LONGSIDE

Table Header	Table Data
S1. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S2. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S3. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S4. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S5. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S6. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S7. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S8. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S9. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S10. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
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S13. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S14. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S15. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S16. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S17. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S18. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S19. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S20. Wrong email and caller ID you. Watch the BAD to and and of You Hallowing? - Avoid being fooled with the latest callers or triggering calls that cost real headaches!, cost 1 or 2$ the call, and wasting Dollars	All clients aged 18+ No. It's disgraced
S1. Which of this following? Only those you or someone you know No separated when wearing Refs concert Vaishnavi in Rocket Launches? - Start Solid Lunch Information: Ask you work out	All white Fauna and Cumberland Ring only the Fee us and not Refs across Crystal
S2. Which of this following? Only those you or someone you know No separated when wearing Refs concert Vaishnavi in Rocket Launches? - Start Solid Lunch Information: Ask you work out	All white Fauna and Cumberland Ring only the Fee us and not Refs across Crystal
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Q1. Which of the following if any, have you or someone you live with experienced when reviewing Wills and/or Inheritance Tax in the last 12 months? - Been told it won't be the wrong appointment to be in

All wills need to be reviewed and if the Inheritance Tax is still in the estate

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q1. How good or poor do you think the NHS is at each of the following? - Summary
All Adults aged 16-75 in England

	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	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
	(A)	(B)	(C)
Unweighted base	1908	1908	1908
Weighted base	1908	1908	1908
Very good (2)	183 10% BC	134 7%	131 7%
Fairly good (1)	642 34% BC	480 25%	482 25%
Neither good nor poor (0)	408 21%	440 23%	490 26% AB
Fairly poor (-1)	381 20%	465 24% AC	416 22%
Very poor (-2)	185 10%	262 14% AC	224 12% A
Don't know	108 6%	126 7% A	165 9% AB
NET: Very/ Fairly Good	825 43% BC	614 32%	614 32%
NET: Very/ Fairly Poor	566 30%	728 38% AC	640 34% A
Mean	0.14 BC	-0.14	-0.07 B

ements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

ColumnProportions (5%): A/B/C Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A/B/C Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Very good (2)	183 10%	100 11%	84 9%	74 12% F	59 9%	50 8%	113 10%	70 9%	125 10%	58 9%	72 11%	111 9%	23 8%	41 9%	48 10%	60 12%	39 7%	61 11% S	33 7%	50 16% QRS
Fairly good (1)	642 34%	325 35%	313 33%	190 31%	218 32%	235 38% DE	408 37% H	234 29%	411 32%	231 36%	236 35%	406 33%	101 35%	174 36%	163 34%	170 34%	185 36% T	184 32%	186 37% T	87 28%
Neither good nor poor (0)	408 21%	200 21%	199 21%	146 24%	141 21%	122 20%	223 20%	185 23%	273 21%	136 21%	145 22%	263 21%	65 22%	107 22%	113 23% P	86 17%	121 23%	120 21%	93 19%	74 23%
Fairly poor (-1)	381 20%	165 18%	212 22% B	104 17%	151 22% D	125 20%	211 19%	170 21%	263 21%	118 18%	128 19%	253 20%	54 18%	102 21%	96 20%	93 19%	110 21%	112 19%	105 21%	55 17%
Very poor (-2)	185 10%	84 9%	100 10%	56 9%	70 10%	60 10%	99 9%	86 11%	125 10%	60 9%	57 9%	128 10%	26 9%	45 9%	47 10%	49 10%	40 8%	63 11%	57 11%	26 8%
Don't know	108 6%	61 7%	47 5%	48 8% F	37 5%	23 4%	39 4%	70 9% G	73 6%	35 6%	35 5%	74 6%	24 8% NO	15 3%	18 4%	43 9% NO	22 4%	34 6%	27 5%	25 8% Q
NET: Very/ Fairly Good	825 43%	425 45%	396 42%	264 43%	277 41%	285 46%	521 48% H	304 37%	536 42%	290 45%	308 46%	517 42%	124 42%	215 44%	211 43%	230 46%	224 43%	245 43%	219 44%	137 43%
NET: Very/ Fairly Poor	566 30%	249 27%	312 33% B	160 26%	221 33% D	185 30%	310 28%	255 31%	388 31%	178 28%	185 28%	381 31%	80 27%	147 30%	143 29%	142 28%	150 29%	174 30%	161 32%	80 25%
Mean	0.14	0.22 C	0.08	0.21 E	0.07	0.15	0.21 H	0.04	0.12	0.18	0.22 L	0.10	0.16	0.14	0.15	0.22	0.15	0.13	0.07	0.28 S

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Very good (2)	183	27	57	41	58	136	45	27	65	10	18	4	59	42
	10%	7%	9%	10%	12% B	9%	15% F	10%	13% KL	7%	7%	4% *	10%	7%
Fairly good (1)	642	144	200	126	172	550	87	87	203	63	83	36	231	196
	34%	37%	33%	31%	34%	35%	29%	32%	41% HK	41%	32%	36% *	38%	34%
Neither good nor poor (0)	408	86	122	87	113	328	74	47	91	31	62	29	124	116
	21%	22%	20%	22%	22%	21%	24%	17%	18%	20%	24%	29% HI*	20%	20%
Fairly poor (-1)	381	77	132	70	101	328	51	66	88	29	54	26	121	132
	20%	19%	22%	17%	20%	21%	17%	24%	18%	19%	21%	26% *	20%	23%
Very poor (-2)	185	41	63	39	42	163	21	35	36	14	34	6	53	70
	10%	10%	10%	10%	8%	10%	7%	13% I	7%	9%	13% I	6% *	9%	12%
Don't know	108	21	30	37	20	81	26	14	12	5	8	-	24	23
	6%	5%	5%	9% BCE	4%	5%	9% F	5% L	2%	3%	3%	- *	4%	4%
NET: Very/ Fairly Good	825	171	257	168	230	686	132	114	268	73	100	40	290	238
	43%	43%	42%	42%	45%	43%	44%	41%	54% HKL	48%	39%	40% *	47% N	41%
NET: Very/ Fairly Poor	566	118	196	110	143	491	72	101	124	43	88	31	174	202
	30%	30%	32%	27%	28%	31% G	24%	37% I	25%	28%	34% I	31% *	28%	35% M
Mean	0.14	0.10	0.10	0.16	0.21	0.11	0.30 F	0.01	0.36 HKL	0.18	-0.02	0.07 *	0.21 N	0.01

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Very good (2)	183 10%	43 13%	135 9%	50 8%	24 7%	25 8%	125 11% D	120 12% I	49 7%	9 7%	169 11% LQ	14 5%	49 13% LPQ	77 11% L	91 11% LQ	64 10% L	101 9% L	23 10%	33 12% L	61 14% KLNPQ	18 9%	38 12%	2 14% **	9 11% *	13 20% b*	20 15%	9 11% *	25 11%	10 21% b*	9 11% *	19 14%	8 15% *	76 14% hjkm	94 9%	35 12% hkm	28 8%	17 6%	13 11%	86 9%	24 11% k	43 11% s	45 11% s	38 10%	35 9%	22 6%
Fairly good (1)	642 34%	113 33%	511 35%	217 33%	113 34%	104 33%	402 36%	375 38% IJ	220 32%	38 28%	556 35%	80 29%	122 33%	248 34%	297 36%	242 36%	378 35%	75 32%	100 35%	166 38% L	67 35%	104 33% d	6 39% **	23 30% *	26 37% d*	49 36% d	25 30% *	75 33% d	12 26% *	17 21% *	45 33% d	14 26% *	235 44% hjklmn	334 31% k	115 40% hklmn	127 34% kl	63 22%	28 23%	313 31% k	66 30% k	127 33%	142 35%	117 30%	135 34%	121 36%
Neither good nor poor (0)	408 21%	80 24%	295 20%	150 23%	69 21%	81 25% G	222 20%	200 20%	153 22%	33 24%	332 21%	62 23%	76 20%	163 23%	170 21%	139 21%	231 21%	64 27% KMOPQST	52 18%	83 19%	45 23%	76 24%	2 13% **	21 27% *	16 23% *	26 19%	18 22% *	52 23%	10 22% *	23 28% *	37 27% Z	19 35% Z*	103 19%	231 22%	51 18%	81 22%	66 23%	33 27%	215 22%	55 25% i	96 25%	79 19%	79 21%	89 22%	66 20%
Fairly poor (-1)	381 20%	66 20%	298 21%	148 23%	83 25%	65 20%	218 19%	181 18%	159 23% H	35 25%	323 21%	55 20%	76 20%	154 21%	173 21%	141 21%	242 22% K	48 20%	55 20%	84 19%	44 23%	66 21%	- - **	17 22% *	11 16% *	29 21%	21 26% *	53 23%	12 26% *	26 31% VYe*	28 20%	10 19% *	74 14%	253 24% gi	61 21% gi	91 25% gi	77 27% gi	23 19%	241 24% gi	51 24% gi	66 17%	82 20%	83 22%	82 21%	67 20%
Very poor (-2)	185 10%	27 8%	154 11%	73 11%	38 12%	34 11%	101 9%	77 8%	77 11% H	22 16% H	158 10%	26 10%	47 13% O	68 9%	75 9%	67 10%	125 11% KNO	21 9%	35 12%	39 9%	17 9%	24 7%	4 23% **	7 9% *	3 4% *	8 6%	7 9% *	19 8%	2 4% *	7 9% *	7 5%	3 5% *	29 6%	130 12% gi	17 6%	35 10% gi	54 19% ghijmn	24 19% ghijmn	122 12% gi	19 9%	28 7%	32 8%	44 11%	38 10%	43 13% op
Don't know	108 6%	8 2%	57 4%	15 2%	6 2%	9 3%	51 5% DE	45 4%	33 5%	1 1%	36 2% QT	33 12% KMNOPQRSTU	5 1%	11 2%	14 2%	19 3% NOQT	18 2%	4 2%	7 3%	4 1%	1 1%	6 2%	2 11% **	1 1% *	- - *	4 3%	1 2% *	5 2%	- - *	- - *	1 1%	- - *	18 3% n	20 2%	8 3%	6 2%	5 2%	1 1%	19 2%	1 1%	22 6%	30 7%	23 6%	17 4%	16 5%
NET: Very/ Fairly Good	825 43%	156 46%	646 45%	267 41%	137 41%	130 41%	526 47% D	495 50% IJ	269 39%	47 34%	726 46% LQ	93 35%	171 46% L	325 45% L	388 47% LQ	306 46% L	479 44%	99 42%	133 47% L	227 52% KLMNPQR	85 44%	143 45% d	8 53% **	32 41% *	39 57% VXabd*	69 51% bd	33 41% *	100 44% d	22 48% d*	26 31% *	64 47% d	22 41% *	311 58% hjklmn	428 40% k	150 52% hjklmn	156 42% k	80 29%	42 34%	399 40% k	90 41% k	170 45%	187 46%	155 40%	170 43%	143 43%
NET: Very/ Fairly Poor	566 30%	94 28%	452 31%	220 34% G	121 36% G	99 31%	319 29%	259 26%	235 34% H	57 41% H	481 31%	81 30%	122 33%	222 31%	248 30%	208 31%	367 34% KOT	68 29%	91 32%	123 28%	61 32%	90 29%	4 23% **	24 31% *	14 20% *	37 27%	29 35% Y*	72 31% Y	14 30% *	33 40% VYZef*	35 26%	13 24% *	104 19%	382 36% gi	78 27% g	127 34% g	131 46% ghijmn	47 38% gi	363 36% gi	71 33% g	94 25%	115 28%	127 33% o	120 30%	110 33% o
Mean	0.14	0.24	0.13	0.04	0.01	0.07	0.22 DE	0.29 IJ	0.01	-0.16	0.17 Q	*	0.14	0.16 Q	0.19 LQ	0.15	0.08	0.14	0.14	0.29 KLMNPQ	0.13	0.22 d	0.22 **	0.12 *	0.53 VXabd*	0.34 bd	0.07 *	0.15	0.34 d*	-0.07 *	0.30 d	0.28 *	0.49 hjklmn	0.01 k	0.32 hjklm	0.06 k	-0.31	-0.13	* k	0.11 kl	0.26 qs	0.22	0.06	0.12	0.04

