	18	9	44	42	
	32%	31%	33%	30%	39%	25%	34%	29%	33%	29%	33%	31%	36%	25%	39%	34%	34%	28%	34%	33%	39%	27%	28%	36%	32%	31%	21%	34%	34%	38%	37%	34%	33%	
Yes, this has happened to someone I care for	117	49	68	48	42	27	64	53	77	40	38	79	29	31	28	20	35	33	28	21	18	37	24	38	88	29	18	40	6	15	6	44	40	
	34%	30%	39%	42%	35%	24%	36%	32%	34%	33%	34%	34%	41%	30%	40%	28%	40%	28%	31%	44%	41%	31%	33%	35%	32%	46%	33%	33%	23%	32%	25%	34%	32%	
No	143	69	70	37	44	62	68	75	84	59	40	102	23	53	23	31	32	59	36	16	14	59	32	37	119	19	28	46	12	22	10	51	57	
	42%	42%	40%	33%	36%	56%	38%	45%	38%	48%	36%	44%	32%	52%	32%	44%	36%	50%	40%	33%	32%	50%	43%	35%	43%	31%	51%	37%	44%	46%	41%	40%	46%	
NET Yes	183	89	104	73	73	47	107	86	132	61	69	123	47	46	45	40	54	58	52	28	28	59	40	66	150	42	26	73	13	26	15	75	66	
	56%	54%	59%	64%	61%	43%	60%	52%	59%	50%	62%	53%	65%	46%	63%	56%	61%	48%	59%	61%	64%	50%	54%	61%	54%	68%	49%	59%	50%	54%	59%	59%	53%	
Prefer not to say	8	6	1	4	3	1	4	4	6	2	3	5	2	3	3	-	2	2	1	3	2	-	2	4	7	1	-	5	2	-	-	-	2	2
	2%	3%	1%	3%	3%	1%	2%	3%	3%	1%	2%	2%	3%	2%	5%	-	2%	2%	1%	6%	4%	-	3%	4%	3%	1%	-	4%	7%	-	-	-	2%	1%

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

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

[illegible]



Table 63
Q5 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? Not been told who to contact about your care whilst waiting

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (f)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (a)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)	
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	279	71	60	131	30	45	24	135	124	
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125	
	100%	100%	48%	33%	35%	33%*	52%	48%	55%	33%	33%	47%	23%*	30%*	21%*	24%*	25%*	35%	20%*	14%*	13%*	34%	23%*	31%	81%	18%*	10%*	36%	8%***	14%*	7%***	37%	25%	
Yes, this has happened to me	81	41	39	36	27	18	39	43	58	23	29	52	21	23	17	18	20	32	17	11	11	27	21	22	66	13	10	32	5	10	8	36	23	
	24%	25%	22%	31%	23%	17%	22%	26%	26%	19%	26%	23%	29%	23%	25%	25%	22%	27%	20%	24%	25%	23%	29%	21%	24%	13%	18%	26%	20%	21%	32%	28%	18%	
	e			ze																														
Yes, this has happened to someone I care for	97	45	52	41	38	18	52	45	70	27	34	63	16	19	26	26	26	26	26	20	12	27	21	37	76	21	15	35	4	18	7	37	33	
	28%	28%	30%	36%	32%	17%	29%	27%	32%	22%	30%	27%	22%	19%	37%	36%	30%	21%	29%	42%	27%	23%	28%	34%	27%	34%	28%	28%	17%	39%	30%	29%	27%	
	nmq			ze	e										m					m														
No	168	77	88	40	55	73	85	83	98	70	50	118	39	58	30	30	45	62	45	16	22	66	34	46	139	27	29	57	14	22	8	58	71	
	49%	47%	50%	35%	46%	66%	48%	50%	44%	58%	45%	51%	53%	57%	42%	42%	51%	52%	50%	35%	49%	56%	47%	43%	50%	43%	54%	46%	54%	47%	32%	45%	56%	
	ch			zed						zh																								
NET Yes	167	82	85	70	63	34	87	80	120	47	60	107	32	42	41	41	42	56	40	29	21	50	38	58	131	34	24	64	10	25	16	69	52	
	49%	50%	48%	62%	53%	31%	49%	48%	54%	39%	54%	46%	45%	41%	58%	57%	48%	47%	45%	62%	48%	43%	51%	54%	47%	55%	44%	51%	37%	53%	62%	53%	42%	
	ei			ze	e				zi		z				m	m																		
Prefer not to say	8	5	3	3	2	3	6	2	4	4	1	7	1	2	-	1	1	1	4	1	1	1	1	4	7	1	1	3	2	-	2	2	2	
	2%	3%	2%	3%	1%	3%	3%	1%	2%	3%	1%	3%	2%	2%	-	1%	1%	1%	4%	3%	3%	1%	2%	4%	2%	2%	3%	2%	9%	-	6%	2%	2%	

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

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

[illegible]



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSO5

6 Jan 2025

Table 65
Q5 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? Been told or sent the wrong appointment date or time

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (ve)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)	
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	222	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	278	71	60	131	30	45	24	135	124	
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125	
Yes, this has happened to me	100%	48%	51%	33%	35%	32%*	52%	48%	60%	35%	33%	67%	21%*	30%*	21%*	21%*	26%*	35%	26%*	14%*	13%*	34%	21%*	31%*	81%	18%*	10%*	36%	8%***	14%*	7%***	37%	36%	
Yes, this has happened to someone I care for	54	35	18	27	18	8	28	26	41	13	21	33	5	14	20	14	18	14	11	12	6	15	16	18	45	9	7	20	7	7	3	23	19	
	16%	21%	10%	24%	15%	8%	16%	16%	18%	11%	18%	14%	7%	14%	20%	19%	20%	12%	12%	25%	14%	12%	21%	17%	16%	15%	12%	16%	27%	16%	11%	18%	15%	
	bel	zb		ze										zlm	l																			
	67	35	32	34	24	9	34	33	50	17	26	42	8	17	22	14	15	24	14	15	7	19	16	26	49	18	7	34	2	10	5	28	18	
	20%	21%	19%	30%	20%	8%	19%	20%	23%	14%	23%	18%	12%	16%	31%	20%	17%	20%	15%	32%	15%	16%	21%	24%	18%	30%	14%	28%	9%	21%	20%	22%	14%	
	e			ze	e									zlm						r						zk	z							
No	228	99	126	53	82	92	117	111	132	95	68	159	57	72	35	44	59	85	63	21	30	89	44	65	190	34	42	73	17	30	16	81	92	
	66%	60%	72%	47%	69%	84%	66%	67%	60%	79%	61%	69%	80%	71%	49%	61%	66%	71%	71%	45%	67%	75%	60%	61%	68%	55%	77%	59%	65%	64%	63%	63%	73%	
	achj		za	c	zcd				zh				zmo	n			s	s	s			zvw			v		B							
	nsy																																	
NET Yes	112	62	48	56	38	18	59	53	86	26	43	69	12	29	36	27	29	34	24	25	12	29	29	41	84	27	12	50	9	16	8	46	34	
	33%	38%	27%	50%	31%	16%	33%	32%	39%	21%	38%	30%	16%	28%	51%	38%	32%	28%	27%	54%	26%	25%	40%	39%	31%	43%	23%	41%	33%	35%	31%	36%	27%	
	eRu	z		zde	e				zi		z			zlm	l					zpqf			u	u			zA							
Prefer not to say	4	3	1	4	-	-	3	2	4	-	1	3	3	1	-	1	1	1	2	1	3	-	1	1	3	2	-	-	1	1	2	1	-	
	1%	2%	1%	4%	-	-	2%	1%	2%	-	1%	1%	4%	1%	-	1%	2%	*	2%	2%	6%	-	1%	1%	1%	1%	2%	-	-	2%	2%	6%	1%	-
	zd																				zu													

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base; ** very small base (under 30) Ineligible for sig testing

Q5 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? Been told or sent the wrong appointment date or time

Base: All who care for someone who has used an NHS service

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 67

Q5 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? Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	278	71	60	131	30	45	24	135	124
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125
	100%	48%	51%	33%	35%	33%*	52%	48%	65%	33%	33%	47%	21%*	30%*	21%*	21%*	25%*	35%	20%*	14%*	13%*	34%	21%*	31%*	81%	18%*	10%*	30%	8%***	14%*	7%***	37%	25%
Yes, this has happened to me	51	25	25	24	16	10	31	20	36	15	23	28	9	17	14	10	14	15	12	9	8	19	11	13	43	5	7	23	3	7	3	23	13
	15%	15%	14%	ze			17%	12%	16%	12%	20%	12%	12%	17%	19%	14%	16%	13%	13%	20%	18%	16%	15%	12%	15%	13%	13%	18%	10%	14%	14%	18%	10%
Yes, this has happened to someone I care for	71	35	36	35	24	12	36	35	49	22	24	47	12	11	27	18	22	22	12	15	9	18	16	28	53	18	7	24	2	15	5	25	28
	21%	21%	20%	31%	20%	11%	20%	21%	22%	18%	21%	20%	16%	11%	38%	25%	25%	18%	13%	32%	20%	15%	21%	26%	19%	29%	13%	20%	9%	31%	18%	19%	22%
No	217	99	115	50	78	89	112	106	133	84	67	150	48	73	31	44	53	82	59	23	25	83	45	64	179	33	40	77	20	16	14	82	85
	63%	60%	66%	45%	65%	80%	62%	64%	60%	70%	60%	65%	67%	72%	44%	61%	60%	69%	67%	49%	57%	70%	62%	59%	65%	54%	74%	62%	78%	55%	56%	64%	68%
NET Yes	119	60	59	58	40	22	65	54	83	36	44	75	20	28	40	27	35	37	24	23	17	35	26	41	93	26	14	46	5	21	8	46	40
	35%	36%	33%	51%	33%	20%	36%	33%	38%	30%	40%	32%	28%	27%	56%	38%	39%	31%	27%	50%	38%	30%	36%	38%	34%	41%	26%	37%	19%	45%	32%	36%	32%
Prefer not to say	7	6	1	5	2	-	2	5	6	1	1	6	4	1	-	1	1	-	5	1	2	-	2	3	4	3	-	1	1	-	3	1	-
	2%	3%	1%	5%	2%	-	1%	3%	3%	1%	1%	3%	5%	1%	-	1%	1%	-	6%	1%	5%	-	3%	2%	1%	5%	-	1%	4%	-	12%	*	-

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

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23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
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6 Jan 2025

Table 69
Q5 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? Tried to contact the NHS to change or cancel an existing appointment but not been able to

