

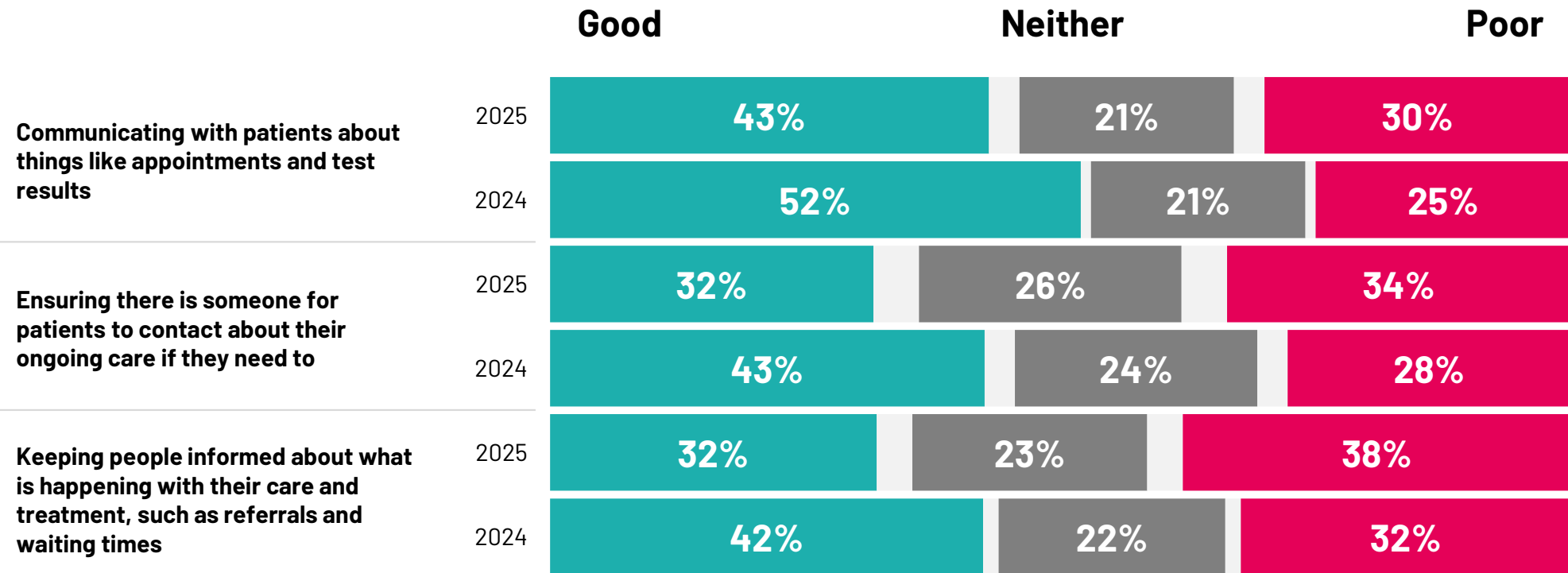
NHS Administration Tracker – Wave 2

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

December 2025

The public is more negative about NHS communications in 2025 than in 2024

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



Base: 2025 1,908 Online English adults aged 18-75, 12-18 December 2025
 2024: 1,888 Online English adults aged 18-75, 29 November - 1 December 2024



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

Base: 1,908 Online English adults aged 18-75, 12-18 December 2025 – including 640 people with a long-term physical or mental health condition, disability or illness 1,144 who do not, and 126 who say they are really struggling financially and 1,035 who say they are very or quite comfortable financially.

By health condition

People with a **long-term health condition** are **more likely than those who do not to say the NHS is poor** at keeping people informed about what is happening with their care and treatment, such as referrals and waiting times (45%, compared with 36% of people who do not have a long-term condition), ensuring there is someone for patients to contact about their ongoing care if they need to (38% vs 32%), and communicating with patients about things like appointments and test results (34% vs 29%). In 2024, people with a long-term health condition were again more likely to say the NHS was poor at keeping people informed and ensuring there is someone for patients to contact.