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Very good (2)	134 7%	79 8% C	55 6%	69 11% EF	47 7% F	17 3%	92 8% H	42 5%	99 8%	35 5%	64 9% L	70 6%	17 6%	30 6%	36 7%	44 9%	24 5%	44 8% S	22 4%	43 14% QRS
Fairly good (1)	480 25%	251 27%	225 24%	152 25%	160 24%	168 27%	291 27%	189 23%	320 25%	160 25%	175 26%	305 25%	73 25%	140 29%	117 24%	127 25%	146 28%	137 24%	121 24%	77 24%
Neither good nor poor (0)	440 23%	229 24%	206 22%	150 24%	147 22%	142 23%	243 22%	196 24%	285 22%	155 24%	142 21%	298 24%	73 25%	106 22%	117 24%	104 21%	124 24%	125 22%	119 24%	72 23%
Fairly poor (-1)	465 24%	189 20%	269 28% B	125 20%	177 26% D	164 27% D	268 24%	198 24%	308 24%	157 25%	174 26%	292 24%	68 23%	117 24%	127 26%	109 22%	116 22%	156 27%	123 25%	70 22%
Very poor (-2)	262 14%	113 12%	148 16% B	75 12%	101 15%	86 14%	149 14%	113 14%	175 14%	88 14%	81 12%	181 15%	36 12%	68 14%	66 14%	70 14%	74 14%	78 14%	81 16% T	30 9%
Don't know	126 7%	75 8% C	51 5%	47 8%	43 6%	36 6%	50 5%	76 9% G	82 6%	44 7%	38 6%	88 7%	26 9% NO	23 5%	22 5%	46 9% NO	34 6%	33 6%	35 7%	25 8%
NET: Very/ Fairly Good	614 32%	330 35% C	281 29%	221 36%	207 31%	185 30%	383 35% H	231 28%	419 33%	195 31%	239 36% L	375 30%	90 31%	170 35%	153 32%	171 34%	170 33%	181 32%	142 28%	121 38% S
NET: Very/ Fairly Poor	728 38%	302 32%	418 44% B	200 32%	278 41% D	250 41% D	417 38%	311 38%	483 38%	245 38%	255 38%	473 38%	104 36%	185 38%	192 40%	179 36%	190 37%	234 41% T	204 41% T	100 31%
Mean	-0.14	-0.01 C	-0.25	0.03 EF	-0.20	-0.23	-0.09	-0.21	-0.12	-0.17	-0.05 L	-0.18	-0.12	-0.11	-0.15	-0.08	-0.14	-0.16	-0.26	0.12 QRS

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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
All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Very good (2)	134	21	29	26	58	93	40	16	52	6	11	9	48	28
	7%	5%	5%	6%	11% BCD	6%	13% F	6%	11% HJK	4%	4%	9% *	8% N	5%
Fairly good (1)	480	105	137	103	135	411	65	65	162	47	58	23	180	136
	25%	26%	23%	26%	27%	26%	21%	24%	33% HK	31%	22%	23% *	29% N	24%
Neither good nor poor (0)	440	98	140	86	117	353	80	60	88	39	65	27	122	129
	23%	25%	23%	21%	23%	22%	26%	22%	18%	26% I	25% I	27% I*	20%	22%
Fairly poor (-1)	465	99	167	91	108	409	55	80	115	32	66	26	148	163
	24%	25%	28% E	23%	21%	26% G	18%	29%	23%	21%	25%	26% *	24%	28%
Very poor (-2)	262	50	88	56	69	223	38	41	59	19	48	11	78	96
	14%	13%	15%	14%	14%	14%	12%	15%	12%	13%	19% I	12% *	13%	17%
Don't know	126	23	43	40	20	98	27	15	18	8	11	3	36	27
	7%	6%	7% E	10% BE	4%	6%	9%	5%	4%	6%	4%	3% *	6%	5%
NET: Very/ Fairly Good	614	126	167	129	192	504	105	81	214	53	69	32	228	164
	32%	32%	28%	32%	38% C	32%	35%	29%	43% HKL	35%	27%	32% *	37% N	28%
NET: Very/ Fairly Poor	728	149	255	147	177	631	92	121	175	51	113	37	226	259
	38%	38%	42% E	37%	35%	40% G	30%	44% I	35%	34%	44% I	37% *	37%	45% M
Mean	-0.14	-0.14	-0.26	-0.13	0.01 C	-0.17	0.06 F	-0.25	0.07 HK	-0.08	-0.33	-0.08 *	-0.05 N	-0.30