Base: All who care for someone who has used an NHS service

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (z)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£49999 (n)	£50000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (ve)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)	
UNWEIGHTED BASE	355	180	171	123	120	112	205	150	225	130	177	178	73	98	75	83	95	121	92	47	43	123	75	114	278	71	60	131	30	45	24	135	124	
WEIGHTED BASE	343	164	175	113	120	110*	179	165	222	121	112	231	72*	101*	71*	72*	89*	119	89*	47*	44*	118	74*	107*	277	62*	54*	124	26**	47*	25**	128	125	
Yes, this has happened to me	100%	48%	51%	33%	35%	32%*	52%	48%	60%	35%	33%	67%	21%*	30%*	21%*	21%*	26%*	35%	26%*	14%*	13%*	34%	21%*	31%*	81%	18%*	10%*	36%	8%***	14%*	7%***	37%	36%	
Yes, this has happened to someone I care for	60	33	26	26	22	13	31	29	46	14	19	41	12	17	15	10	18	19	14	9	7	17	16	19	50	10	3	26	5	10	3	24	21	
	18%	20%	15%	23%	18%	11%	18%	18%	21%	12%	17%	18%	17%	17%	26%	14%	21%	16%	16%	19%	16%	15%	22%	18%	18%	10%	6%	21%	19%	21%	12%	19%	17%	
	eA			e					i																									
	67	36	31	35	22	10	37	30	51	16	30	38	15	12	24	12	19	19	15	14	13	16	12	25	50	17	10	33	4	10	4	31	17	
No	20%	22%	18%	31%	18%	9%	21%	18%	23%	13%	26%	16%	21%	12%	35%	17%	22%	16%	17%	31%	30%	14%	17%	23%	18%	28%	18%	26%	16%	20%	17%	25%	13%	
	eimG			zde					i		zk				rmo					q	u													
	222	95	124	51	82	90	113	109	132	90	67	155	47	73	32	47	53	87	60	22	23	87	45	67	185	33	42	68	18	29	18	77	92	
	65%	58%	71%	45%	68%	82%	63%	66%	59%	74%	60%	67%	65%	73%	45%	65%	60%	73%	67%	48%	52%	74%	61%	62%										
NET Yes	achj		za		c	zcd			zh				n	n		n		zs	s			zt				v		77%	55%	68%	61%	71%	60%	74%
	nsvB																																	
	115	64	50	57	37	20	61	53	87	28	45	70	24	27	37	23	35	33	27	20	18	31	28	38	88	27	12	53	7	17	7	49	33	
	33%	39%	28%	51%	31%	18%	34%	32%	39%	23%	40%	30%	33%	26%	52%	32%	40%	27%	30%	44%	41%	26%	38%	35%	32%	44%	23%	43%	28%	36%	29%	39%	26%	
Prefer not to say	3	5	2	5	1	-	4	2	3	3	1	6	2	1	2	2	-	-	2	4	3	-	1	2	4	2	-	2	1	2	-	2	-	
	2%	3%	1%	5%	1%	-	2%	2%	1%	3%	1%	2%	2%	1%	2%	3%	-	-	3%	8%	7%	-	1%	2%	1%	4%	-	2%	4%	3%	-	2%	-	
	j			ze																zBz	zu													

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base; ** very small base (under 30) Ineligible for sig testing

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Table 70

Q5 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? Tried to contact the NHS to change or cancel an existing appointment but not been able to

Base: All who care for someone who has used an NHS service

	IS A CARER		HAS A LONG-TERM PHYSICAL OR MENTAL HEALTH CONDITION, DISABILITY, OR ILLNESS		CURRENT FINANCIAL SITUATION		PERSONAL USE OF NHS SERVICES IN P12M		USE OF NHS SERVICES IN P12M PERSON THEY CARE FOR																				NHS SERVICE EXPERIENCE IN P12M										IHD QUANTILE							
									HAS HAD AT LEAST ONE NEGATIVE PERSONAL EXPERIENCE OF NHS SERVICES IN P12M										HAS HAD AT LEAST ONE NEGATIVE PERSONAL EXPERIENCE OF NHS SERVICES IN P12M																											
									TOTAL (n)	YES (n)	YES, HAS MULTIPLE (n)	YES, HAS AT LEAST ONE (n)	VERY/QUITE COMFORTABLE (n)	JUST GETTING BY (n)	REALLY STRUGGLING (n)	HAS USED AT LEAST ONCE (n)	NOT USED (n)	NHS 111 (n)	NHS APP (n)	PHARMACY (n)	DENTIST (n)	GP/OP DOM (n)	URGENT CARE (n)	A&E (n)	HOSPITAL (n)	MENTAL HEALTH SERVICES (n)	HAS USED AT LEAST ONCE (n)	NOT USED (n)	NHS 111 (n)	NHS APP (n)	PHARMACY (n)	DENTIST (n)	GP/OP DOM (n)	URGENT CARE (n)	A&E (n)	HOSPITAL (n)	MENTAL HEALTH SERVICES (n)	HAS NOT HAD A NEGATIVE EXPERIENCE OF NHS SERVICES IN P12M	HAS HAD AT LEAST ONE NEGATIVE PERSONAL EXPERIENCE OF NHS SERVICES IN P12M	HAS HAD 2 OR MORE NEGATIVE PERSONAL EXPERIENCES OF NHS SERVICES IN P12M	HAS HAD 3 OR MORE NEGATIVE PERSONAL EXPERIENCES OF NHS SERVICES IN P12M	HAS HAD 4 OR MORE NEGATIVE PERSONAL EXPERIENCES OF NHS SERVICES IN P12M	SOMEONE THEY CARE FOR HAS HAD AT LEAST ONE NEGATIVE PERSONAL EXPERIENCE OF NHS SERVICES IN P12M	SOMEONE THEY CARE FOR HAS HAD 2 OR MORE NEGATIVE PERSONAL EXPERIENCES OF NHS SERVICES IN P12M	SOMEONE THEY CARE FOR HAS HAD 3 OR MORE NEGATIVE PERSONAL EXPERIENCES OF NHS SERVICES IN P12M	SOMEONE THEY CARE FOR HAS HAD 4 OR MORE NEGATIVE PERSONAL EXPERIENCES OF NHS SERVICES IN P12M
Prefer not to say	343	343	-	17	85*	68*	150	150	140	42*	625	152*	164*	130	111	139	224	64*	71*	343	-	108*	65*	183	100*	251	107*	36*	123	76*	53*	287	33*	71*	200*	44*	209	215	74*	54*	54*					
%	100	100	-	5	25	20	44	44	41	12	38	44	47	38	32	41	44	44	44	100	-	32	19	53	31	75	36	37	36	20	18	-	60	2	6	20	32	60	49	20	16	11	5			
Yes, this has happened to me	68	68	-	37	24	12	22	20	36	14	625	-	-	19	24	29	21	36	16	7	18	16	60	-	18	19	38	17	16	20	18	-	60	2	6	20	32	60	49	20	16	11	5			
%	20	20	-	12	7	3	5	4	9	3	185	-	-	5	7	8	5	10	10	2	2	2	18	-	5	5	9	4	4	4	4	-	20	0	2	6	10	16	13	5	3	1	1			
Yes, this has happened to someone I care for	67	67	-	40	23	17	26	24	30	13	613	3	19	25	32	20	40	16	15	18	18	67	-	22	17	26	18	44	16	15	20	21	-	67	-	6	28	50	67	18	16	13	12	8		
%	20%	20%	-	23%	27%	19%	17%	16%	20%	31%	19%	19%	20%	19%	17%	14%	18%	24%	20%	16%	24%	0	-	21%	10%	40%	16%	28%	17%	16%	20%	21	-	21%	-	8%	28%	49%	24%	23%	25%	18%	18%	22%	14%	
No	222	222	-	103	42	60	113	107	94	19	208	13	56	88	133	99	116	34	50	77	40	212	-	73	51	129	68	171	37	61	88	40	57	145	168	88	55	4	108	115	19	65	44	33	42	
%	65%	65%	-	30%	40%	28%	68%	63%	61%	6	64%	8%	23%	67%	73%	53%	53%	44%	39%	55%	40	65%	-	23%	16%	32%	18%	43%	22%	23%	26%	26	-	22%	-	30%	49%	36%	13%	33%	13%	33%	61%	40%	77%	40%
Prefer not to say	329	329	-	70	44	26	43	40	52	23	311	3	35	46	55	36	66	29	21	33	31	315	-	35	34	52	29	74	31	28	35	36	-	315	2	10	40	63	97	104	34	21	25	22	12	
%	32%	32%	-	21%	14%	8%	13%	12%	16%	7%	97%	1%	11%	14%	17%	10%	20%	8%	6%	6%	9%	97%	-	11%	10%	16%	13%	18%	10%	9%	10%	10%	-	97%	0	3%	13%	29%	31%	31%	29%	29%	29%	29%	29%	
Prefer not to say	2%	2%	-	1%	-	-	2%	4%	4%	3%	-	-	1%	1%	1%	2%	3%	1%	2%	2%	2%	2%																								

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S/T
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 71
Q5 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?

Base: All who have used/ someone they care for has used an NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000- £34999 (n)	£35000- £49999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATI VE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)
UNWEIGHTED BASE	1640	793	829	542	571	527	1000	640	1043	597	831	809	314	399	400	403	464	502	428	346	315	521	327	477	1306	265	276	562	150	175	121	628	555
WEIGHTED BASE	1630	782	830	528	557	546	930	701	1053	577	556	1074	313	434	413	348	454	496	422	258	316	524	326	464	1373	240	269	542	141	201	115	594	595
100%	100%	49%	51%	32%	34%	33%	57%	43%	55%	35%	34%	60%	19%	27%	25%	21%	20%	30%	20%	16%	19%	22%	20%	20%	84%	15%	40%	33%	3%	12%	7%	36%	35%
NET: Has had at least one negative experience personally or to someone they cared for	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89	119	77	374	359
	64%	61%	67%	75%	63%	55%	63%	66%	65%	62%	67%	63%	65%	66%	64%	61%	61%	68%	62%	66%	57%	65%	66%	66%	62%	74%	63%	64%	63%	59%	67%	63%	60%
	aetx G		za	zde	e						z						zd				t	t	t		zx								

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/f/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Base: All who have used/ someone they care for has used an NHS service P121

[illegible]

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



**23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSOS**

6 Jan 2025

Table 73

Q6 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..? SUMMARY TABLE

Base: All who have experienced an issue when using NHS service P12M

	Made you think that NHS money is being wasted	Made you think that NHS staff time is being wasted	Made you think that the quality of care the NHS provides is poor	Made you give up on seeking care or treatment for your condition on this occasion	Made you less likely to seek care in the future	Made you think that the NHS doesn't understand what it's like for patients to experience this	Made you think that your time is being wasted	Made you think that the NHS doesn't think it's important to prioritise these kinds of communications
UNWEIGHTED BASE	1069	1069	1069	1069	1069	1069	1069	1069
WEIGHTED BASE	1045	1045	1045	1045	1045	1045	1045	1045
(4) A great deal	310 30%	200 19%	189 18%	153 15%	148 14%	211 20%	226 22%	191 18%
(3) A fair amount	332 32%	375 36%	304 29%	314 30%	291 28%	356 34%	362 35%	346 33%
(2) Not very much	204 20%	239 23%	301 29%	218 21%	264 25%	248 24%	260 25%	267 26%
(1) Not at all	158 15%	175 17%	210 20%	336 32%	300 29%	183 17%	177 17%	174 17%
NET A great deal/ A fair amount	642 61%	575 55%	493 47%	466 45%	439 42%	567 54%	588 56%	538 51%
NET Not very much/ Not at all	363 35%	415 40%	511 49%	555 53%	564 54%	431 41%	437 42%	441 42%
Mean	2.79	2.61	2.47	2.28	2.29	2.6	2.62	2.57
Don't know	40 4%	55 5%	40 4%	24 2%	41 4%	47 4%	20 2%	66 6%

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSON

6 Jan 2025

Table 74
Q6 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...? Made you think that NHS money is being wasted