By financial situation

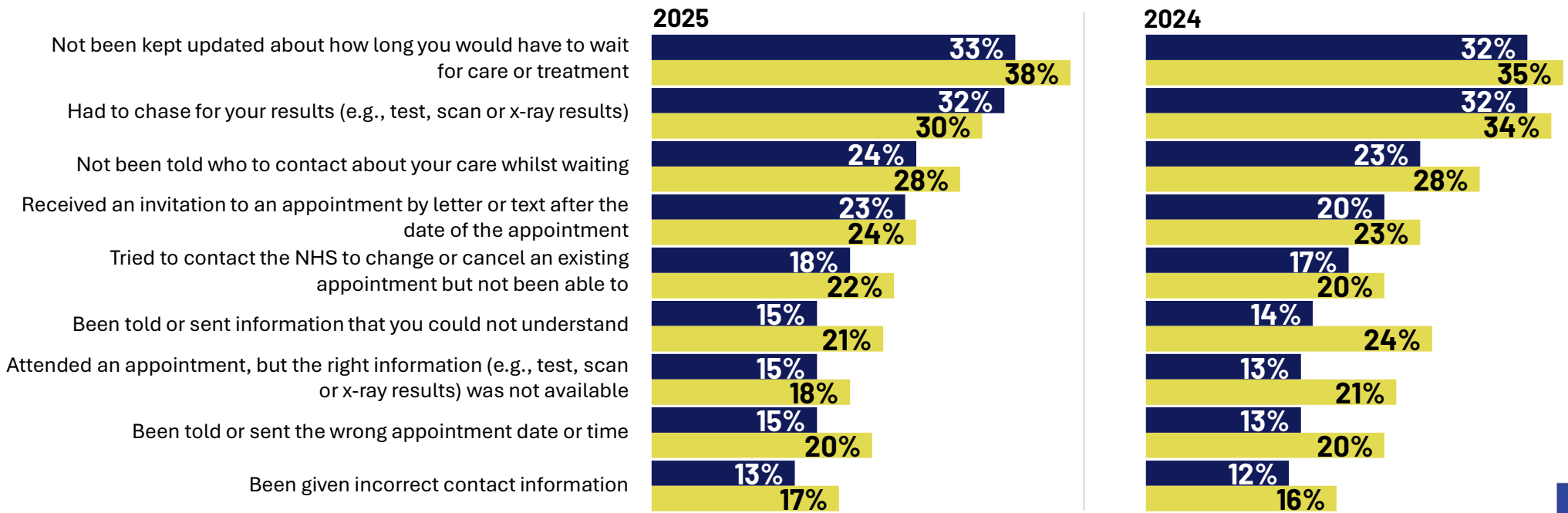
People who say they are **really struggling financially** are **more likely to say the NHS is poor** at all three: communicating with patients about things like appointments and test results (41%, compared with 26% of those who say they are very or quite comfortable); Keeping people informed about what is happening with their care and treatment (59% vs. 33%); Ensuring there is someone for patients to contact about their ongoing care if they need to (52% vs. 30%). In 2024, people who were really struggling financially again were more likely to say the NHS was poor at all three of these.

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

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

Yes, this has happened to me
(Based on all those who have used an NHS service for themselves in the past year)

Yes, this has happened to someone I care for
(Based on all carers for whom the person they care for has used an NHS service in the past year)



66%
of patients and carers experienced at least one of the issues asked about* - in line with 2024 (64%)

The following groups are more likely to say they have experienced at least one of these issues - all were also more likely to report the same in 2024