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Very good (2)	134 7%	31 9%	98 7%	28 4%	12 4%	16 5%	100 9% DEF	81 8%	40 6%	6 5%	115 7% PQ	17 6%	37 10% NOPQT	47 7%	56 7%	37 6%	62 6%	19 8%	20 7%	28 6%	23 12% KNOPQT	25 8% b	5 30% **	10 12% bd*	10 15% Vbd*	10 8%	6 7% *	12 5%	4 9% *	4 5% *	15 11% b	9 16% Vbd*	44 8%	72 7%	19 7%	26 7%	15 5%	12 10%	68 7%	20 9%	38 10% s	30 7% s	23 6%	30 8% s	12 4%
Fairly good (1)	480 25%	88 26%	380 26%	140 21%	71 21%	69 22%	324 29% DEF	298 30% IJ	159 23% J	17 12%	418 27% Q	55 20%	90 24%	191 27%	206 25%	180 27%	270 25%	56 24%	69 24%	123 28% L	51 27%	83 26%	4 23% **	14 18% *	17 24% *	34 25%	16 19% *	56 24%	14 31% *	16 20% *	31 23%	13 23% *	197 37% hijkmn	226 21% k	78 27% hkm	79 21% k	34 12%	35 28% k	210 21% k	55 25% k	104 27%	114 28%	90 24%	91 23%	81 24%
Neither good nor poor (0)	440 23%	77 23%	328 23%	168 26% G	84 25%	84 26% G	228 20%	238 24%	150 22%	30 22%	354 22% P	73 27% PRS	77 21%	164 23%	188 23% P	132 20%	240 22%	43 18%	55 19%	103 24%	42 22%	74 23%	1 6% **	15 19% *	18 26% *	26 19%	20 24% *	53 23%	9 20% *	19 23% *	33 24%	9 16% *	133 25%	226 21%	67 23%	79 21%	57 20%	22 18%	209 21%	50 23%	100 26%	92 22%	85 22%	91 23%	73 22%
Fairly poor (-1)	465 24%	81 24%	367 25%	188 29% G	101 30% G	87 27%	260 23%	220 22%	188 27% H	50 36% H	405 26%	58 21%	96 26%	192 27%	241 29% KL	189 28%	312 29% KL	80 34% KLMNTU	81 29%	111 25%	46 24%	77 25%	2 13% **	23 29% *	15 22% *	44 32% Vw	26 32% *	64 28%	12 27% *	27 34% V*	32 23%	11 20% *	93 17%	317 30% gl	76 26% g	122 33% gln	96 34% gln	23 19%	302 30% gl	54 25% g	80 21%	87 21%	109 28% op	101 26%	88 26%
Very poor (-2)	262 14%	49 15%	207 14%	108 16%	54 16%	54 17%	144 13%	110 11%	112 16% H	32 23% H	229 15%	33 12%	69 18% KLOR	113 16% O	106 13%	107 16% O	180 16% KO	31 13%	50 18% O	62 14%	27 14%	46 15%	4 23% **	12 16% *	9 13% *	16 12%	10 12% *	37 16%	6 12% *	13 16% *	21 16%	13 24% VZ*	40 8%	193 18% gij	34 12%	53 14% g	77 27% ghijmn	29 24% gij	180 18% gij	37 17% g	37 10%	58 14%	48 13%	59 15% o	61 18% o
Don't know	126 7%	12 4%	70 5%	21 3%	11 3%	10 3%	63 6% D	52 5%	41 6%	2 2%	54 3% N	34 13% KMNOPQRSTU	7 2%	14 2%	22 3%	26 4% MN	32 3%	6 3%	7 3%	10 2%	2 1%	10 3%	1 5% **	4 5% y*	- - *	6 4% Y	4 5% Y*	8 4%	- - *	2 2% *	5 3%	- - *	28 5% hkmn	28 3% n	14 5% hkmn	10 3%	3 1%	1 1%	27 3%	1 1%	24 6%	30 7%	28 7%	25 6%	20 6%
NET: Very/ Fairly Good	614 32%	118 35%	477 33%	168 26%	83 25%	85 27%	424 38% DEF	379 38% IJ	199 29% J	23 17%	533 34% LQ	72 27%	126 34%	239 33%	263 32%	218 32%	332 30%	75 32%	89 32%	151 35% LQ	74 39% LQ	108 34% bd	8 53% **	24 30% *	27 39% d*	44 33%	22 27% *	68 30%	19 40% d*	20 25% *	46 34%	21 40% *	241 45% hijkmn	298 28% k	97 34% hkm	105 29% k	49 17%	47 38% hkm	277 28% k	75 34% hkm	142 37% qs	145 35% s	113 30%	121 31%	93 28%
NET: Very/ Fairly Poor	728 38%	130 39%	575 40%	295 45% G	155 46% G	140 44% G	404 36%	329 33%	301 44% H	82 59% HI	634 40%	90 33%	164 44% L	305 42% L	347 42% L	296 44% KL	492 45% KLT	111 47% KLTU	131 46% KLT	173 39%	73 38%	123 39%	6 36% **	35 45% *	24 36% *	60 44%	36 44% *	101 44% V	18 39% *	41 50% V*	54 39%	24 44% *	134 25%	510 48% gl	110 38% g	175 47% gi	173 61% ghijmn	53 43% g	482 48% gl	91 42% g	117 30%	145 35%	158 41% o	160 40% o	149 45% op
Mean	-0.14	-0.09	-0.15	-0.33	-0.35	-0.30	-0.02 DEF	0.02 IJ	-0.27 J	-0.62	-0.14 PQ	-0.14	-0.19	-0.19 Q	-0.17 Q	-0.23	-0.26	-0.21	-0.26	-0.13 Q	-0.02 PQS	-0.12 bd	0.24 **	-0.19 *	0.05 bd*	-0.16	-0.24 *	-0.26	-0.02 *	-0.37 *	-0.10	-0.12 *	0.22 hijkmn	-0.32 k	-0.10 hkm	-0.27 k	-0.67	-0.19 k	-0.33 k	-0.16 hkm	0.08 qrs	-0.07 s	-0.19	-0.18	-0.33

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PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Very good (2)	131	75	56	67	45	19	92	39	101	30	55	77	14	31	33	49	17	43	30	41
	7%	8%	6%	11% EF	7% F	3%	8% H	5%	8% J	5%	8%	6%	5%	6%	7%	10% M	3%	8% Q	6%	13% QRS
Fairly good (1)	482	258	221	177	149	156	301	181	312	170	194	289	82	118	124	128	149	136	128	70
	25%	28% C	23%	29% E	22%	25%	28% H	22%	25%	27%	29% L	23%	28%	24%	26%	26%	29% T	24%	26%	22%
Neither good nor poor (0)	490	255	231	153	167	169	248	241	313	176	155	335	81	137	132	103	131	145	126	88
	26%	27%	24%	25%	25%	28%	23%	30% G	25%	28%	23%	27% K	28% P	28% P	27% P	20%	25%	25%	25%	28%
Fairly poor (-1)	416	168	242	109	163	144	249	167	280	136	156	260	53	110	109	108	114	133	110	59
	22%	18%	25% B	18%	24% D	23% D	23%	21%	22%	21%	23%	21%	18%	23%	22%	21%	22%	23%	22%	19%
Very poor (-2)	224	85	137	56	91	77	128	96	150	74	64	159	35	60	56	54	59	69	69	27
	12%	9%	14% B	9%	13% D	13%	12%	12%	12%	12%	10%	13% K	12%	12%	12%	11%	11%	12%	14% T	9%
Don't know	165	95	68	56	60	49	75	89	113	52	49	116	28	28	30	60	48	47	38	32
	9%	10% C	7%	9%	9%	8%	7%	11% G	9%	8%	7%	9%	10%	6%	6%	12% NO	9%	8%	8%	10%
NET: Very/ Fairly Good	614	333	277	244	195	175	393	220	413	200	248	365	95	148	157	177	166	179	157	111
	32%	36% C	29%	40% EF	29%	28%	36% H	27%	33%	31%	37% L	30%	33%	31%	33%	35%	32%	31%	31%	35%
NET: Very/ Fairly Poor	640	253	379	165	254	221	377	263	430	210	221	419	88	170	165	161	173	202	179	87
	34%	27%	40% B	27%	38% D	36% D	34%	32%	34%	33%	33%	34%	30%	35%	34%	32%	33%	35% T	36% T	27%
Mean	-0.07	0.08 C	-0.21	0.16 EF	-0.17	-0.19	-0.02	-0.14	-0.06	-0.09	0.03 L	-0.12	-0.05	-0.11	-0.07	0.02	-0.10	-0.09	-0.13	0.13 QRS

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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

All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Very good (2)	131	20	27	26	58	95	36	16	50	3	13	10	45	31
	7%	5%	5%	7%	11%	6%	12%	6%	10%	2%	5%	10%	7%	5%
					BCD		F		JK			J*		
Fairly good (1)	482	99	142	109	132	396	82	73	153	38	53	28	177	125
	25%	25%	23%	27%	26%	25%	27%	27%	31%	25%	21%	29%	29%	22%
									K			*	N	
Neither good nor poor (0)	490	112	157	91	129	400	81	70	101	52	72	30	130	164
	26%	28%	26%	23%	25%	25%	27%	25%	21%	34%	28%	30%	21%	28%
										I	I	I*		M
Fairly poor (-1)	416	90	146	70	110	361	53	57	108	37	61	25	146	133
	22%	23%	24%	18%	22%	23%	17%	21%	22%	24%	23%	25%	24%	23%
			D									*		
Very poor (-2)	224	43	73	54	53	202	21	37	55	13	40	3	67	83
	12%	11%	12%	13%	10%	13%	7%	13%	11%	9%	15%	3%	11%	14%
						G		L	L		L	*		
Don't know	165	31	59	51	25	133	30	23	28	8	21	4	46	43
	9%	8%	10%	13%	5%	8%	10%	8%	6%	5%	8%	4%	8%	8%
			E	BE								*		
NET: Very/ Fairly Good	614	119	169	135	190	491	118	90	202	41	66	38	223	156
	32%	30%	28%	34%	38%	31%	39%	32%	41%	27%	25%	38%	36%	27%
					BC		F		HJK			K*	N	
NET: Very/ Fairly Poor	640	134	219	124	163	563	74	94	163	50	100	28	213	216
	34%	34%	36%	31%	32%	35%	24%	34%	33%	33%	39%	28%	35%	37%
						G						*		
Mean	-0.07	-0.10	-0.18	-0.05	0.07	-0.12	0.22	-0.10	0.07	-0.13	-0.26	0.17	-0.02	-0.21
					BC		F		K			JK*	N	