Base: All who have experienced an issue when using NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE			
	TOTAL (t)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (z)	LABOUR (aa)	LIBERAL DEMOCRATS (ab)	REFORM UK (ac)	OTHER PARTIES (ad)	REMAIN (ae)	LEAVE (af)		
UNWEIGHTED BASE	1069	486	560	407	364	298	639	430	680	379	556	513	303	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346		
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359		
	100%	40%	53%	38%	34%	29%	56%	44%	66%	34%	36%	64%	20%	27%	25%	20%	26%	32%	25%	16%	17%	33%	24%	30%	82%	18%	17%	33%	9%*	11%*	7%*	37%	34%		
(4) A great deal	310	153	157	108	114	88	170	140	218	92	101	209	62	94	69	68	80	98	83	50	64	103	67	76	265	43	55	86	21	62	22	92	133		
	30%	32%	28%	27%	33%	29%	29%	30%	32%	26%	27%	31%	30%	33%	26%	32%	29%	29%	32%	29%	35%	30%	31%	25%	31%	24%	32%	25%	24%	52%	29%	25%	32%	37%	
	iw8																				w				f					ABC E		zF			
(3) A fair amount	332	135	191	118	101	113	183	148	210	121	122	209	62	83	98	57	84	118	83	47	51	115	71	95	275	51	61	104	36	34	21	126	111		
	32%	28%	35%	30%	29%	38%	31%	32%	31%	34%	33%	31%	30%	29%	37%	27%	30%	35%	32%	28%	28%	34%	33%	31%	32%	29%	36%	30%	41%	28%	28%	34%	31%		
	a					zcd									o																				
(2) Not very much	204	90	111	85	72	47	123	81	135	70	81	123	40	56	48	48	54	69	47	35	29	62	37	76	157	43	31	82	14	12	20	84	54		
	20%	19%	20%	22%	21%	16%	21%	18%	20%	19%	22%	18%	19%	20%	18%	23%	20%	20%	18%	20%	16%	18%	17%	25%	18%	24%	19%	24%	16%	10%	26%	22%	15%		
	DG																				zt														
(1) Not at all	158	90	67	64	52	42	94	64	98	60	62	96	29	38	47	32	43	45	36	34	32	40	33	53	122	35	21	64	16	11	12	61	49		
	15%	19%	12%	16%	15%	14%	16%	14%	14%	17%	17%	14%	14%	13%	18%	15%	16%	13%	14%	20%	17%	12%	15%	17%	14%	20%	12%	18%	18%	9%	15%	16%	14%		
	bu																																		
NET A great deal/ A fair amount	642	288	348	226	215	201	353	289	428	214	223	419	124	177	167	125	164	215	166	97	115	218	138	171	540	94	116	190	57	96	44	218	244		
	61%	60%	63%	57%	61%	67%	61%	62%	63%	59%	60%	62%	61%	62%	63%	59%	60%	64%	64%	63%	57%	64%	64%	64%	55%	63%	53%	68%	55%	64%	80%	57%	58%	68%	
	cwvB					zc															w				zy		B				ABC E		zF		
NET Not very much/ Not at all	363	179	178	149	125	90	218	145	233	130	143	220	68	95	95	81	97	114	83	69	60	103	71	130	279	78	52	146	30	23	32	145	103		
	35%	37%	32%	38%	36%	30%	37%	31%	34%	36%	38%	33%	33%	33%	36%	38%	35%	34%	32%	40%	33%	30%	33%	42%	33%	29%	31%	42%	33%	19%	41%	39%	29%		
	euxD			e			z				z													xuv		zx		D	AD	D	ABC E	D	G		
Mean	2.79	2.75	2.83	2.72	2.81	2.85	2.75	2.84	2.83	2.72	2.72	2.83	2.82	2.86	2.72	2.78	2.77	2.81	2.85	2.68	2.84	2.88	2.82	2.64	2.83	2.59	2.89	2.63	2.72	3.24	2.72	2.69	2.95		
	BF																				w				zy		B				AB CE		zF		
Don't know	40	12	27	20	11	10	12	28	24	16	7	33	12	13	4	6	15	7	13	5	6	19	7	8	35	5	2	13	2	1	2	11	13		
	4%	3%	5%	5%	3%	3%	2%	6%	3%	5%	2%	5%	6%	5%	1%	3%	5%	2%	5%	3%	3%	6%	3%	3%	4%	3%	1%	4%	2%	1%	2%	1%	2%	3%	4%
	afnq						zF				i		n				q																		
	A																																		

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

6 Jan 2025

Base: All who have experienced an issue when using NHS service P12M

Proportions/Mean: Columns Tested (5% risk level): $x/a/b$, $x/c/d/e/f$, $x/g/h/i$, $x/j/k/l/m/n/o/p/q/r/s/t$, $x/u/v/w/x/y/z/A/B/C/D/E/F$, $x/G/H/I/J/K/L/M/N$, $x/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions



Table 76
Q6 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...? Made you think that NHS staff time is being wasted

Base: All who have experienced an issue when using NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£49999 (o)	£50000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	1069	486	560	407	364	298	639	430	680	379	556	513	203	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346	
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359	
	100%	46%	53%	38%	34%	29%	56%	44%	66%	34%	36%	64%	20%	27%	25%	20%	26%	32%	25%	16%	17%	33%	24%	30%	82%	17%	16%	33%	9%*	11%*	7%*	36%	34%	
(4) A great deal	200	89	108	64	79	57	112	88	140	60	84	116	37	54	57	43	48	65	52	35	38	65	45	52	172	24	38	54	18	35	14	67	88	
	19%	19%	19%	16%	22%	19%	19%	19%	20%	17%	22%	17%	18%	19%	21%	20%	17%	19%	20%	21%	21%	19%	21%	17%	20%	13%	22%	15%	20%	30%	18%	18%	24%	z
	yB																																	
(3) A fair amount	375	155	215	149	116	111	211	164	248	127	128	247	76	97	101	70	94	137	89	56	64	121	74	117	308	64	62	121	35	41	32	137	128	
	36%	32%	39%	38%	33%	37%	36%	36%	36%	35%	34%	37%	37%	34%	38%	33%	34%	41%	34%	33%	35%	35%	34%	38%	36%	36%	36%	36%	35%	40%	34%	42%	37%	36%
(2) Not very much	239	111	124	101	79	59	118	101	157	82	89	150	45	76	44	55	68	67	63	41	44	73	47	75	188	46	41	81	15	25	18	91	65	
	nG	23%	23%	23%	26%	23%	20%	24%	22%	23%	23%	24%	22%	22%	27%	16%	26%	25%	20%	24%	24%	24%	21%	22%	24%	22%	26%	24%	23%	17%	21%	24%	24%	18%
	a																																	
(1) Not at all	175	99	77	59	61	55	102	73	114	62	59	117	25	43	58	35	54	50	43	29	24	61	36	55	139	35	26	71	16	16	9	57	64	
	nG	17%	21%	14%	15%	17%	18%	16%	17%	16%	17%	12%	15%	22%	17%	20%	15%	16%	17%	24	13%	18%	17%	18%	16%	15%	20%	18%	13%	12%	15%	18%	15%	18%
	b																																	
NET A great deal/ A fair amount	575	244	323	213	194	168	323	252	388	188	212	364	113	152	158	113	141	202	141	91	102	185	119	169	480	87	99	175	54	76	46	204	215	
	aB	55%	51%	58%	54%	55%	55%	55%	57%	52%	57%	54%	55%	53%	60%	53%	51%	60%	54%	53%	56%	54%	55%	55%	56%	49%	58%	50%	60%	64%	60%	55%	60%	
	b																																	
NET Not very much/ Not at all	415	209	201	160	140	114	241	174	271	144	148	266	70	119	102	90	122	117	106	70	68	134	83	130	327	81	66	152	31	40	27	148	129	
	aB	40%	44%	36%	41%	40%	38%	41%	38%	40%	40%	40%	34%	42%	38%	43%	44%	35%	40%	41%	38%	39%	38%	42%	38%	46%	39%	44%	35%	34%	35%	40%	36%	
	b																																	
Mean	2.61	2.52	2.67	2.58	2.63	2.6	2.59	2.63	2.63	2.56	2.66	2.58	2.68	2.6	2.6	2.59	2.51	2.68	2.61	2.6	2.69	2.59	2.64	2.55	2.64	2.45	2.67	2.48	2.66	2.82	2.7	2.61	2.7	
	ayB																																	
Don't know	55	26	28	21	16	18	19	36	27	28	13	42	21	15	5	9	12	17	16	10	11	21	13	10	47	8	4	22	4	3	4	21	15	
	fhjn	5%	5%	5%	5%	6%	3%	8%	4%	8%	4%	6%	10%	5%	2%	4%	5%	5%	6%	6%	6%	6%	6%	3%	6%	5%	2%	6%	6%	5%	2%	5%	6%	4%

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

Overlap formulae used. * small base

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

5 Jan 2022

Base: All who have experienced an issue when using NHS service P12M

Proportions/Mean: Columns Tested (5% risk level) - $x/a/b - x/c/d/e/f - x/g/h/i - x/j/k/l/m/n/o/p/q/r/s/t - x/u/v/w/x/y/A/B/C/D/E/F - x/G/H/I/J/K/L/M/N - x/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 78
Q6 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...? Made you think that the quality of care the NHS provides is poor

Base: All who have experienced an issue when using NHS service P12M

	GENDER						AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE						REFERENDUM 2016 VOTE		
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE					
UNWEIGHTED BASE	1069	496	560	407	364	298	639	430	690	379	556	513	303	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346					
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359					
	100%	46%	53%	38%	34%	28%	55%	44%	65%	34%	37%	64%	20%	27%	25%	20%	30%	32%	22%	15%	17%	33%	21%	30%	82%	17%	16%	33%	9%*	11%*	7%*	36%	34%					
(4) A great deal	189	90	98	65	79	45	101	88	133	56	76	113	37	49	50	42	46	63	44	36	30	64	46	49	154	31	25	65	16	31	17	70	78					
	18%	19%	18%	16%	22%	15%	17%	19%	19%	16%	20%	17%	18%	17%	19%	20%	17%	19%	17%	21%	17%	19%	21%	16%	18%	18%	15%	19%	17%	26%	23%	19%	22%					
	ze										z																											
(3) A fair amount	304	120	180	128	101	76	170	135	201	104	123	182	59	73	88	61	83	101	71	50	48	97	61	99	240	58	49	96	18	38	25	99	96					
	29%	25%	33%	32%	29%	25%	29%	29%	29%	29%	33%	27%	29%	26%	33%	29%	30%	30%	27%	29%	27%	28%	28%	32%	28%	33%	29%	27%	20%	32%	32%	26%	27%					
	ac		za	e							zk																			za								
(2) Not very much	301	129	167	117	91	93	171	130	196	105	103	198	57	93	64	64	78	89	79	54	57	91	65	88	241	58	53	99	33	30	19	118	98					
	29%	27%	30%	30%	26%	31%	29%	28%	29%	29%	28%	29%	28%	32%	24%	30%	28%	26%	30%	32%	31%	27%	30%	29%	28%	33%	31%	28%	37%	26%	24%	32%	27%					
	blw	zb									n																											
(1) Not at all	210	124	85	69	65	76	124	86	133	78	66	145	37	62	56	40	57	73	56	24	39	71	34	67	182	26	38	77	23	17	14	77	77					
	20%	26%	15%	18%	19%	25%	21%	19%	19%	22%	18%	22%	18%	22%	21%	19%	21%	22%	22%	14%	22%	21%	16%	22%	21%	15%	22%	22%	22%	14%	18%	20%	22%					
	blw	zb																																				
NET A great deal/ A fair amount	493	209	278	192	180	121	271	222	333	160	199	294	97	123	138	104	129	164	115	86	78	160	107	148	394	90	74	160	33	69	42	169	174					
	47%	44%	50%	49%	51%	40%	46%	48%	49%	44%	53%	44%	47%	43%	52%	49%	47%	49%	44%	50%	43%	47%	50%	48%	46%	51%	44%	46%	37%	58%	55%	45%	48%					
	mk	za		e							zk				m															zABC	C							
NET Not very much/ Not at all	511	252	252	186	157	168	295	216	329	183	168	343	94	154	120	104	135	162	136	78	96	161	99	155	423	84	91	176	56	47	33	195	175					
	49%	53%	46%	47%	45%	56%	51%	47%	48%	51%	45%	51%	46%	54%	45%	49%	49%	48%	52%	46%	53%	47%	46%	50%	49%	47%	54%	50%	63%	40%	43%	52%	49%					
	bi	zb									zod																											
Mean	2.47	2.38	2.55	2.5	2.57	2.31	2.44	2.51	2.5	2.4	2.57	2.41	2.51	2.4	2.51	2.51	2.45	2.47	2.41	2.6	2.4	2.48	2.58	2.43	2.45	2.55	2.37	2.44	2.29	2.72	2.6	2.45	2.5					
	ae		za	e	ze						zk																			zABC								
Don't know	40	18	23	15	13	12	17	24	23	17	6	35	14	8	7	5	11	11	11	7	6	19	10	6	37	3	5	12	-	2	2	10	10					
	4%	4%	4%	4%	4%	4%	3%	5%	3%	5%	2%	5%	7%	3%	3%	2%	4%	3%	4%	4%	3%	5%	4%	2%	4%	2%	3%	4%	-	2%	3%	3%	3%					
	iw										zi		zmo								w																	