- Patients and carers aged 16 to 34 (77%, compared with 66% overall)
- Patients and carers from ethnic minority backgrounds (77%, compared with 65% of people from White ethnic backgrounds)
- Patients and carers with long-term conditions, which may be because they use services more frequently so are more likely to experience a problem (74%, and rising to 77% among people with multiple long-term conditions, compared with 60% of people who do not have any long-term condition)
- Patients and carers who say they are really struggling financially (81%, compared with 63% of those who are very or quite comfortable financially)

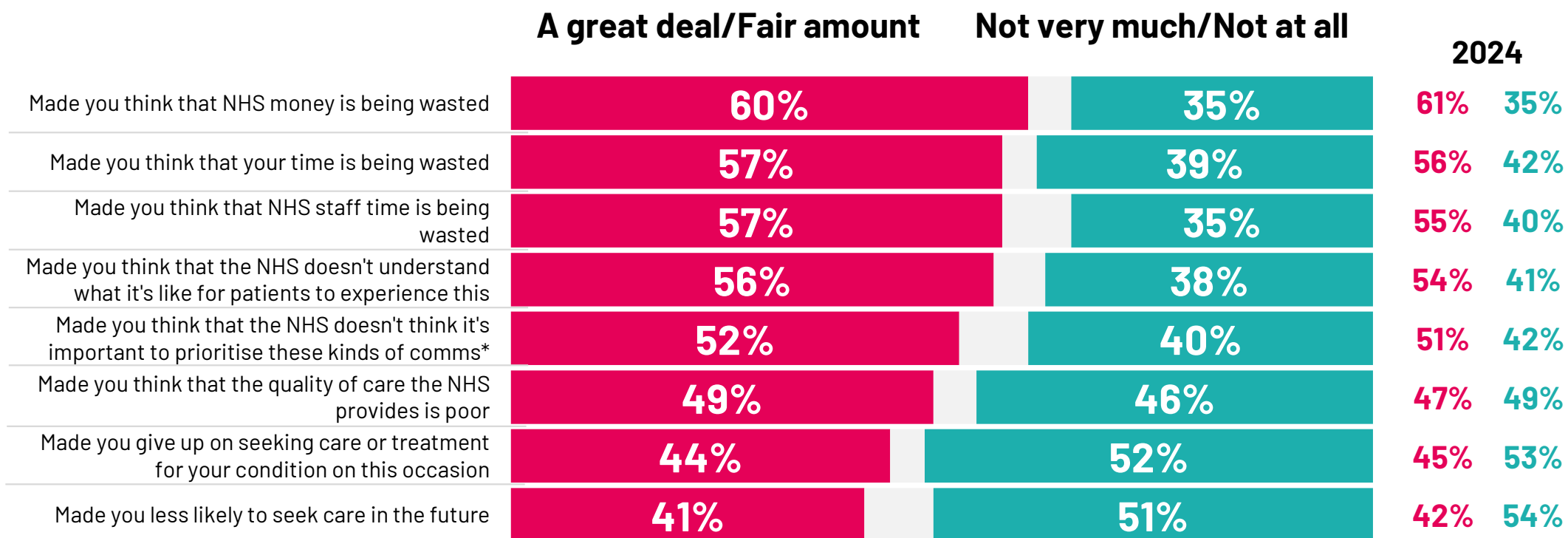
* Themselves personally, or someone they care for

Base: 1,607 Online English adults aged 18-75 who have used an NHS service for themselves in the past year 12 months or who care for someone who has used an NHS service in the past 12 months, 12-18 December 2025 - including 542 people aged 16 to 34, 265 people from an ethnic minority background, 612 people with a long-term physical or mental health condition, disability or illness and 142 who say they are really struggling financially.

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

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



Base: Online English adults aged 18-75 who have experienced at least one administrative issue in the last year for themselves personally, or someone they care for has, **2025: 1,062**, 12-18 December 2025, **2024: 1,069**, 29 November - 1 December 2024

* Full wording 'communications'



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**This work was carried out in accordance with the requirements of the
international quality standard for Market Research, ISO 20252**

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