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Very good (2)	131 7%	25 7%	100 7%	30 5%	13 4%	17 5%	96 9% DE	84 8% I	32 5%	9 6%	121 8% LNPQ	10 4%	33 9% LNPQT	43 6%	59 7% PQ	34 5%	54 5%	14 6%	20 7%	25 6%	15 8%	20 6% b	4 23% **	6 7% *	6 8% *	9 6%	3 4% *	9 4%	4 9% d*	2 2% *	8 6%	6 11% bd*	52 10% h	70 7%	17 6%	26 7%	16 6%	11 9%	67 7%	15 7%	39 10% qrs	32 8%	22 6%	23 6%	15 4%
Fairly good (1)	482 25%	99 29%	362 25%	166 25%	92 28%	74 23%	290 26%	280 28% J	177 26% J	20 14%	421 27%	56 21%	118 31% KLNPQ	190 26%	221 27%	170 25%	284 26%	62 26%	83 29% L	142 32% KLNOPQ	53 27%	96 31%	2 15% **	22 28% *	24 35% *	42 31%	25 30% *	65 28%	18 40% d*	21 25% *	44 32%	16 30% *	146 27% k	280 26% k	89 31% k	98 27%	55 20%	37 30% k	262 26% k	69 32% k	97 25%	115 28%	91 24%	96 24%	83 25%
Neither good nor poor (0)	490 26%	85 25%	373 26%	183 28% E	81 24%	102 32% EG	281 25%	259 26%	177 26%	35 26%	395 25% M	81 30% MS	71 19%	195 27% MS	208 25% M	166 25% M	276 25% M	68 29% MS	57 20%	113 26% M	54 28% MS	77 24%	5 29% **	16 20% *	17 25% *	30 22%	15 19% *	56 24%	9 19% *	23 28% *	30 22%	12 22% *	158 30% hiklm	241 23%	65 23%	102 28% hkm	52 18%	22 18%	223 22%	49 23%	105 27%	101 25%	100 26%	101 26%	83 25%
Fairly poor (-1)	416 22%	71 21%	334 23%	167 26% FG	100 30% DFG	67 21%	221 20%	208 21%	159 23%	39 28%	367 23% L	45 17%	81 22%	188 26% KL	196 24% L	169 25% L	279 25% KL	60 26% L	73 26% L	102 23%	45 23%	70 22%	1 4% **	18 23% *	17 24% *	32 24%	23 28% *	53 23%	10 22% *	21 25% *	30 22%	13 24% *	92 17%	278 26% ø	75 26% ø	92 25% g	93 33% ghjmn	19 16%	260 26% ø	50 23%	73 19%	87 21%	92 24%	87 22%	76 23%
Very poor (-2)	224 12%	43 13%	176 12%	78 12%	33 10%	45 14%	133 12%	91 9%	90 13% H	33 24% HI	186 12%	36 13%	60 16% KNRT	89 12%	103 13%	86 13%	153 14% KT	26 11%	37 13%	43 10%	21 11%	39 12%	4 23% **	12 16% *	5 8% *	15 11%	11 14% *	34 15%	4 9% *	14 17% *	17 12%	7 13% *	38 7%	152 14% øj	23 8%	40 11%	59 21% ghjmn	31 25% ghijmn	144 15% øj	31 14% øj	41 11%	39 9%	41 11%	52 13%	51 15% p
Don't know	165 9%	15 5%	105 7%	28 4%	14 4%	14 4%	96 9% DEF	76 8% J	56 8% J	2 2%	85 5% MNOQRTU	42 15% KMNOPQRSTU	11 3%	18 3%	34 4% N	45 7% MNOQRTU	50 5% N	6 2%	12 4%	13 3%	4 2%	13 4% Y	1 5% **	5 6% Yf*	- - *	9 6% Yf	4 5% Y*	12 5% Y	- - *	2 3% *	9 6% Y	- - *	49 9% hjklmn	41 4%	20 7% hjkmn	11 3%	7 3%	3 2%	38 4%	3 2%	27 7%	38 9%	37 10%	37 9%	26 8%
NET: Very/ Fairly Good	614 32%	124 37%	462 32%	196 30%	105 32%	91 28%	386 35%	364 37% IJ	209 30% J	29 21%	542 34% LPQ	66 24%	151 40% KLNOPQR	233 32% L	279 34% LPQ	205 30%	338 31%	76 32%	103 37% LPQ	167 38% LNPQ	68 35% L	116 37% bd	6 38% **	28 36% *	30 43% bd*	50 37%	28 34% *	74 32%	23 50% bd*	22 27% *	51 38%	22 41% *	197 37% k	350 33% k	106 37% k	125 34% k	71 25%	48 39% k	330 33% k	83 38% k	136 36%	146 36%	114 30%	119 30%	98 29%
NET: Very/ Fairly Poor	640 34%	114 34%	510 35%	245 38% G	133 40% G	112 35%	355 32%	299 30%	248 36% H	72 52% HI	554 35%	81 30%	141 38%	276 38% KLT	299 36%	255 38% L	432 39% KLOT	86 37%	110 39% L	145 33%	66 35%	108 34%	4 28% **	30 38% *	22 32% *	47 35%	34 42% *	87 38%	14 32% *	34 42% *	47 34%	20 37% *	131 24%	431 41% øj	98 34% g	131 36% g	151 54% ghijmn	50 41% g	404 41% øj	81 37% g	114 30%	125 31%	133 35%	139 35%	128 38% op
Mean	-0.07	-0.02	-0.09	-0.15	-0.15	-0.16	-0.01 D	0.06 IJ	-0.15 J	-0.50	-0.05 NPQ	-0.18	-0.05 Q	-0.13	-0.08 Q	-0.16	-0.18	-0.10	-0.09	0.01 NPQ	-0.03	-0.04 bd	0.11 **	-0.12 *	0.12 bd*	-0.02	-0.19 *	-0.17	0.19 bd*	-0.30 *	-0.03	0.01 *	0.17 hjklmn	-0.16 k	0.01 hkm	-0.06 k	-0.45	-0.19 *	-0.16 k	-0.07 k	0.06 rs	0.04 s	-0.11	-0.14	-0.22

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q2. Which of the following NHS services, if any, have you used in the last 12 months?

All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
GP Practice	1061 56%	451 48%	599 63% B	246 40%	388 57% D	427 69% DE	629 58%	431 53%	650 51%	411 64% I	360 54%	700 57%	161 55%	294 61% P	269 55%	248 50%	296 57% T	332 58% T	288 58% T	144 45%
Pharmacist	820 43%	343 37%	469 49% B	191 31%	291 43% D	338 55% DE	477 44%	343 42%	499 39%	321 50% I	284 42%	536 43%	133 45%	219 45%	204 42%	199 40%	243 47% S	237 41%	198 40%	142 45%
NHS App	722 38%	326 35%	393 41% B	202 33%	270 40% D	249 41% D	449 41% H	273 34%	467 37%	254 40%	258 38%	464 38%	99 34%	175 36%	202 42% M	204 41%	177 34%	207 36%	221 44% QR	117 37%
Dentist	671 35%	266 28%	400 42% B	161 26%	224 33% D	287 47% DE	381 35%	291 36%	412 32%	259 41% I	234 35%	437 35%	91 31%	179 37%	181 37%	161 32%	219 42% ST	211 37% T	157 31%	85 27%
Local hospital for a non-emergency routine appointment or procedure	437 23%	203 22%	230 24%	104 17%	135 20%	198 32% DE	254 23%	184 23%	241 19%	196 31% I	162 24%	275 22%	74 25%	112 23%	113 23%	103 20%	122 24%	123 22%	124 25%	67 21%
Accident and emergency at hospital	282 15%	119 13%	158 17% B	76 12%	113 17% D	93 15%	141 13%	141 17% G	178 14%	104 16%	100 15%	182 15%	41 14%	76 16%	74 15%	72 14%	60 12%	104 18% Q	69 14%	49 16%
NHS 111 telephone service	253 13%	102 11%	148 15% B	96 16% F	97 14% F	60 10%	144 13%	109 13%	177 14%	76 12%	96 14%	158 13%	30 10%	69 14%	60 12%	74 15%	64 12%	76 13%	73 15%	41 13%
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	235 12%	107 11%	124 13%	87 14% F	88 13%	61 10%	139 13%	96 12%	156 12%	80 12%	90 13%	145 12%	34 11%	58 12%	63 13%	64 13%	60 12%	63 11%	65 13%	47 15%
NHS 111 online service	198 10%	79 8%	115 12% B	91 15% F	79 12% F	28 5%	118 11%	80 10%	141 11%	56 9%	81 12%	116 9%	21 7%	53 11%	59 12% M	58 12%	47 9%	44 8%	61 12% R	45 14% QR
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	192 10%	82 9%	106 11%	96 15% EF	64 9% F	33 5%	94 9%	98 12% G	127 10%	64 10%	59 9%	133 11%	41 14% P	55 11% P	50 10%	36 7%	45 9%	61 11%	41 8%	45 14% QS
GP out-of-hours service	110 6%	41 4%	68 7% B	56 9% EF	36 5%	19 3%	60 5%	51 6%	70 6%	40 6%	39 6%	72 6%	18 6%	27 6%	37 8% P	20 4%	33 6%	29 5%	30 6%	18 6%
Other (please specify)	28 1%	14 1%	15 2%	5 1%	5 1%	19 3% DE	21 2%	8 1%	14 1%	14 2%	11 2%	17 1%	5 2%	12 3% P	6 1%	4 1%	7 1%	9 2%	9 2%	3 1%
None of the above	270 14%	164 17% C	103 11%	85 14%	111 16% F	74 12%	132 12%	138 17% G	191 15%	79 12%	85 13%	184 15%	47 16%	67 14%	68 14%	62 12%	69 13%	79 14%	77 15%	44 14%
Don't know	28 1%	18 2%	9 1%	22 4% EF	5 1%	1 0%	13 1%	15 2%	18 1%	9 1%	13 2%	15 1%	7 2%	7 1%	4 1%	5 1%	9 2%	7 1%	8 2%	4 1%
Prefer not to say	35 2%	29 3% C	6 1%	27 4% EF	6 1%	2 0%	8 1%	27 3% G	28 2%	8 1%	13 2%	22 2%	5 2%	3 1%	3 1%	22 4% NO	7 1%	8 1%	7 1%	14 4% QRS

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q2. Which of the following NHS services, if any, have you used in the last 12 months?