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/a/q/s/j - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/f/g
Overlap formulae used. * small base

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

5 Jan 2022

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Table 80
Q6 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...? Made you give up on seeking care or treatment for your condition on this occasion
Base: All who have experienced an issue when using NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1069	496	560	407	364	298	639	430	690	379	556	513	303	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359
	100%	46%	53%	38%	34%	29%	56%	44%	65%	34%	36%	64%	20%	27%	25%	20%	30%	32%	24%	15%	17%	33%	21%	30%	82%	17%	16%	33%	9%	11%	7%	36%	34%
(4) A great deal	153	75	75	65	68	20	87	66	114	39	53	100	34	44	36	28	31	46	46	29	30	39	36	48	125	27	17	54	9	17	12	59	44
	15%	16%	14%	17%	19%	7%	15%	14%	17%	11%	14%	15%	17%	15%	14%	13%	11%	14%	18%	17%	17%	12%	17%	15%	15%	15%	10%	15%	10%	14%	16%	16%	12%
(3) A fair amount	314	136	175	141	103	70	160	154	212	101	119	195	59	85	83	62	83	103	64	64	48	96	76	94	245	63	46	104	24	42	20	104	103
	30%	28%	32%	36%	29%	23%	27%	33%	31%	28%	32%	29%	29%	30%	31%	29%	30%	31%	25%	37%	27%	28%	35%	30%	29%	29%	27%	30%	27%	35%	25%	28%	29%
(2) Not very much	218	97	119	89	73	57	124	94	139	79	87	132	52	53	52	52	59	68	57	35	40	67	40	71	170	44	41	78	18	20	15	75	71
	21%	20%	21%	23%	21%	19%	21%	20%	20%	22%	23%	20%	25%	18%	20%	25%	21%	20%	22%	20%	22%	20%	19%	23%	20%	25%	24%	22%	20%	17%	20%	20%	20%
(1) Not at all	336	163	169	87	102	148	202	134	205	131	109	228	51	100	89	65	97	113	88	39	62	130	55	90	298	39	63	110	37	38	27	127	134
	32%	34%	31%	22%	29%	49%	35%	29%	30%	36%	29%	34%	25%	35%	33%	31%	35%	34%	34%	23%	34%	38%	26%	29%	35%	22%	37%	31%	41%	32%	36%	34%	37%
NET A great deal/ A fair amount	466	210	250	206	171	90	247	219	326	141	171	295	94	129	119	90	114	149	110	93	78	135	112	142	369	90	63	158	33	59	32	163	146
	45%	44%	45%	52%	49%	30%	42%	48%	48%	39%	46%	44%	46%	45%	45%	42%	41%	44%	42%	54%	43%	40%	52%	46%	43%	51%	37%	45%	37%	50%	41%	44%	44%
NET Not very much/ Not at all	555	260	288	176	174	204	326	228	344	210	196	359	103	153	141	118	155	181	145	74	102	196	96	161	468	82	104	188	54	58	43	202	206
	53%	54%	52%	45%	50%	68%	56%	49%	50%	59%	52%	53%	50%	54%	53%	55%	56%	54%	55%	43%	5	5	5	5	55%	47%	61%	54%	61%	48%	56%	54%	57%
Mean	2.28	2.26	2.29	2.48	2.4	1.87	2.23	2.34	2.35	2.14	2.31	2.26	2.39	2.26	2.26	2.25	2.18	2.25	2.27	2.5	2.25	2.13	2.45	2.33	2.23	2.45	2.1	2.29	2.06	2.33	2.23	2.26	2.16
	eu	uAG		ze	ze				zi																								
Don't know	24	9	15	12	5	7	10	14	15	9	6	18	8	4	5	5	6	6	7	5	1	9	7	7	18	5	3	4	2	2	2	8	8
	2%	2%	3%	3%	1%	2%	2%	3%	2%	2%	2%	3%	4%	1%	2%	2%	2%	2%	3%	3%	2%	1%	3%	3%	2%	2%	2%	1%	2%	2%	3%	2%	2%

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

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q6 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...? Made you give up on seeking care or treatment for your condition on this occasion

[illegible]

Proportions/Means: Columns Tested [5% risk level] - $x_1/x_2/a_1/a_2/f_1/f_2/h_1/h_2/k_1/k_2/m_1/m_2/n_1/n_2/p_1/p_2/q_1/q_2/s_1/s_2$ - $x_1/x_2/w_1/w_2/s_1/s_2/A_1/B_1/C_1/D_1/E_1$ - $x_1/G_1/H_1/I_1/J_1/K_1/L_1/M_1/N_1$ - $x_1/O_1/P_1/Q_1/R_1/S_1$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table B2

Q6 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...? Made you less likely to seek care in the future

Base: All who have experienced an issue when using NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE						REFERENDUM 2016 VOTE	
	TOTAL (t)	MAN (m)	WOMAN (w)	16-34 (g)	35-54 (s)	55-75 (e)	ABC1 (f)	C2DE (c)	WORKING (o)	NOT WORKING (n)	GRADUATES (g)	NON GRADUATES (n)	UP TO £19999 (t)	£20000-£34999 (m)	£35000-£54999 (n)	£55000+ (o)	NORTH (n)	MIDLANDS (m)	SOUTH (s)	LONDON (l)	1 (t)	2 (w)	3 (c)	4+ (w)	WHITE ETHNIC GROUP (W)	MINORITY ETHNIC GROUP (M)	CONSERVATIVE (C)	LABOUR (B)	LIBERAL DEMOCRATS (D)	REFORM UK (R)	OTHER PARTIES (P)	REMAIN (R)	LEAVE (L)	
UNWEIGHTED BASE	1069	496	560	407	364	298	639	430	690	379	556	513	203	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346	
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359	
	100%	46%	53%	38%	34%	29%	56%	44%	66%	34%	36%	64%	20%	27%	25%	20%	26%	32%	25%	16%	17%	33%	21%	30%	82%	17%	16%	33%	9%*	11%*	8%	36%	34%	
(4) A great deal	148	68	78	60	67	21	82	66	113	35	64	84	38	45	28	30	41	45	33	29	37	36	34	41	115	31	15	58	8	22	12	57	42	
	14%	14%	14%	15%	19%	7%	14%	14%	17%	10%	10%	12%	18%	16%	11%	14%	15%	13%	13%	17%	20%	11%	16%	13%	13%	18%	9%	17%	9%	18%	15%	15%	12%	
	eua			e			z		z		g		n				n				z	z				z		A						
(3) A fair amount	291	122	164	129	93	70	153	138	191	100	106	185	63	72	85	56	62	95	74	60	43	96	68	85	220	63	52	87	19	41	22	93	100	
	28%	25%	30%	33%	26%	23%	26%	30%	28%	28%	28%	28%	31%	25%	32%	27%	23%	28%	28%	28%	24%	28%	32%	28%	26%	36%	31%	25%	22%	34%	29%	25%	28%	
	exp			ze																g						z								
(2) Not very much	264	116	147	118	83	63	144	120	186	78	86	178	41	71	61	67	71	78	73	42	34	85	54	92	218	44	43	89	26	28	18	99	80	
	25%	24%	27%	30%	24%	21%	25%	26%	27%	22%	23%	26%	20%	25%	23%	23%	26%	23%	28%	25%	19%	25%	25%	30%	26%	25%	26%	25%	29%	23%	24%	26%	22%	
	z			ze																														
(1) Not at all	300	154	142	71	95	134	190	110	174	126	111	189	52	86	88	50	84	106	74	36	64	109	48	78	265	33	49	105	34	29	22	114	127	
	29%	32%	26%	18%	27%	45%	33%	24%	25%	35%	30%	28%	26%	30%	33%	23%	30%	31%	28%	21%	35%	32%	22%	25%	31%	19%	29%	30%	38%	24%	29%	30%	35%	
	hoy			z			z		z		g						s				z	z				z		z						
NET A great deal/ A fair amount	439	190	241	189	160	91	236	204	304	135	170	269	101	117	113	86	103	140	107	89	79	132	102	126	336	94	67	145	28	62	34	150	142	
	42%	40%	44%	48%	46%	30%	40%	44%	44%	38%	46%	40%	40%	41%	43%	41%	38%	42%	41%	52%	44%	39%	47%	41%	39%	53%	40%	42%	31%	52%	44%	40%	46%	
	etC			ze					i		z		z							z						z								
NET Not very much/ Not at all	564	270	289	189	178	197	334	230	360	204	197	367	93	157	149	117	155	184	147	78	98	194	102	170	483	77	92	194	60	57	41	213	206	
	54%	56%	52%	48%	51%	60%	57%	50%	53%	57%	53%	55%	46%	55%	56%	55%	56%	55%	56%	46%	54%	57%	48%	55%	56%	44%	54%	56%	68%	48%	53%	57%	57%	
	gdy			z			z																		z									
Mean	2.29	2.23	2.33	2.47	2.39	1.92	2.23	2.37	2.37	2.13	2.34	2.26	2.44	2.28	2.2	2.33	2.24	2.24	2.26	2.49	2.3	2.18	2.43	2.3	2.23	2.54	2.21	2.29	2.02	2.46	2.31	2.26	2.16	
	eff			ze	ze		f	f	zi				zn				s			zpu	v				z	z	C	C	C	C				
Don't know	41	19	22	16	12	13	14	28	21	20	6	36	10	12	3	9	17	13	7	4	4	15	11	13	36	5	10	9	1	-	2	11	11	
	4%	4%	4%	4%	4%	4%	2%	6%	3%	6%	2%	5%	5%	5%	1%	4%	6%	4%	3%	2%	2%	4%	5%	4%	4%	6%	6%	3%	3%	1%	-	3%	3%	
	finD						of		z		z		n	n		n	z				z				z	D	D	D	D					

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base

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Q6 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...? Made you less likely to seek care in the future

Proportions/Mean: Columns Tested [5% risk level] - $1/x/1/b$ - $1/x/1/d/1/f$ - $1/x/1/g/1/i$ - $1/x/1/h/1/m/1/o/p/q/r/s/t$ - $1/x/u/v/w/x/y/A/B/C/D/E/F$ - $1/g/H/I/J/K/L/M/N$ - $x/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 84
Q6 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...? Made you think that the NHS doesn't understand what it's like for patients to experience this