All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
GP Practice	1061 56%	209 53%	383 63% BDE	208 52%	260 51%	920 58% G	133 44%	156 57%	288 58%	97 64%	147 57%	60 61% *	362 59%	360 62%
Pharmacist	820 43%	168 42%	289 48% E	174 43%	189 37%	710 45% G	104 34%	124 45%	217 44%	81 54% IK	107 41%	43 44% *	284 46%	278 48%
NHS App	722 38%	132 33%	247 41% B	155 38%	189 37%	613 39%	102 34%	107 39%	211 43% K	67 44% K	86 33%	48 48% K*	252 41%	228 39%
Dentist	671 35%	129 33%	234 39%	132 33%	176 35%	597 38% G	68 22%	107 39%	189 38%	49 32%	81 31%	29 29% *	205 33%	235 41% M
Local hospital for a non-emergency routine appointment or procedure	437 23%	92 23%	155 26% E	89 22%	101 20%	380 24% G	54 18%	76 27%	124 25%	39 26%	56 22%	18 18% *	138 23%	163 28% M
Accident and emergency at hospital	282 15%	50 13%	83 14%	66 16%	83 16%	242 15%	38 12%	39 14%	71 14%	20 13%	47 18%	16 16% *	87 14%	97 17%
NHS 111 telephone service	253 13%	40 10%	68 11%	53 13%	92 18% BC	212 13%	41 13%	26 9%	74 15% H	21 14%	26 10%	13 13% *	91 15%	66 11%
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	235 12%	37 9%	57 9%	55 14%	86 17% BC	192 12%	41 13%	32 12%	65 13%	21 14%	23 9%	14 14% *	79 13%	70 12%
NHS 111 online service	198 10%	30 8%	55 9%	53 13% B	60 12%	160 10%	36 12%	21 8%	61 12% K	12 8%	17 7%	9 9% *	65 11%	44 8%
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	192 10%	38 10%	47 8%	45 11%	63 12% C	154 10%	36 12%	18 7%	50 10%	15 10%	19 7%	15 15% HK*	53 9%	54 9%
GP out-of-hours service	110 6%	16 4%	28 5%	19 5%	48 9% BCD	81 5%	28 9% F	8 3%	30 6%	4 3%	11 4%	6 6% *	28 5%	24 4%
Other (please specify)	28 1%	11 3% E	12 2% E	6 1% E	1 0%	28 2%	1 0%	7 3%	5 1%	3 2%	7 3%	1 1% *	10 2%	12 2%
None of the above	270 14%	64 16%	81 13%	60 15%	66 13%	232 15%	37 12%	42 15%	59 12%	13 9%	46 18% IJ	13 13% *	82 13%	75 13%
Don't know	28 1%	4 1%	9 1%	5 1%	10 2%	20 1%	4 1%	1 0%	3 1%	1 1%	2 1%	1 1% *	2 0%	3 0%
Prefer not to say	35 2%	1 0%	4 1%	26 7% BCE	4 1%	12 1%	22 7% F	2 1%	2 0%	- -	- -	1 1% *	4 1%	2 0%

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PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q2. Which of the following NHS services, if any, have you used in the last 12 months?
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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1095	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
GP Practice	1061 56%	208 62%	826 57%	498 76% G	249 75% G	249 78% G	516 46%	531 53%	424 61% H	84 61%	1061 67% L	-	251 67% L	554 77% KLMPU	629 77% KLMPU	484 72% KLU	1061 97% KLMNOPRSTU	168 71% LU	214 76% KLMU	339 78% KLMPRU	120 62% L	201 64%	4 29% **	51 66% *	44 63% *	93 69%	58 71% *	177 77% VXYZcf	28 61% *	56 69% *	100 73% V	32 60% *	338 63%	721 68% I	199 69% I	265 72% gIn	191 68% I	66 54%	680 68% I	136 63%	168 44%	207 50%	234 61% op	247 62% op	205 61% op
Pharmacist	820 43%	164 49%	631 44%	390 60% EG	182 55% G	209 65% DEG	386 35%	433 43%	299 43%	70 51%	820 52% L	-	212 57% L	427 59% KL	820 100% KLMNPQRSTU	401 60% KL	638 58% KL	144 61% KL	180 64% KLMQU	279 64% KLMQU	102 53% L	161 51%	- - **	42 54% *	33 48% *	91 67% VXYbe	54 66% V9e*	135 59% V	25 55% *	48 59% *	73 53%	29 54% *	269 50%	551 52%	150 52%	202 55%	142 51%	56 46%	518 52%	105 48%	147 38%	179 44%	159 41%	188 47% o	146 44%
NHS App	722 38%	140 41%	560 39%	324 50% G	157 47% G	167 52% G	362 32%	365 37%	281 41%	59 43%	722 46% L	-	199 53% KLP	722 100% KLMOPQRSTU	427 52% KLP	311 46% L	565 52% KLP	126 54% KLP	155 55% KLP	260 59% KLMOPQ	101 53% L	133 42%	3 22% **	37 47% *	49 72% VXZabcdef*	63 47%	30 37% *	104 45%	24 52% *	38 47% *	60 44%	23 42% *	193 36%	529 50% gI	143 50% gI	193 52% gIn	147 52% gIn	46 37%	502 50% gI	95 44%	108 28%	156 38% o	155 40% o	168 42% o	135 40% o
Dentist	671 35%	139 41%	513 35%	261 40% G	130 39%	131 41% G	384 34%	375 38% J	244 35%	39 28%	671 43% L	-	144 39% L	311 43% L	401 49% KLMNQU	671 100% KLMNOQRSTU	489 45% KLMU	109 46% LMU	125 44% L	208 48% KLMU	70 37% L	135 43%	3 17% **	34 43% *	31 45% *	58 42%	61 75% VXYZbcdef*	106 46%	21 46% *	40 49% *	64 47%	21 39% *	238 44% jI	432 41% jI	138 48% hjm	131 36%	124 44% jI	38 31%	407 41% jI	88 41%	114 30%	130 32%	136 35%	161 41% op	130 39% o
Local hospital for a non-emergency routine appointment or procedure	437 23%	97 29% C	334 23%	223 34% G	103 31% G	120 38% G	196 18%	239 24%	151 22%	41 30%	437 28% L	-	124 33% KLU	260 36% KLPQU	279 34% KLU	208 31% KL	347 32% KL	110 47% KLMNOPQU	122 43% KLMNOPQU	437 100% KLMNOPQRSTU	49 25% L	92 29%	3 17% **	19 24% *	28 41% VX*	47 35%	37 45% VXbf*	72 31%	18 39% *	31 38% X*	56 41% VXbf	14 26% *	104 19%	334 31% gI	79 28% g	130 35% gI	99 35% gI	26 21%	321 32% ghI	64 29% g	63 16%	99 24% o	104 27% o	90 23% o	81 24% o
Accident and emergency at hospital	282 15%	79 23% C	194 13%	153 23% G	69 21% G	84 26% G	112 10%	125 13%	116 17% H	34 25% HI	282 18% L	-	149 40% KLNOPQTU	155 22% KL	180 22% KLP	125 19% L	224 20% KL	95 41% KLNOPQTU	282 100% KLMNOPQRTU	122 28% KLNOPQ	50 26% KLP	78 25%	1 4% **	25 33% *	14 20% *	36 26%	25 31% *	62 27%	16 35% *	33 41% VXZbe*	35 25%	21 39% VXe*	55 10%	227 21% gI	36 12%	78 21% gI	82 29% ghIjm	31 25% gI	216 22% gI	54 25% gI	57 15%	59 14%	66 17% s	61 15%	39 12%
NHS 111 telephone service	253 13%	74 22% C	169 12%	126 19% G	55 16% G	72 22% G	109 10%	111 11%	101 15%	32 23% HI	253 16% L	-	253 68% KLNOPQRSTU	148 21% KLPQ	159 19% KLP	100 15% L	193 18% KLP	88 37% KLNOPQT	118 42% KLNOPQTU	95 22% KLPQ	59 31% KLNOPQT	71 22%	3 17% **	31 40% VYZabce*	12 18% *	27 20%	18 22% *	54 24%	9 20% *	24 29% e*	25 18%	18 33% IZe*	47 9%	206 19% gI	34 12%	70 19% gI	66 23% gI	36 29% ghIjm	199 20% gI	51 23% gI	52 14%	56 14%	55 14% s	53 13%	38 11%
Urgent care/Minor injuries Unit/Walk-in Centre/Urgent Treatment Centre	235 12%	56 17% C	171 12%	111 17% G	52 15% G	60 19% G	112 10%	102 10%	100 14% H	30 22% HI	235 15% L	-	119 32% KLNOPQTU	126 17% KL	144 18% KL	109 16% L	172 16% L	235 100% KLMNOPQSTU	95 34% KLNOPQTU	110 25% KLNOPQ	43 23% KLPQ	55 17%	1 4% **	16 21% *	14 21% *	24 18%	19 23% *	41 18%	19 42% VXYZabef*	24 29% VZbe*	25 18%	13 23% *	45 8%	190 18% g	43 15% g	55 15% g	62 22% gIi	30 24% gIi	185 19% gIj	42 19% g	38 10%	55 14%	52 13%	49 12%	42 12%
NHS 111 online service	198 10%	46 14% C	138 10%	100 15% G	46 14% G	54 17% G	87 8%	82 8%	88 13% H	21 15% H	198 13% L	-	198 53% KLNOPQRSTU	108 15% KLPQ	103 13% L	79 12% L	138 13% L	69 29% KLNOPQT	72 26% KLNOPQT	62 14% L	43 23% KLNOPQT	42 13%	3 22% **	24 31% VYZabe*	9 14% *	19 14%	9 11% *	31 14%	8 19% *	16 20% *	16 12%	15 28% VYZabe*	43 8%	154 15% g	36 12%	46 12%	51 18% g	22 18% g	147 15% g	30 14% g	44 11%	44 11%	35 9%	48 12%	27 8%
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	192 10%	60 18% C	115 8%	127 19% EG	52 16% G	74 23% DEG	55 5%	85 8%	67 10%	32 23% HI	192 12% L	-	77 21% KLNOPQT	101 14% LP	102 12% L	70 10% L	131 12% L	43 18% KLOPQT	50 18% KLOPQT	49 11% L	192 100% KLMNOPQRSZ	58 18% Z	- - **	21 26% YZbe*	10 14% *	18 13%	13 16% *	39 17%	14 30% VYZbe*	19 23% Z*	19 14%	21 39% VYZabdef*	29 5%	162 15% gIj	31 11% g	44 12% g	55 20% ghIj	32 26% ghIjm	156 16% gIj	42 19% gIj	51 13% rs	42 10%	41 11%	33 8%	25 7%
GP out-of-hours service	110 6%	26 8%	78 5%	53 8% EG	18 6%	35 11% DEG	52 5%	54 5%	38 5%	16 12% HI	110 7% L	-	65 17% KLNOPQT	59 8% L	61 7% L	42 6% L	110 10% KLNOP	34 14% KLNOPQT	43 15% KLNOPQT	37 9% L	37 19% KLNOPQT	22 7%	3 21% **	16 20% VYZabe*	6 8% *	7 5%	7 9% *	16 7%	9 19% VZbe*	9 11% *	11 8%	7 14% Z*	15 3%	96 9% gI	16 6%	29 8% g	36 13% ghI	15 12%	94 9% gI	20 9% g	28 7% s	31 7% s	21 5%	20 5%	11 3%
Other (please specify)	28 1%	5 1%	23 2%	15 2% E	3 1%	12 4% DEG	14 1%	12 1%	15 2%	- -	28 2% LP	-	3 1%	12 2%	15 2% LP	5 1%	24 2% LMP	4 2%	2 1%	10 2% LP	2 1%	5 2%	- - **	1 1% *	1 1% *	3 3%	- - *	5 2%	2 4% *	3 3% *	2 1%	3 6% Va*	14 3% j	14 1% j	6 2%	1 0%	7 3% jm	- -	12 1%	4 2% j	3 1%	6 1%	11 3% or	7 1%	2 2%
None of the above	270 14%	32 9%	227 16% B	32 5%	21 6%	11 3%	226 20% DEF	140 14%	99 14%	20 15%	- -	270 100% KMNOPQRSTU	- -	- -	- -	- -	- -	- -	- -	- -	- -	24 8% c	7 48% **	3 4% *	3 5% *	10 8% c	6 7% *	14 6%	- - *	6 7% c*	8 6%	3 5% *	11 2% m	13 1% m	2 1% m	7 2% m	3 1% m	1 1% m	- -	13 6% ghIjklm	73 19% pqr	51 12%	48 12%	47 12%	50 15%
Don't know	28 1%	- -	7 0%	1 0%	1 0%	- -	11 1%	8 1%	5 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- - **	- - *	- - *	- -	- - *	- -	- - *	- -	- - *	- -	- -	- -	- -	- -	- -	- -	- -	8 2% s	9 2% s	3 1%	7 2% s	- -
Prefer not to say	35 2%	2 1%	6 0%	2 0%	1 0%	1 0%	4 0%	6 1%	8 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0%	- - **	- - *	- - *	1 1% b	- - *	- -	- - *	- -	1 1%	- - *	- -	1 0% m	- -	- -	1 0% m	- -	- -	1 0% m	10 3%	6 1%	8 2%	7 2%	6 2%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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?

All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Yes	337 18%	154 16%	179 19%	109 18%	101 15%	127 21% E	183 17%	154 19%	205 16%	132 21% I	113 17%	224 18%	52 18%	96 20% P	98 20% P	64 13%	91 18%	94 16%	93 19%	60 19%
No	1451 76%	709 76%	727 76%	428 69%	545 81% D	477 78% D	862 79% H	588 72%	977 77%	473 74%	523 78%	928 75%	217 74%	360 75%	366 76%	399 80%	392 76%	447 78%	381 76%	230 73%
Don't know	67 3%	39 4%	28 3%	48 8% EF	16 2% F	2 0%	31 3%	36 4%	50 4%	17 3%	23 3%	43 4%	16 5% O	18 4%	11 2%	19 4%	17 3%	18 3%	14 3%	18 6%
Prefer not to say	53 3%	33 4%	20 2%	33 5% EF	12 2%	8 1%	18 2%	36 4% G	37 3%	17 3%	13 2%	40 3%	8 3%	9 2%	9 2%	19 4%	18 3%	15 3%	11 2%	9 3%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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?

All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Yes	337 18%	42 11%	117 19% B	72 18% B	107 21% B	271 17%	66 22%	48 17%	91 18%	32 21%	38 15%	25 25% K*	113 18%	108 19%
No	1451 76%	341 86% CDE	460 76% D	279 69%	371 73%	1245 78% G	194 64%	222 81% L	390 79% L	118 78% L	209 81% L	65 66% *	484 79%	458 79%
Don't know	67 3%	11 3%	14 2%	22 5% C	20 4%	39 2%	23 8% F	1 1%	10 2%	1 1%	7 3%	6 6% HJ*	11 2%	5 1%
Prefer not to say	53 3%	2 0%	14 2% B	29 7% BCE	9 2%	31 2%	21 7% F	4 1%	4 1%	- -	4 1%	3 3% IJ*	4 1%	8 1%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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?
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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Yes	337 18%	337 100% C	- -	163 25% EG	72 22% G	92 29% G	158 14%	169 17%	132 19%	25 18%	304 19% L	32 12%	99 27% KLNOPQ	140 19% L	164 20% L	139 21% L	219 20% L	56 24% L	79 28% KLNOPQ	97 22% L	60 31% KLNOPQT	315 100%	15 100% **	78 100% *	69 100% *	136 100%	82 100% *	230 100%	46 100% *	82 100% *	137 100%	54 100% *	61 11%	266 25% gim	37 13%	86 23% gi	82 29% gim	62 50% ghijkm	200 20% gi	217 100% ghijklm	72 19%	65 16%	68 18%	73 19%	58 17%
No	1451 76%	- -	1451 100% B	463 71% F	254 76% DF	209 66%	931 83% DEF	784 79%	535 78%	103 75%	1211 77% MSU	227 84% KMNOPQRSTU	257 69% U	560 78% MSU	631 77% MSU	513 76% MSU	846 77% MSU	171 73% U	194 69% U	334 76% MSU	115 60%	-	- **	- *	- *	-	- *	-	- *	- *	-	- *	465 87% hjklmn	745 70% klm	242 84% hjklmn	269 73% klm	181 64% lm	54 44% n	745 75% hkln	-	281 73%	314 76%	294 77%	301 76%	261 78%
Don't know	67 3%	- -	- -	13 2%	5 1%	8 3%	21 2%	33 3%	12 2%	5 4%	35 2% OPQT	4 2% T	10 3% PQT	11 2% T	11 1% T	5 1%	13 1% T	4 2% T	4 2% T	1 0%	10 5% KLNOPQRST	-	- **	- *	- *	-	- *	-	- *	-	-	- *	5 1%	29 3% gn	6 2% n	9 3% n	11 4% gn	3 2% n	29 3% gn	-	21 6% s	15 4%	12 3%	13 3%	6 2%
Prefer not to say	53 3%	- -	- -	13 2% EG	3 1%	11 3% EG	8 1%	13 1%	11 2%	4 3%	26 2%	7 3%	8 2%	10 1%	14 2%	13 2%	18 2%	4 2%	5 2%	5 1%	7 4% N	-	- **	- *	- *	-	- *	-	- *	-	-	- *	5 1%	21 2% n	3 1%	6 2%	7 2% n	5 4% gn	21 2% n	-	9 2%	16 4%	10 3%	8 2%	9 3%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

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Administrative NHS Polling
UK Adults 16-75

Q4. Which of the following NHS services, if any, has the person you care for used in the last 12 months?

All Carers

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	335	149	182	107	110	118	198	137	209	126	169	166	50	85	97	77	90	101	85	59
Weighted base	337	154	179	109	101	127	183	154	205	132	113	224	52	96	98	64	91	94	93	60
GP Practice	217 64%	89 58%	124 69% B	37 34% *	75 74% D*	104 82% D	119 65%	98 63%	121 59%	96 72% I	62 55%	155 69% K	38 72% *	62 65% *	63 64% *	37 58% *	64 71% T*	63 67% T*	61 65% *	29 48% *
Local hospital for a non-emergency routine appointment or procedure	137 41%	53 34%	82 46% B	26 24% *	43 42% D*	68 54% D	79 43%	58 38%	79 38%	58 44%	44 39%	93 42%	25 49% *	39 40% *	36 37% *	23 36% *	37 41% *	38 40% *	40 43% *	22 38% *
Pharmacist	136 40%	58 37%	76 43%	27 25% *	47 46% D*	62 49% D	82 45%	54 35%	79 38%	57 43%	49 43%	87 39%	25 49% *	35 36% *	39 40% *	28 44% *	43 47% *	40 42% *	33 36% *	20 34% *
Dentist	82 24%	38 25%	44 25%	16 15% *	23 22% *	43 34% D	42 23%	40 26%	46 22%	36 27%	25 22%	57 26%	12 24% *	26 27% *	26 26% *	8 13% *	29 32% T*	27 29% T*	19 20% *	7 12% *
Accident and emergency at hospital	82 24%	38 25%	43 24%	24 22% *	19 19% *	38 30%	50 27%	32 21%	49 24%	32 24%	30 27%	51 23%	17 32% *	20 21% *	23 23% *	16 24% *	22 24% *	20 22% *	24 26% *	15 26% *
NHS App	69 20%	28 18%	40 22%	24 22% *	19 18% *	26 20%	41 22%	28 18%	39 19%	29 22%	31 27% L	38 17%	8 15% *	19 20% *	21 21% *	15 24% *	17 19% *	20 22% *	20 21% *	12 20% *
NHS 111 telephone service	56 17%	23 15%	33 18%	19 18% *	17 16% *	20 16%	37 20%	19 13%	39 19%	17 13%	22 20%	34 15%	12 23% *	10 11% *	14 15% *	15 24% N*	15 17% *	13 14% *	15 16% *	13 22% *
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	54 16%	27 18%	27 15%	25 23% F*	19 19% F*	10 8%	32 17%	22 14%	38 19%	16 12%	22 20%	32 14%	6 11% *	14 14% *	12 12% *	18 28% MNO*	12 13% *	16 17% *	14 16% *	12 19% *
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	46 14%	19 13%	27 15%	16 15% *	11 11% *	18 15%	30 16%	16 10%	26 13%	20 15%	14 13%	31 14%	8 16% *	7 7% *	17 18% *	9 15% *	13 14% *	7 8% *	10 10% *	16 27% RS*
GP out-of-hours service	37 11%	15 10%	21 12%	15 14% *	9 9% *	13 10%	19 11%	18 12%	26 13%	11 8%	13 11%	25 11%	5 10% *	10 10% *	9 9% *	9 15% *	10 11% *	11 12% *	12 13% *	4 7% *
NHS 111 online service	37 11%	12 8%	23 13%	16 14% *	9 9% *	12 9%	19 11%	17 11%	26 13%	11 8%	12 11%	25 11%	9 16% *	10 10% *	7 7% *	6 10% *	12 14% *	9 10% *	12 13% *	3 6% *
Other (please specify)	9 3%	3 2%	6 3%	- - *	3 3% *	6 5% D	4 2%	4 3%	5 2%	4 3%	3 3%	6 3%	3 5% *	2 2% *	3 3% *	- - *	3 4% *	2 2% *	2 2% *	1 2% *
None of the above	15 5%	11 7% C	4 2%	10 9% F*	3 3% *	2 2%	7 4%	9 6%	13 6%	2 2%	6 5%	10 4%	2 3% *	4 4% *	8 8% *	1 2% *	1 1% *	2 2% *	5 5% *	8 13% QR*
Don't know	3 1%	1 1%	2 1%	2 2% *	1 1% *	- -	1 1%	2 1%	- -	3 2%	- -	3 1%	1 2% *	2 2% *	- - *	- - *	1 1% *	1 1% *	1 1% *	- - *
Prefer not to say	4 1%	* 0%	3 2%	2 2% *	* 0% *	1 1%	2 1%	2 1%	* 0%	3 3%	* 0%	3 2%	1 2% *	- - *	1 1% *	- - *	- - *	3 3% *	1 1% *	- - *