Base: All who have experienced an issue when using NHS service P12M

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
		TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£54999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	1069	496	560	407	364	298	639	430	690	379	556	513	303	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346		
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359		
(4) A great deal	211	92	118	78	85	48	112	99	152	59	94	118	40	56	57	49	50	64	60	38	36	64	45	66	167	40	31	62	16	39	18	75	74		
	20%	19%	21%	20%	24%	16%	19%	21%	22%	17%	25%	18%	19%	20%	22%	23%	18%	19%	23%	22%	20%	19%	21%	21%	20%	23%	18%	18%	17%	33%	23%	20%	20%	21%	
	elk			ze			i		zk																										
(3) A fair amount	356	151	203	128	118	110	205	151	225	130	122	235	74	93	80	77	101	121	75	59	59	123	90	84	291	59	59	123	33	42	20	124	139		
	34%	31%	37%	32%	34%	37%	35%	33%	33%	36%	32%	35%	36%	33%	30%	36%	37%	36%	29%	34%	33%	36%	42%	27%	34%	35%	35%	36%	36%	36%	26%	33%	39%		
	rw																																		
(2) Not very much	248	125	121	98	82	68	146	102	168	81	85	164	42	72	69	50	62	79	64	43	44	78	41	86	201	47	53	81	19	19	17	89	75		
	24%	26%	22%	25%	24%	23%	25%	22%	24%	23%	23%	24%	20%	25%	26%	24%	23%	23%	24%	25%	24%	23%	19%	28%	23%	27%	31%	23%	22%	16%	22%	24%	24%	21%	
	z																																		
(1) Not at all	183	95	83	71	51	61	104	78	112	71	68	114	33	50	51	32	49	60	48	25	33	56	34	59	153	26	22	69	19	16	18	71	56		
	17%	20%	15%	18%	14%	20%	18%	17%	16%	20%	18%	17%	16%	17%	19%	15%	18%	18%	18%	14%	18%	17%	16%	19%	18%	15%	13%	20%	21%	13%	24%	19%	19%	15%	
	b																																		
NET A great deal/ A fair amount	567	242	321	206	203	158	317	250	377	190	215	352	113	149	138	126	151	185	135	97	95	187	135	150	458	99	90	185	48	82	38	199	213		
	54%	51%	58%	52%	58%	53%	54%	54%	55%	53%	58%	52%	56%	52%	52%	59%	55%	55%	52%	56%	53%	55%	63%	48%	54%	56%	53%	53%	54%	54%	68%	49%	53%	59%	
	aw			za							z																								
NET Not very much/ Not at all	431	220	203	169	133	129	250	181	279	152	153	278	75	122	121	82	111	139	112	68	77	135	75	145	354	73	75	151	39	35	35	161	131		
	41%	46%	37%	43%	38%	43%	43%	39%	41%	42%	41%	41%	37%	43%	45%	39%	40%	41%	43%	40%	43%	40%	35%	47%	41%	42%	44%	43%	43%	29%	46%	43%	36%		
	brDG																																		
Mean	2.6	2.52	2.68	2.57	2.71	2.51	2.57	2.63	2.64	2.52	2.65	2.56	2.63	2.57	2.56	2.69	2.58	2.58	2.59	2.67	2.57	2.61	2.7	2.53	2.58	2.65	2.6	2.53	2.51	2.9	2.51	2.56	2.67		
	a		za	ze							z																								
Don't know	47	17	28	19	14	13	16	31	29	18	6	41	16	14	7	4	13	13	14	6	9	18	5	15	43	4	6	14	2	3	4	14	16		
	4%	4%	5%	5%	4%	4%	3%	7%	4%	5%	2%	6%	8%	5%	3%	2%	5%	4%	6%	4%	5%	5%	2%	5%	5%	2%	3%	4%	3%	2%	5%	4%	4%	4%	
	fjo																																		

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base

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Q6 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...? Made you think that the NHS doesn't understand what it's like for patients to experience this

Base: All who have experienced an issue when using NHS service P12M

6 Jan 2025

[illegible]

Proportions/Mean: Columns Tested [5% risk level] - $x/a/b$ - $x/c/d/e/f$ - $x/g/h/i$ - $x/j/k/l/m/n/o/p/q/r/s/t$ - $x/u/v/w/x/y/z/A/B/C/D/E/F$ - $x/G/H/I/J/K/L/M/N$ - $x/O/P/Q/R/S$
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig. testing

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Table B6

Q6 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...? Made you think that your time is being wasted

Base: All who have experienced an issue when using NHS service P12M

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE						REFERENDUM 2016 VOTE	
		TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£54999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)	
UNWEIGHTED BASE	1069	486	560	407	364	298	639	430	680	379	556	513	203	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346		
	100%	46%	53%	38%	34%	29%	56%	44%	66%	34%	37%	64%	20%	27%	25%	20%	26%	32%	22%	15%	17%	33%	24%	30%	82%	17%	16%	33%	9%*	11%*	7%*	36%	34%		
	22%	116	110	90	88	48	124	102	161	66	84	143	50	59	63	45	56	65	65	41	39	75	45	66	173	48	30	81	17	31	19	83	76		
(4) A great deal	22%	24%	20%	23%	25%	16%	21%	22%	23%	18%	22%	21%	25%	21%	24%	21%	20%	19%	25%	24%	22%	22%	21%	22%	20%	27%	18%	23%	19%	26%	25%	22%	21%		
	362	145	209	144	129	89	197	165	249	113	135	226	64	95	99	79	98	125	82	57	48	118	89	107	300	57	60	109	24	52	23	121	119		
	35%	30%	38%	37%	37%	29%	34%	36%	36%	31%	36%	34%	31%	33%	37%	37%	36%	37%	31%	33%	27%	27%	35%	34%	35%	33%	35%	31%	27%	43%	30%	32%	33%		
(2) Not very much	260	119	137	104	74	82	159	101	166	94	88	172	51	75	51	54	68	81	66	46	56	78	46	79	208	50	49	90	22	17	25	102	85		
	25%	25%	25%	26%	21%	27%	27%	22%	24%	26%	24%	26%	25%	26%	19%	25%	25%	24%	25%	27%	31%	23%	22%	26%	24%	28%	29%	26%	25%	14%	33%	27%	24%		
	17%	93	83	45	56	76	95	82	99	78	61	116	33	50	49	31	45	60	47	24	36	60	30	51	155	20	28	62	25	19	8	64	73		
(1) Not at all	177	93	83	45	56	76	95	82	99	78	61	116	33	50	49	31	45	60	47	24	36	60	30	51	155	20	28	62	25	19	8	64	73		
	17%	19%	15%	11%	16%	25%	16%	18%	14%	22%	16%	17%	16%	18%	19%	15%	17%	18%	18%	14%	20%	18%	14%	16%	18%	11%	16%	18%	28%	16%	11%	17%	20%		
	net	588	261	319	234	217	137	321	268	410	178	219	369	115	154	161	124	154	189	147	98	87	194	134	173	474	105	90	190	42	83	43	204	195	
NET A great deal/ A fair amount	56%	54%	58%	59%	62%	45%	55%	58%	60%	50%	59%	55%	56%	54%	61%	58%	56%	56%	56%	58%	48%	57%	62%	56%	55%	60%	53%	54%	47%	70%	55%	55%	55%	54%	
	437	213	220	149	130	158	253	183	265	172	149	288	84	125	101	86	113	141	112	70	92	139	76	130	363	70	76	153	47	36	34	166	158		
	42%	44%	40%	38%	37%	53%	43%	40%	39%	48%	40%	43%	41%	44%	38%	40%	41%	42%	43%	41%	51%	41%	35%	42%	42%	40%	45%	44%	53%	30%	44%	44%	44%		
Mean	2.62	2.6	2.64	2.73	2.72	2.37	2.61	2.64	2.7	2.47	2.66	2.6	2.67	2.58	2.67	2.66	2.61	2.58	2.64	2.69	2.51	2.63	2.71	2.62	2.59	2.76	2.56	2.61	2.38	2.81	2.7	2.6	2.56		
	ex			ze	ze				zi																x			D	D	xD	C				
	Don't know	20	6	14	11	3	6	9	11	10	10	5	14	6	6	3	3	8	6	3	3	1	8	5	6	18	2	3	6	-	1	1	4	6	
2%	1%	2%	3%	1%	2%	2%	2%	2%	2%	3%	1%	2%	3%	2%	1%	1%	3%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	-	1%	1%	1%	2%		

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used. * small base

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Q6 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...? Made you think that your time is being wasted

Base: All who have experienced an issue when using NHS service P12M

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - $1/a/b$ - $1/c/d/e/f$ - $1/g/h/i$ - $1/j/k/l/m/n/o/p/q/r/s/t$ - $1/u/v/w/x/y/z/A/B/C/D/E/F$ - $1/G/H/I/J/K/L/M/N$ - $1/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 88
Q6 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...? Made you think that the NHS doesn't think it's important to prioritise these kinds of communications
Base: All who have experienced an issue when using NHS service P12M

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE	
UNWEIGHTED BASE	1069	486	560	407	364	298	639	430	680	379	556	513	203	267	269	251	288	351	266	164	182	343	221	323	857	188	180	365	96	106	83	396	346	
WEIGHTED BASE	1045	479	552	394	350	301	583	462	685	360	373	672	204	285	265	212	276	337	262	171	181	340	215	309	855	177	170	349	89*	119*	77*	374	359	
	100%	47%	53%	38%	34%	29%	56%	44%	65%	34%	36%	64%	20%	27%	25%	20%	26%	32%	22%	15%	17%	33%	24%	30%	82%	17%	16%	33%	9%*	11%*	7%*	36%	34%	
(4) A great deal	151	88	103	68	83	40	107	84	149	43	79	113	37	48	60	38	47	54	59	40	32	65	41	54	155	35	36	60	14	24	13	66	71	
	18%	18%	19%	17%	24%	13%	18%	18%	22%	12%	21%	17%	18%	17%	23%	18%	17%	16%	19%	23%	18%	19%	19%	17%	18%	20%	21%	17%	16%	21%	17%	18%	20%	
	ei			zce			zi		zi		z																							
(3) A fair amount	346	141	200	142	104	101	197	150	222	124	137	209	75	98	71	75	91	116	83	57	57	111	72	107	283	60	55	111	30	47	25	123	114	
	33%	29%	36%	36%	30%	34%	34%	32%	32%	35%	37%	31%	37%	35%	27%	35%	33%	34%	32%	33%	32%	33%	33%	35%	33%	34%	33%	32%	34%	40%	32%	33%	32%	
	an		za								z		n																					
(2) Not very much	267	122	143	112	93	62	159	109	178	90	90	177	41	72	74	60	68	92	67	40	43	83	53	89	208	54	44	93	23	26	19	101	83	
	26%	26%	26%	28%	27%	21%	27%	24%	26%	25%	24%	26%	20%	25%	28%	28%	25%	27%	26%	24%	24%	24%	24%	25%	29%	24%	26%	27%	25%	22%	25%	27%	23%	
	e			e																														
(1) Not at all	174	99	71	46	56	72	101	73	102	72	61	113	28	48	49	32	48	60	40	26	37	52	36	49	147	25	27	66	15	15	16	64	67	
	17%	21%	13%	12%	16%	24%	17%	16%	15%	20%	16%	17%	14%	17%	18%	15%	18%	18%	15%	15%	21%	15%	17%	16%	17%	14%	16%	19%	16%	13%	21%	17%	19%	
	ic	zb		acd							z																							
NET A great deal/ A fair amount	538	229	303	210	187	142	304	234	371	167	216	322	112	146	131	112	138	170	133	97	89	175	113	160	438	95	91	171	44	72	38	189	184	
	51%	48%	55%	53%	53%	47%	52%	51%	54%	46%	58%	48%	55%	51%	49%	53%	50%	50%	51%	57%	49%	52%	52%	52%	51%	54%	54%	49%	50%	60%	50%	51%	51%	
	ak	za		acd					zi		z																							
NET Not very much/ Not at all	441	222	213	158	149	134	260	181	280	161	151	290	69	121	123	93	116	151	107	67	80	134	89	137	355	79	70	159	37	42	35	164	150	
	42%	46%	39%	40%	43%	44%	45%	39%	41%	45%	41%	43%	34%	42%	46%	44%	42%	45%	41%	39%	44%	39%	42%	45%	42%	44%	41%	46%	42%	35%	45%	44%	42%	
	bi	zb																																
Mean	2.57	2.48	2.65	2.63	2.64	2.4	2.55	2.59	2.64	2.42	2.64	2.53	2.67	2.55	2.56	2.57	2.54	2.51	2.6	2.68	2.5	2.61	2.58	2.55	2.56	2.61	2.62	2.5	2.53	2.71	2.49	2.54	2.56	
	acl		za	e	e				zi		z																							
Don't know	66	29	36	26	14	26	19	47	34	31	6	60	23	18	11	7	21	15	22	8	11	31	13	11	61	3	8	19	8	6	4	20	25	
	6%	6%	6%	7%	4%	8%	3%	10%	5%	9%	2%	9%	11%	6%	4%	3%	8%	5%	8%	4%	6%	9%	6%	3%	7%	3%	5%	5%	8%	5%	5%	5%	5%	7%
	dfho				d			zf		zh		zi	mo								zw				zy									
	wy																																	