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q4. Which of the following NHS services, if any, has the person you care for used in the last 12 months?

All Carers

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	335	41	113	67	114	268	66	53	94	26	35	28	119	102
Weighted base	337	42	117	72	107	271	66	48	91	32	38	25	113	108
GP Practice	217 64%	30 72% E*	93 79% DE*	43 59% *	52 48% *	186 69% G	31 47% *	32 66% *	64 71% *	23 71% **	25 65% **	11 43% **	81 72%	72 66% *
Local hospital for a non-emergency routine appointment or procedure	137 41%	22 52% E*	61 52% DE*	25 35% *	29 28% *	114 42%	22 33% *	21 43% *	36 40% *	16 51% **	19 49% **	11 45% **	53 47%	49 46% *
Pharmacist	136 40%	20 48% E*	54 46% E*	33 46% E*	30 28% *	115 42%	21 32% *	21 44% *	44 48% *	12 37% **	19 49% **	8 30% **	54 48%	42 39% *
Dentist	82 24%	5 12% *	39 33% BE*	18 25% *	20 19% *	69 25%	13 20% *	15 32% I*	14 16% *	8 27% **	9 24% **	10 40% **	28 25%	34 31% *
Accident and emergency at hospital	82 24%	10 23% *	37 32% *	13 18% *	22 21% *	64 24%	17 26% *	14 30% *	17 19% *	9 27% **	10 25% **	7 26% **	34 30%	25 23% *
NHS App	69 20%	4 10% *	20 17% *	15 21% *	29 27% B*	51 19%	18 27% *	11 22% *	15 17% *	6 20% **	7 18% **	6 26% **	23 21%	19 18% *
NHS 111 telephone service	56 17%	9 21% *	20 17% *	9 12% *	18 17% *	43 16%	14 21% *	2 4% *	17 19% H*	6 19% **	8 20% **	3 13% **	17 15%	17 15% *
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	54 16%	8 19% *	13 11% *	12 17% *	22 20% *	38 14%	16 25% F*	8 17% *	14 16% *	3 9% **	5 13% **	3 12% **	18 16%	14 13% *
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	46 14%	5 11% *	13 11% *	13 18% *	15 14% *	35 13%	11 17% *	6 13% *	15 16% *	6 17% **	6 15% **	2 8% **	13 12%	16 15% *
GP out-of-hours service	37 11%	2 5% *	11 9% *	11 15% *	13 13% *	26 10%	11 16% *	6 13% *	9 10% *	5 15% **	5 14% **	3 13% **	13 11%	7 7% *
NHS 111 online service	37 11%	4 10% *	15 13% *	10 14% *	8 7% *	32 12%	4 5% *	5 9% *	10 11% *	3 8% **	1 4% **	6 24% **	9 8%	11 10% *
Other (please specify)	9 3%	3 6% *	4 4% *	- - *	2 2% *	9 3%	- - *	2 5% *	2 2% *	* 1% **	1 2% **	* 2% **	5 5%	2 2% *
None of the above	15 5%	2 4% *	3 2% *	6 8% *	5 5% *	12 5%	3 5% *	2 4% *	5 5% *	- - **	2 5% **	- - **	5 4%	2 2% *
Don't know	3 1%	- - *	1 1% *	1 1% *	1 1% *	3 1%	- - *	- - *	1 1% *	- - **	- - **	- - **	- -	1 1% *
Prefer not to say	4 1%	- - *	3 2% *	- - *	1 1% *	2 1%	2 3% *	- - *	2 2% *	- - **	- - **	- - **	* 0%	1 1% *

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q4. Which of the following NHS services, if any, has the person you care for used in the last 12 months?
All Carers