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/a/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/f/g
Overlap formulae used. * small base

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Q6 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...? Made you think that the NHS doesn't think it's important to prioritise these kinds of communications

Base: All who have experienced an issue when using NHS service P12M

Proportions/Mean: Columns Tested (5% risk level): $z/a/b$, $z/c/d/e/f$, $z/g/h/i$, $z/j/k/l/m/n/o/p/q/r/s/t$, $z/u/v/w/x/y/z/A/B/C/D/E/F$, $z/G/H/I/J/K/L/M/N$, $z/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



23-085423-48 - ADMINISTRATIVE NHS POLLING
29TH NOVEMBER - 1ST DECEMBER 2024
INTERNAL/CLIENT USE ONLY - DRAFT
IPSOS

6 Jan 2025

Table 90
Q6 Negative experience (personally or to someone they care for) x Opinion of the NHS

Base: All who have used/ someone they care for has used an NHS service P12M

	TOTAL (f)	Q5								
		Received an invitation to an appointment by letter or text after the date of the appointment (a)	Been given incorrect contact information (b)	Been told or sent information that you could not understand (c)	Not been kept updated about how long you would have to wait for care or treatment (d)	Had to chase for your results (e.g., test, scan or x-ray results) (e)	Not been told who to contact about your care whilst waiting (f)	Been told or sent the wrong appointment date or time (g)	Attended an appointment, but the right information (e.g., test, scan or x-ray results) was not available (h)	Tried to contact the NHS to change or cancel an existing appointment but not been able to (i)
UNWEIGHTED BASE	1640	443	251	204	627	615	486	272	225	444
WEIGHTED BASE	1630	395	240	298	612	599	452	267	284	333
	100%	24%	15%	18%	38%	37%	28%	16%	17%	20%
Made you think that NHS money is being wasted										
NET A great deal/ A fair amount	642 39%	240 61%	170 71%	205 69%	421 69%	407 68%	310 69%	196 74%	200 71%	233 70%
NET Not very much/ Not at all	363 22%	146 37%	65 27%	87 29%	170 28%	167 28%	132 29%	62 23%	79 28%	94 28%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi
Made you think that NHS staff time is being wasted										
NET A great deal/ A fair amount	575 35%	220 56%	161 67%	197 66%	391 64%	369 62%	298 66%	182 68%	188 66%	217 65%
NET Not very much/ Not at all	415 25%	162 41%	73 31%	92 31%	187 31%	199 33%	133 30%	75 28%	93 33%	109 33%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi
Made you think that the quality of care the NHS provides is poor										
NET A great deal/ A fair amount	493 30%	194 49%	166 69%	169 57%	352 58%	339 57%	271 60%	166 62%	178 63%	193 58%
NET Not very much/ Not at all	511 31%	190 48%	67 28%	118 40%	239 39%	243 41%	165 37%	91 34%	100 35%	126 38%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi
Made you give up on seeking care or treatment for your condition on this occasion										
NET A great deal/ A fair amount	466 29%	187 47%	149 62%	171 58%	335 55%	308 51%	253 56%	160 60%	168 59%	188 57%
NET Not very much/ Not at all	555 34%	204 52%	88 37%	122 41%	267 44%	273 46%	192 42%	101 38%	110 39%	142 43%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi
Made you less likely to seek care in the future										
NET A great deal/ A fair amount	439 27%	185 47%	140 59%	174 58%	308 50%	292 49%	230 51%	147 55%	160 56%	186 56%
NET Not very much/ Not at all	564 35%	196 49%	91 38%	116 39%	276 45%	282 47%	209 46%	107 40%	120 42%	130 42%
		z bcghi	z bcghi	z bcghi	z bcghi	z bcghi	z bcghi	z bcghi	z bcghi	z bcghi
Made you think that the NHS doesn't understand what it's like for patients to experience this										
NET A great deal/ A fair amount	567 35%	217 55%	170 71%	194 65%	396 65%	369 62%	304 67%	175 65%	179 63%	208 62%
NET Not very much/ Not at all	431 26%	162 41%	65 27%	96 32%	192 31%	202 34%	137 30%	83 31%	97 34%	116 35%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi
Made you think that your time is being wasted										
NET A great deal/ A fair amount	588 36%	236 60%	176 73%	204 69%	411 67%	388 65%	303 67%	181 68%	192 67%	232 70%
NET Not very much/ Not at all	437 27%	152 38%	59 25%	89 30%	188 31%	198 33%	141 31%	80 30%	88 31%	95 28%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi
Made you think that the NHS doesn't think it's important to prioritise these kinds of communications										
NET A great deal/ A fair amount	538 33%	214 54%	169 71%	185 62%	382 62%	363 61%	295 65%	180 67%	179 63%	210 63%
NET Not very much/ Not at all	441 27%	160 41%	59 24%	100 34%	190 31%	205 34%	137 30%	72 27%	95 33%	109 33%
		z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi	z bcdefghi

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



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Table 91
Q7 Have you received any paper communications through the post from the NHS in the past 12 months?

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (f)	MAN (a)	WOMAN (b)	16-34 (c)	35-54 (d)	55-75 (e)	ABC1 (f)	C2DE (g)	WORKING (h)	NOT WORKING (i)	GRADUATES (j)	NON GRADUATES (k)	UP TO £19999 (l)	£20000-£49999 (m)	£50000-£59999 (n)	£55000+ (o)	NORTH (p)	MIDLANDS (q)	SOUTH (r)	LONDON (s)	1 (t)	2 (u)	3 (v)	4+ (w)	WHITE ETHNIC GROUP (x)	MINORITY ETHNIC GROUP (y)	CONSERVATIVE (a)	LABOUR (b)	LIBERAL DEMOCRATS (c)	REFORM UK (d)	OTHER PARTIES (e)	REMAIN (f)	LEAVE (g)	
UNWEIGHTED BASE	1888	926	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	399	369	586	380	553	1509	304	308	613	183	208	136	703	624	
WEIGHTED BASE	1888	926	941	610	670	608	1077	811	1261	627	648	1240	366	490	491	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668	
	100%	50%	50%	32%	35%	32%	57%	43%	67%	33%	34%	66%	19%	26%	25%	22%	27%	30%	20%	17%	20%	31%	23%	28%	84%	15%	40%	21%	9%	13%	7%	36%	35%	
Yes	1065	472	581	300	355	411	594	472	664	401	371	695	209	292	277	207	289	325	283	167	216	365	192	291	911	140	166	361	108	138	78	403	406	
	56%	51%	62%	49%	53%	68%	55%	58%	53%	64%	57%	56%	57%	59%	59%	50%	56%	58%	57%	53%	57%	62%	51%	54%	58%	50%	56%	61%	62%	58%	60%	60%	61%	z
	acdh	ovv	za			zcd				zh				o	o						zvw				zv			z					z	
No	730	403	321	263	288	179	443	287	535	194	255	474	142	176	169	189	203	211	189	127	148	205	162	215	607	116	126	210	64	92	43	253	241	
	39%	43%	34%	43%	43%	29%	41%	35%	42%	31%	39%	38%	39%	36%	36%	46%	39%	37%	38%	41%	39%	35%	42%	40%	38%	42%	42%	35%	37%	39%	33%	37%	36%	
	begj	zb		ze	ze		rg		zi						zmn								u											
Don't know	77	43	32	37	24	16	33	44	52	25	18	59	13	19	22	13	22	26	14	15	12	14	26	25	54	19	7	22	1	7	8	18	21	
	4%	5%	3%	6%	4%	3%	3%	5%	4%	4%	3%	5%	4%	4%	5%	3%	4%	5%	3%	5%	3%	2%	7%	5%	3%	7%	2%	4%	*	3%	6%	3%	3%	
	eflux			ze			zf				j										ztu				zx			C			C			
Prefer not to say	16	9	6	10	3	2	7	9	9	7	4	12	2	4	4	2	3	4	7	3	2	8	1	6	11	3	-	1	1	1	1	*	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%	*	*	*	*	*
	BFQ			ze																														

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Q7 Have you received any paper communications through the post from the NHS in the past 12 months?

Base: All adults aged 16-75 in England

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[illegible]

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S/T
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 93

Q8 To what extent, if at all, would you support or oppose each of the following only sending paperless communications? SUMMARY TABLE

Base: All adults aged 16-75 in England

	Your GP office	Your local hospital	NHS in England overall
UNWEIGHTED BASE	1888	1888	1888
WEIGHTED BASE	1888	1888	1888
(2) Strongly support	392 21%	369 20%	365 19%
(1) Tend to support	626 33%	651 34%	624 33%
(0) Neither support nor oppose	406 22%	392 21%	441 23%
(-1) Tend to oppose	248 13%	259 14%	250 13%
(-2) Strongly oppose	153 8%	153 8%	147 8%
NET Strongly/ Tend to support	1018 54%	1020 54%	988 52%
NET Strongly/ Tend to oppose	401 21%	412 22%	397 21%
Mean	0.47	0.45	0.44
Don't know	63 3%	64 3%	63 3%

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 94
Q8 To what extent, if at all, would you support or oppose each of the following only sending paperless communications? Your GP office

Base: All adults aged 16-75 in England

		GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE						REFERENDUM 2016 VOTE		
		TOTAL (z)	MAN (b)	WOMAN (a)	16-34 (c)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000-£34999 (n)	£35000-£49999 (o)	£50000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATIVE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)		
UNWEIGHTED BASE	1888	927	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	516	1584	279	299	594	174	238	129	676	668			
WEIGHTED BASE	100%	99%	100%	32%	35%	32%	57%	43%	67%	33%	34%	60%	10%	26%	25%	22%	27%	30%	26%	17%	20%	21%	20%	20%	84%	15%	16%	31%	9%	13%	7%	36%	35%			
(2) Strongly support	392	215	175	128	157	107	237	155	279	113	166	227	56	95	99	122	111	119	99	64	75	107	76	135	333	55	55	158	34	44	35	182	125			
	21%	23%	19%	21%	23%	18%	22%	19%	22%	18%	26%	18%	15%	19%	22%	30%	21%	21%	20%	20%	21%	20%	18%	20%	21%	20%	18%	27%	20%	18%	27%	27%	19%			
	beik i				e						zk				l	zlmn																	zG			
(1) Tend to support	626	300	320	219	206	201	378	248	417	208	221	405	108	162	169	133	168	190	167	101	118	194	134	180	525	95	112	203	63	63	41	223	217			
	33%	32%	34%	36%	31%	33%	35%	31%	33%	33%	34%	33%	29%	33%	36%	32%	32%	34%	34%	32%	31%	33%	35%	34%	33%	34%	38%	34%	36%	27%	32%	32%	32%			
	D						F																		B											
(0) Neither support nor oppose	406	204	196	136	130	140	204	202	278	128	121	285	84	115	99	72	115	115	102	74	88	122	79	117	320	76	59	111	35	49	25	120	150			
	22%	22%	21%	22%	19%	23%	19%	25%	22%	20%	19%	23%	23%	23%	21%	17%	22%	20%	21%	24%	23%	21%	21%	22%	20%	27%	20%	19%	20%	21%	19%	18%	22%			
	ffox f						zf					i		o											zx											
(-1) Tend to oppose	248	107	137	74	95	80	149	100	157	91	79	169	63	61	57	53	66	81	68	32	52	81	56	59	222	24	29	77	25	33	19	90	86			
	13%	12%	15%	12%	14%	13%	14%	12%	12%	15%	12%	14%	17%	12%	12%	13%	13%	14%	14%	10%	14%	14%	15%	11%	14%	8%	10%	13%	14%	14%	15%	13%	13%			
	vw v												z												zv											
(-2) Strongly oppose	153	72	80	34	55	64	74	79	91	62	40	113	39	40	33	22	37	44	39	33	38	67	22	26	138	14	37	32	13	34	6	46	74			
	8%	8%	8%	6%	8%	11%	7%	10%	7%	10%	6%	9%	11%	8%	7%	5%	7%	8%	8%	10%	10%	11%	6%	5%	9%	5%	12%	5%	7%	14%	5%	7%	11%	11%		
	cfow vB				zc		f					i		o								vw	zvw			v		zBE		zBCE		zF				
NET Strongly/ Tend to support	1018	516	494	347	363	308	615	403	697	321	387	631	164	257	268	255	278	308	267	165	193	301	210	315	859	150	168	361	98	107	76	405	342			
	54%	56%	53%	57%	54%	51%	57%	50%	55%	51%	60%	51%	45%	52%	57%	62%	54%	55%	54%	53%	51%	51%	55%	59%	54%	54%	56%	61%	56%	45%	59%	60%	51%			
	ghID			e			RE				zk		l		l	zlm							ztu			D	zD	D				zG				
NET Strongly/ Tend to oppose	401	179	217	108	149	144	222	178	248	153	119	282	102	101	91	74	103	125	107	65	90	147	78	85	359	37	65	109	38	67	25	136	160			
	21%	19%	23%	18%	22%	24%	21%	22%	20%	24%	18%	24%	11%	19%	18%	18%	20%	22%	22%	22%	21%	24%	25%	21%	16%	23%	13%	22%	18%	22%	28%	19%	20%	24%		
	chiw v			c					zh		i		zmno				w					zw			zv					zB						
	V																																			
Mean	0.47	0.53	0.41	0.56	0.49	0.35	0.53	0.38	0.52	0.36	0.63	0.39	0.22	0.44	0.53	0.7	0.5	0.47	0.46	0.43	0.38	0.34	0.51	0.65	0.45	0.59	0.41	0.65	0.48	0.22	0.63	0.61	0.36			
	zei	zb		ze			ze		zi		zk					zlm																				
	kluDG															n																				
Don't know	63	28	34	19	28	15	36	27	39	24	21	42	16	17	13	10	20	17	17	10	8	23	13	18	46	16	7	13	3	14	3	15	17			
	3%	3%	4%	3%	4%	3%	3%	3%	3%	4%	3%	3%	4%	3%	3%	2%	4%	3%	3%	3%	3%	2%	4%	4%	3%	3%	2%	2%	2%	2%	6%	3%	2%	3%		
	x																								zx					zB						

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

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Table 95

Q8 To what extent, if at all, would you support or oppose each of the following only sending paperless communications? Your GP office

Base: All adults aged 16-75 in England

[illegible]

Proportions/Mean: Columns Tested [5% risk level] - z/a/z/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 96
Q8 To what extent, if at all, would you support or oppose each of the following only sending paperless communications? Your local hospital

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE	
	TOTAL	MAN	WOMAN	16-34	35-54	55-75	ABC1	C2DE	WORKING	NOT WORKING	GRADUATES	NON GRADUATES	UP TO £19999	£20000-£34999	£35000-£54999	£55000+	NORTH	MIDLANDS	SOUTH	LONDON	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTIES	REMAIN	LEAVE
UNWEIGHTED BASE	1888	927	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	399	369	586	380	553	1509	304	308	613	183	208	136	703	624
WEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668
	100%	49%	50%	29%	25%	23%	57%	43%	59%	33%	24%	60%	19%	25%	22%	27%	27%	30%	20%	17%	20%	21%	20%	20%	84%	15%	16%	21%	9%	12%	7%	35%	25%
(2) Strongly support	369	203	164	109	149	111	219	150	248	121	146	223	59	88	92	110	109	111	98	51	71	111	62	126	314	52	58	146	31	40	32	165	130
	20%	22%	17%	18%	22%	18%	20%	18%	20%	19%	23%	18%	16%	18%	20%	27%	21%	20%	20%	16%	19%	19%	16%	23%	20%	19%	19%	25%	18%	17%	25%	24%	19%
	b	rb		z							zk					zlmn								zv			zD				zG		
(1) Tend to support	651	324	321	241	219	191	392	259	456	195	236	415	99	179	177	147	170	181	175	124	122	187	144	198	532	112	116	223	63	68	35	232	219
	34%	35%	34%	40%	33%	31%	36%	32%	36%	31%	36%	33%	27%	37%	38%	36%	33%	32%	35%	40%	32%	32%	38%	37%	34%	40%	39%	38%	36%	29%	27%	34%	33%
	il			zde			z		i					i	i	i				q				zv			zx	DE	DE				
(0) Neither support nor oppose	392	193	194	133	128	131	204	188	264	128	118	275	93	99	91	74	113	114	93	72	80	119	78	114	321	65	49	93	35	47	34	123	126
	21%	21%	21%	22%	19%	22%	19%	23%	21%	20%	18%	22%	25%	20%	19%	18%	22%	20%	19%	23%	21%	20%	21%	21%	20%	23%	16%	16%	20%	20%	26%	18%	19%
	fjb						zf				j		zo																		AB		
(-1) Tend to oppose	259	106	147	74	92	93	153	106	159	99	85	174	58	67	65	50	59	94	72	33	52	95	54	57	220	35	32	84	33	34	18	98	95
	14%	11%	16%	12%	14%	15%	14%	13%	13%	16%	13%	14%	16%	14%	14%	12%	11%	17%	15%	11%	14%	16%	14%	11%	14%	12%	11%	14%	19%	14%	14%	15%	14%
	aw			ia									amo				am				am	w						ja					
(-2) Strongly oppose	153	71	81	35	52	66	74	80	97	57	42	111	42	40	34	17	44	50	38	22	41	61	27	24	146	6	36	30	11	38	6	45	76
	8%	8%	9%	6%	8%	11%	7%	10%	8%	9%	7%	9%	12%	8%	7%	4%	8%	9%	8%	7%	11%	10%	7%	5%	9%	2%	12%	5%	6%	16%	4%	7%	11%
	efsw			ic			zf														w	zw			zv		zBE			zBCE			zf
NET Strongly/ Tend to support	1020	527	485	350	368	302	611	409	704	316	383	637	158	267	269	258	279	292	273	176	193	298	206	324	846	164	174	370	93	108	67	397	350
	54%	57%	52%	57%	55%	50%	57%	50%	56%	50%	59%	51%	43%	55%	57%	63%	54%	52%	55%	56%	51%	50%	54%	60%	53%	59%	58%	62%	54%	45%	52%	59%	52%
	kluD	zb		e			zE		zi		zk		i	i		zm								ztu			D	zDE				zG	
NET Strongly/ Tend to oppose	412	178	228	109	144	159	226	185	256	156	127	285	101	107	99	67	103	144	110	55	93	156	81	82	366	40	68	115	43	71	24	143	171
	22%	19%	24%	18%	21%	26%	21%	23%	20%	25%	20%	23%	27%	22%	21%	16%	20%	25%	22%	18%	24%	26%	21%	15%	23%	15%	23%	19%	25%	30%	19%	21%	26%
	achl			ic					zh				amo				am	am			w	zw	w		zv					zBE			z
Mean	0.45	0.54	0.38	0.53	0.5	0.32	0.51	0.38	0.49	0.37	0.57	0.39	0.21	0.44	0.5	0.71	0.49	0.38	0.47	0.49	0.36	0.33	0.44	0.66	0.42	0.63	0.44	0.64	0.41	0.17	0.55	0.56	0.36
	kluxDG	zb		e			zE				zk		i	i		zm					D			ztu	z		zAC						zG
Don't know	64	29	34	18	30	16	36	28	36	28	21	43	15	17	11	12	22	15	18	9	13	20	15	16	51	10	8	16	2	12	4	13	21
	3%	3%	4%	3%	4%	3%	3%	4%	3%	4%	3%	3%	4%	4%	2%	3%	4%	3%	4%	3%	3%	3%	4%	3%	3%	4%	3%	3%	1%	5%	3%	2%	3%
	F																												C				

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

6 Jan 2022

Proportions/Mean: Columns Tested [5% risk level] - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 98
Q8 To what extent, if at all, would you support or oppose each of the following only sending paperless communications? NHS in England overall

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE			
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000- £34999 (n)	£35000- £49999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATI VE (aa)	LABOUR (bb)	LIBERAL DEMOCRATS (cc)	REFORM UK (dd)	OTHER PARTIES (ee)	REMAIN (ff)	LEAVE (gg)		
UNWEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	554	174	238	129	676	668		
WEIGHTED BASE	100%	49%	50%	32%	35%	32%	57%	43%	67%	33%	34%	66%	19%	26%	25%	22%	27%	30%	26%	17%	20%	31%	20%	28%	84%	15%	16%	21%	9%	13%	7%	36%	35%		
(2) Strongly support	365	194	169	118	146	100	216	149	259	106	150	215	54	91	94	106	107	111	92	54	68	104	67	125	309	52	59	144	27	39	28	159	122		
	19%	21%	18%	19%	22%	16%	20%	18%	21%	17%	23%	17%	15%	18%	20%	26%	21%	20%	19%	17%	18%	18%	18%	23%	20%	20%	20%	24%	16%	16%	22%	23%	18%		
	ekl			e							zk					zm								zu									zg		
(1) Tend to support	624	316	302	216	208	200	382	241	425	198	226	398	93	169	172	145	163	176	163	122	114	185	126	199	506	112	100	212	63	71	42	229	214		
	33%	34%	32%	35%	31%	33%	35%	30%	34%	32%	35%	32%	25%	34%	37%	35%	32%	31%	33%	39%	30%	31%	33%	37%	32%	40%	34%	36%	36%	30%	33%	34%	32%		
	gkx			rk			rk								l									rt											
(0) Neither support nor oppose	441	216	217	155	140	145	224	216	301	139	132	308	99	114	101	87	130	130	113	68	94	133	107	107	371	59	67	109	38	59	27	138	154		
	23%	23%	23%	25%	21%	24%	21%	27%	24%	22%	20%	25%	27%	23%	21%	21%	25%	23%	23%	22%	25%	22%	28%	20%	23%	21%	22%	18%	22%	25%	21%	20%	23%		
	fwjw f						zf									j								zw											
(-1) Tend to oppose	260	110	135	74	94	82	151	98	149	100	76	173	66	63	55	46	55	88	74	33	58	88	43	60	210	36	27	85	32	28	18	91	87		
	13%	12%	14%	12%	14%	13%	14%	12%	12%	16%	12%	14%	18%	13%	12%	11%	11%	16%	15%	10%	15%	15%	11%	11%	13%	13%	9%	14%	19%	12%	14%	13%	13%		
	hipA										zh		mo				p																		
(-2) Strongly oppose	147	65	81	28	54	65	67	80	88	59	42	105	41	38	35	15	39	46	38	25	36	65	19	28	141	5	39	28	12	30	10	43	73		
	8%	7%	9%	5%	8%	11%	6%	10%	7%	9%	6%	9%	11%	8%	7%	4%	8%	8%	8%	8%	9%	11%	5%	5%	9%	2%	13%	5%	7%	13%	8%	6%	11%		
	cflov wyb										zf		ro		o						vw	zvw				zy		rb						zf	
NET Strongly/ Tend to support	988	510	471	334	354	300	598	390	684	304	376	612	146	259	267	251	271	287	254	176	182	289	194	324	815	165	159	356	90	109	71	387	337		
	52%	55%	50%	53%	53%	49%	56%	48%	54%	48%	58%	49%	40%	53%	57%	61%	52%	53%	52%	56%	48%	49%	51%	60%	51%	59%	53%	60%	52%	46%	55%	57%	50%		
	gkl	zb					rk		rl		zk		l		l	zm								rtuv		zk							zg		
NET Strongly/ Tend to oppose	397	174	216	102	148	147	218	179	237	159	118	279	107	101	90	61	94	133	112	57	94	153	62	87	351	42	66	114	45	58	28	134	160		
	21%	19%	23%	17%	22%	24%	20%	22%	19%	25%	18%	22%	29%	21%	19%	15%	18%	24%	23%	18%	25%	26%	16%	16%	22%	15%	22%	19%	26%	24%	22%	20%	24%		
	achl ovwy		a		c				zh				mmo		o		p				vw	zvw				zy								f	
Mean	0.44	0.52	0.38	0.54	0.47	0.32	0.51	0.36	0.51	0.32	0.58	0.37	0.15	0.44	0.51	0.7	0.5	0.4	0.41	0.49	0.32	0.31	0.5	0.64	0.41	0.64	0.39	0.62	0.35	0.26	0.49	0.56	0.35		
	bng ikltuxD G	zb		ze			rk		li		zk		l		l	zm n								rtu		zk									
Don't know	63	25	36	19	28	15	37	26	38	25	22	40	14	16	13	12	23	15	13	12	9	17	18	19	46	13	7	15	1	12	4	17	18		
	3%	3%	4%	3%	4%	3%	3%	3%	3%	4%	3%	3%	4%	3%	3%	3%	4%	3%	3%	4%	2%	3%	5%	3%	3%	5%	2%	3%	3%	1%	5%	3%	3%	3%	
	C																																		

Proportions/Mean: Columns Tested [5% risk level] - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Proportions/Mean: Columns Tested (5% risk level) - $z/a/b - z/c/d/e/f - z/g/h - z/i/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.



Table 100
Q9 Do you have any long-term physical or mental health conditions, disabilities or illnesses?

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE		
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000- £34999 (n)	£35000- £49999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATI VE (aa)	LABOUR (ab)	LIBERAL DEMOCRATS (ac)	REFORM UK (ad)	OTHER PARTIES (ae)	REMAIN (af)	LEAVE (ag)	
UNWEIGHTED BASE	1888	926	961	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668	
WEIGHTED BASE	100%	49%	50%	32%	35%	32%	57%	43%	57%	33%	34%	60%	19%	26%	25%	22%	27%	29%	26%	17%	20%	59%	38%	28%	84%	16%	10%	21%	9%	1%	7%	30%	25%	
Yes, one condition, disability or illness	319	152	164	86	102	132	176	144	188	132	104	215	80	91	81	46	88	111	86	35	76	113	54	76	274	40	39	119	34	42	30	136	116	
17% choss w			17%				16%	18%	15%	21%	16%	17%	22%	18%	17%	11%	17%	20%	17%	11%	20%	19%	14%	14%	17%	14%	13%	20%	20%	18%	23%	A	20%	17%
Yes, more than one condition, disability or illness	294	131	157	68	106	121	138	156	128	166	75	220	94	88	55	30	79	106	79	31	82	103	49	61	265	29	44	86	27	36	31	81	133	
16% cfhj nowvf		14%	17%	11%	16%	20%	13%	19%	10%	26%	12%	18%	26%	18%	12%	7%	15%	19%	16%	10%	22%	17%	13%	11%	17%	10%	15%	14%	16%	15%	24%	12%	20%	
No	1187	593	585	422	437	328	722	465	893	294	445	742	172	291	320	336	331	326	297	234	197	353	259	379	976	201	207	373	103	150	64	441	391	
	63%	64%	62%	69%	65%	54%	67%	57%	71%	47%	69%	60%	47%	59%	68%	79%	64%	58%	60%	75%	52%	60%	68%	71%	62%	72%	69%	63%	60%	63%	49%	65%	59%	
	egik htxG			ze	e		ze		zi		zk		l	zlm	zlmn		q			zpor	t	ztu	ztu		zx		zCE	E		E		G		
Don't know/can't say	36	18	18	19	10	8	19	17	21	16	12	24	8	8	9	4	10	9	10	7	11	7	6	12	27	6	8	6	-	4	1	6	11	
	2%	2%	2%	3%	1%	1%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	3%	3%	1%	-	1%	1%	1%	2%
	F bfjnA B			ze															zp						C		C							
Prefer not to say	51	32	18	16	16	19	22	29	31	20	12	38	12	13	6	6	9	14	21	6	14	16	12	9	42	3	1	9	9	6	3	12	17	
	3%	3%	2%	3%	2%	3%	2%	4%	2%	3%	2%	3%	3%	3%	1%	1%	2%	2%	4%	2%	4%	3%	2%	2%	3%	3%	1%	*	1%	5%	3%	3%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 101
you have any long-term physical or mental health conditions, disabilities or illnesses?
All adults aged 16-75 in England

Base: All adults aged 16-75 in England

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - $x/a/b/x/c/d/e/f/x/g/h/i/x/j/k/l/m/n/o/p/q/r/s/t/x/u/v/w/x/y/z/A/B/C/D/E/F/z/G/H/I/J/K/L/M/N-z/O/P/Q/R/S$
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions



Table 102
Q10 Which of the following best describes your current financial situation?

Base: All adults aged 16-75 in England

	GENDER			AGE			SOCIAL GRADE		WORKING STATUS		EDUCATION		INCOME				REGION				NUMBER IN HOUSEHOLD				ETHNICITY		GENERAL ELECTION 2024 VOTE					REFERENDUM 2016 VOTE			
	TOTAL (a)	MAN (b)	WOMAN (c)	16-34 (d)	35-54 (e)	55-75 (f)	ABC1 (g)	C2DE (h)	WORKING (i)	NOT WORKING (j)	GRADUATES (k)	NON GRADUATES (l)	UP TO £19999 (m)	£20000- £34999 (n)	£35000- £49999 (o)	£55000+ (p)	NORTH (q)	MIDLANDS (r)	SOUTH (s)	LONDON (t)	1 (u)	2 (v)	3 (w)	4+ (x)	WHITE ETHNIC GROUP (y)	MINORITY ETHNIC GROUP (z)	CONSERVATI VE (A)	LABOUR (B)	LIBERAL DEMOCRATS (C)	REFORM UK (D)	OTHER PARTIES (E)	REMAIN (F)	LEAVE (G)		
UNWEIGHTED BASE	1888	927	960	627	681	580	1150	738	1237	651	961	927	361	449	455	475	523	571	495	299	369	586	380	553	1559	304	308	613	183	208	136	703	624		
WEIGHTED BASE	1888	926	941	610	670	608	1077	811	1261	627	648	1240	366	490	471	411	517	565	493	313	379	593	380	536	1584	279	299	594	174	238	129	676	668		
100%	49%	50%	49%	32%	35%	32%	57%	43%	67%	33%	34%	66%	19%	26%	25%	22%	27%	30%	26%	17%	20%	31%	23%	28%	84%	15%	16%	31%	9%	13%	7%	36%	35%		
Very comfortable (I have more than enough money for living expenses, and a lot spare to save or spend on extras or leisure)	175	94	78	59	50	66	137	39	127	48	90	85	11	28	52	80	34	53	40	48	18	68	35	56	142	32	42	48	22	23	11	73	63		
	9% gklm pt	10%	8%	10%	8%	11%	13%	5%	10%	8%	14%	7%	3%	6%	11%	19%	7%	9%	8%	15%	5%	11%	9%	10%	1%	9%	11%	14%	8%	12%	9%	9%	11%	9%	
Quite comfortable (I have enough money for living expenses, and a little spare to save or spend on extras or leisure)	808	409	391	253	251	304	521	287	552	256	322	486	92	202	212	232	224	232	208	144	144	156	277	155	220	699	104	164	271	81	93	43	313	297	
	43% dgkl zcd	44%	42%	41%	37%	50%	48%	35%	44%	41%	50%	39%	25%	41%	45%	57%	43%	41%	42%	46%	41%	47%	41%	41%	44%	37%	55%	46%	E	47%	39%	33%	46%	44%	
Just getting by (I have just enough money for living expenses and little else)	710	329	373	222	281	207	342	367	475	235	192	518	179	221	167	87	206	226	190	88	153	206	157	194	598	101	80	218	57	103	53	236	257		
	38% fkj A	36%	40%	36%	42%	34%	32%	45%	38%	37%	30%	42%	49%	45%	35%	21%	40%	40%	38%	28%	40%	35%	41%	36%	38%	36%	27%	37%	A	33%	43%	A	41%	35%	38%
Really struggling (I don't have enough money for living expenses and sometimes run out of money)	160	73	85	55	82	23	65	95	89	71	38	122	75	33	33	11	48	46	45	21	47	35	29	49	127	29	12	52	13	15	20	46	48		
	8% efhjo uA	8%	9%	9%	12%	4%	6%	12%	7%	11%	6%	10%	21%	7%	7%	3%	9%	8%	9%	7%	12%	6%	8%	9%	8%	10%	4%	9%	A	8%	6%	16%	7%	7%	
Prefer not to say	35	20	14	22	6	7	11	23	17	18	7	28	9	5	8	1	4	9	10	11	5	7	5	17	17	13	1	5	1	4	2	8	3		
	2%	2%	1%	4%	1%	1%	1%	3%	1%	3%	1%	2%	3%	1%	2%	*	1%	2%	2%	4%	1%	1%	1%	3%	1%	5%	*	1%	1%	2%	2%	1%	*		
	dfhio pxABG			zde			zf		zh				o		o					zpor				zu			z								
NET Very/ Quite Comfortable	984	503	469	312	302	370	658	326	679	304	413	571	102	231	263	312	259	285	248	192	174	344	189	276	841	135	206	318	102	116	54	386	360		
	52% dgik lmE	54%	50%	51%	45%	61%	61%	40%	54%	48%	64%	46%	28%	47%	56%	76%	50%	50%	50%	61%	46%	58%	50%	52%	53%	49%	69%	54%	59%	49%	42%	57%	54%		
	zBCD E			d			zk		zi		zk		l	lm	zlmn		zpor				zvw					zBCD E		E	E				z		
NET Just getting by/ Really struggling	870	403	458	277	362	231	408	462	564	306	229	640	254	255	200	98	254	272	234	110	200	241	186	242	726	130	92	270	70	118	73	283	305		
	46% aeft ouuA	43%	49%	45%	54%	38%	38%	57%	45%	49%	35%	52%	69%	52%	42%	24%	49%	48%	47%	35%	53%	41%	49%	45%	46%	47%	31%	46%	A	40%	50%	57%	42%	46%	

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e - z/f/g - z/h/i - z/j/k - z/l/m/n/o - z/p/q/r/s - z/t/u/v/w - z/x/y - z/A/B/C/D/E - z/F/G
Overlap formulae used.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

Table 103
Which of the following best describes your current financial situation?

[illegible]

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m/n/o/p/q/r/s/t - z/u/v/w/x/y/z/A/B/C/D/E/F - z/G/H/I/J/K/L/M/N - z/O/P/Q/R/S
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

[illegible]

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