		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										IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	335	335	-	159	74	85	162	176	125	22	304	29	97	146	162	137	216	53	79	99	58	315	13	81	74	138	79	222	46	84	135	56	58	269	37	84	86	62	198	219	71	68	64	76	56
Weighted base	337	337	-	163	72	92	158	169	132	25	304	32	99	140	164	139	219	56	79	97	60	315	15	78	69	136	82	230	46	82	137	54	61	266	37	86	82	62	200	217	72	65	68	73	58
GP Practice	217 64%	217 64%	-	117 72% G	49 68% *	69 75% G*	93 59%	100 59%	94 71% H	18 75% **	203 67%	14 44% **	63 63% *	101 72%	133 81% KMNPSTU	102 73% KU	175 80% KMNPSTU	40 71% *	55 70% *	68 70% *	36 60% *	217 69%	- - **	53 69% *	49 71% *	119 88% VXYzacdef	61 74% *	217 94% VXYZacdef	28 60% *	56 68% *	104 76% Vcf	32 59% *	40 65% j*	175 66% lm	29 79% lm*	64 75% klm*	57 69% j*	25 41% *	123 61% j	143 66% j	42 58% *	39 60% *	44 65% *	49 66% *	43 74% *
Local hospital for a non-emergency routine appointment or procedure	137 41%	137 41%	-	65 40%	29 41% *	36 39% *	68 43%	63 37%	63 48%	8 32% **	128 42% M	8 27% **	33 33% *	60 43%	73 45% M	64 46% MU	101 46% KMU	25 45% *	35 44% M*	56 58% KMNOPQSU*	19 32% *	137 43%	- - **	38 49% *	30 44% *	71 52% Vf	41 50% *	107 47%	24 53% *	39 47% *	137 100% VXYZabcdf	19 35% *	25 40% *	112 42% m	14 38% *	36 42% *	39 48% *	23 38% *	77 38%	99 46% hm	28 39% *	24 37% *	33 48% *	28 38% *	24 42% *
Pharmacist	136 40%	136 40%	-	73 45%	32 44% *	41 45% *	60 38%	74 44%	51 39%	8 31% **	125 41%	10 33% **	34 35% *	63 45% MU	91 56% KMNPQU	58 41%	95 43% U	24 42% *	36 45% U*	47 49% MU*	18 29% *	136 43%	- - **	32 41% *	37 54% V*	136 100% VXYabcdef	38 47% *	121 53% VXdf	24 51% *	34 41% *	71 52% V	21 39% *	32 52% lm*	104 39% lm	16 43% *	35 41% *	39 47% lm*	15 24% *	67 34%	89 41% lm	31 43% *	24 36% *	25 36% *	27 37% *	30 51% *
Dentist	82 24%	82 24%	-	40 24%	14 19% *	26 29% *	40 26%	48 28%	27 20%	6 24% **	76 25%	6 19% **	21 21% *	30 22%	54 33% KMNQ	61 44% KMNOQSU	59 27%	19 33% *	25 32% MN*	37 38% KMNQU*	13 22% *	82 26%	- - **	23 29% *	20 29% *	38 28%	82 100% VXYZbcdef*	62 27%	11 23% *	26 32% *	41 30%	10 18% *	15 25% *	67 25%	11 29% *	24 28% *	17 21% *	15 24% *	53 27%	54 25%	12 16% *	15 23% *	17 24% *	21 29% *	18 31% *
Accident and emergency at hospital	82 24%	82 24%	-	43 26%	17 24% *	26 28% *	38 24%	46 27%	30 23%	5 19% **	76 25%	6 18% **	32 33% *	38 27%	48 30%	40 29%	57 26%	24 43% KNOPQ*	33 43% KNOPQ*	31 32% *	19 31% *	82 26%	- - **	31 40% VXZbe*	15 22% *	34 25%	26 32% *	60 26%	25 55% VXZabef*	82 100% VXXZabcef*	39 28%	13 25% *	10 17% *	71 27% j	6 16% *	15 18% *	29 36% ghijm*	21 34% j*	49 25%	62 29% j	14 19% *	17 25% *	15 22% *	15 21% *	21 36% o*
NHS App	69 20%	69 20%	-	36 22%	17 24% *	19 21% *	31 19%	38 22%	25 19%	6 24% **	65 22%	3 10% **	16 16% *	49 35% KMOPQSU	33 20%	31 22%	46 21%	14 26% *	14 17% *	28 29% KMOQS*	10 16% *	69 22%	- - **	16 21% *	69 100% VXZabcdef*	37 28% V	20 24% *	53 23%	12 27% *	15 18% *	30 22%	12 22% *	11 18% *	58 22%	3 9% *	18 21% *	19 23% *	18 29% i*	47 23% i	49 23%	15 21% *	17 26% *	13 20% *	15 20% *	8 14% *
NHS 111 telephone service	56 17%	56 17%	-	33 20%	17 24% *	15 17% *	23 14%	27 16%	22 16%	7 29% **	54 18%	2 7% **	30 30% KNOPQT*	26 19%	31 19%	26 18%	45 21%	14 25% *	19 25% *	15 16% *	17 28% lt*	56 18%	- - **	56 72% VXZabcdef*	9 13% *	25 18%	18 22% *	43 19%	15 33% VYZb*	28 34% VXZbe*	30 22%	12 22% *	10 16% *	46 17%	4 10% *	14 16% *	17 20% *	12 20% *	39 20%	37 17%	12 16% *	17 26% *	11 17% *	9 12% *	7 12% *
Mental health services (i.e. psychological therapies service/online mental health support service / telephone-based mental health support service)	54 16%	54 16%	-	30 18%	10 14% *	20 22% *	23 14%	31 18% j	12 9%	9 35% **	51 17%	3 9% **	25 26% KNFQT*	23 16%	29 18%	21 15%	37 17%	13 22% *	21 27% KNDPQT*	14 15% *	21 35% KNDPQT*	54 17%	- - **	17 21% *	12 17% *	21 15%	10 12% *	37 16%	11 24% *	13 16% *	19 14%	54 100% VXYZabcdef*	9 14% *	46 17%	3 7% *	10 12% *	17 21% *	15 25% *	36 18%	38 18%	16 22% *	9 14% *	6 9%	14 19% *	9 15% *
Urgent care/Minor Injuries Unit/Walk-in Centre/Urgent Treatment Centre	46 14%	46 14%	-	22 14%	10 14% *	13 14% *	22 14%	24 14%	20 15%	2 8% **	46 15%	- - **	14 14% *	24 17%	25 16%	21 15%	31 14%	19 34% KMNOPQST*	16 20% *	18 18% *	14 23% *	46 15%	- - **	16 20% *	12 18% *	24 17%	11 13% *	31 13%	46 100% VXXZabdef*	25 31% VZabe*	24 18%	11 20% *	3 5% *	43 16% ilj	4 10% *	7 8% *	17 20% gj*	16 25% ghijm*	31 15%	41 19% ghi	6 9% *	12 18% *	4 6% *	13 17% *	11 18% *
GP out-of-hours service	37 11%	37 11%	-	20 12%	10 13% *	11 12% *	15 9%	17 10%	18 14%	2 9% **	37 12%	- - **	18 18% OPT*	19 14%	17 10%	13 9%	30 14%	10 18% T*	14 18% OPT*	9 9% *	11 18% *	37 12%	- - **	20 26% VZabe*	11 16% *	15 11%	7 8% *	37 16% VZa	9 19% *	15 18% a*	16 11%	15 28% VZabe*	- - *	37 14% g	2 6% *	9 10% g*	11 13% g*	15 24% ghijm*	30 15%	33 15% g	13 17% q*	7 11% *	3 5% *	8 11% *	6 11% *
NHS 111 online service	37 11%	37 11%	-	15 9%	6 9% *	9 9% *	22 14%	16 9%	19 14%	1 6% **	36 12%	1 3% **	21 21% KFQT*	19 14%	23 14%	14 10%	26 12%	8 15% *	13 16% *	8 9% *	7 11% *	37 12%	- - **	37 47% VYZabcdef*	12 18% *	20 15%	10 12% *	26 11%	8 18% *	12 14% *	18 13%	8 16% *	2 3% *	35 13% g	4 11% *	8 10% *	10 12% *	12 20% g*	29 14% g	32 15% g	11 15% *	5 8% *	9 13% *	8 11% *	4 6% *
Other (please specify)	9 3%	9 3%	-	3 2%	1 1% *	2 3% *	5 3%	5 3%	4 3%	- - **	7 2%	2 5% **	1 1% *	5 3%	6 3% S	3 2%	5 2%	- - *	- - *	1 1% *	- - *	9 3%	- - **	2 3% *	1 2% *	4 3%	2 2% *	6 3%	1 1% *	4 5% *	6 5%	- - *	3 5% m*	6 2% m	2 5% *	* 0% *	3 4% m*	- - *	2 1%	6 3% m	3 5% *	* 1% *	1 2% *	2 3% *	1 2% *
None of the above	15 5%	15 5%	-	5 3%	2 3% *	3 3% *	10 6%	4 3%	9 7%	2 7% **	8 3% O	7 23% **	4 4% O*	3 2% O	- -	3 2% O	6 3% O	1 1% *	1 1% *	3 3% O*	- - *	- -	15 100% **	- - *	- - *	- -	- -	- -	- -	- -	- -	- - *	3 6% kn*	5 2% n	3 9% hklmn*	1 2% n*	- - *	- - *	5 2% n	- -	4 5% *	2 3% *	3 4% *	7 10% s*	- - *
Don't know	3 1%	3 1%	-	2 1%	1 1% *	1 1% *	1 1%	- -	2 1%	- - **	3 1%	- - **	1 1% *	2 1%	2 1%	- -	1 0%	1 2% *	- -	1 1% *	1 2% *	- -	- - **	- - *	- - *	- -	- -	- -	- -	- -	- -	1 2% *	2 1% n	- - *	1 1% *	1% n*	- - *	2 1% n	- -	1 1% *	1 1% *	- - *	- - *	1 2% *
Prefer not to say	4 1%	4 1%	-	1 1%	- - *	1 1% *	* 0%	1 1%	- -	- - **	3 1%	- - **	1 1% *	1 1%	1 1%	2 1%	1 1%	- - *	- - *	2 2% *	1 2% *	- -	- - **	- - *	- - *	- -	- -	- -	- -	- -	- -	2 1% *	1 2% n	2 1% n	- - *	2 2% n*	- - *	- - *	2 1% n	- -	3 4% *	- - *	1 2% *	- - *	- - *

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

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

	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, text or on the app 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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Unweighted base	1607	1607	1607	1607	1607	1607	1607	1607	1607
Weighted base	1600	1600	1600	1600	1600	1600	1600	1600	1600
Yes, this has happened to me	360 22% BCGHI	207 13%	244 15% B	517 32% ABCFGHI	505 32% ABCFGHI	379 24% BCGHI	229 14%	239 15%	291 18% BCGH
Yes, this has happened to someone I care for	76 5% B	54 3%	65 4%	121 8% ABCEFGHI	96 6% BCGHI	87 5% BCGH	62 4%	57 4%	68 4%
No	1163 73% DEF	1321 83% ACDEFHI	1281 80% ADEFI	963 60%	1000 63%	1114 70% DE	1295 81% ADEFI	1286 80% ADEFI	1226 77% ADEF
Prefer not to say	22 1%	29 2%	21 1%	25 2%	18 1%	31 2% EG	18 1%	27 2%	23 1%
NET: Yes	415 26% BCGHI	251 16%	298 19% B	612 38% ABCFGHI	582 36% ABCFGHI	456 28% BCGHI	287 18% B	287 18% B	352 22% BCGH

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ColumnProportions (5%): A/B/C/D/E/F/G/H/I Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A/B/C/D/E/F/G/H/I Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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, text or on the app after the date of the appointment

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	360	156	202	162	123	75	221	139	252	108	130	230	59	84	80	121	97	115	80	68
	22%	21%	24%	33% EF	22% F	14%	23%	21%	24%	20%	23%	22%	25%	20%	19%	29% NO	22%	24%	19%	26%
Yes, this has happened to someone I care for	76	41	34	30	23	23	43	34	54	23	28	48	15	20	26	14	16	27	16	16
	5%	6%	4%	6%	4%	4%	4%	5%	5%	4%	5%	5%	6%	5%	6%	3%	4%	6%	4%	6%
No	1163	534	619	291	418	453	684	478	740	422	410	753	166	308	311	278	327	344	320	171
	73%	73%	73%	59%	74% D	83% DE	72%	74%	71%	77% I	72%	73%	70%	75% P	75% P	67%	74% T	71%	77% T	66%
Prefer not to say	22	13	7	17	6	-	13	9	16	7	7	15	5	2	8	3	7	4	5	6
	1%	2%	1%	3% EF	1% F	-	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	2%
NET: Yes	415	187	224	183	141	92	254	162	293	122	151	264	67	100	98	134	106	135	93	80
	26%	26%	26%	37% EF	25% F	17%	27%	25%	28% J	22%	27%	26%	28%	24%	23%	32% NO	24%	28%	22%	31% S

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	360 22%	41 12%	96 19% B	90 28% BC	133 31% BC	286 21%	72 30% F	37 16%	101 23% H	35 25% H	46 21%	18 21% *	105 20%	100 20%
Yes, this has happened to someone I care for	76 5%	9 3%	21 4%	17 5%	29 7% B	56 4%	20 8% F	12 5%	14 3%	10 7%	11 5%	9 10% I*	27 5%	22 4%
No	1163 73%	277 84% DE	405 78% DE	207 65%	274 63%	1007 75% G	145 59%	187 80% J	321 74%	95 69%	162 75%	60 69% *	402 75%	392 77%
Prefer not to say	22 1%	6 2%	3 1%	7 2%	7 2%	10 1%	13 5% F	- -	5 1%	1 0%	1 1%	1 1% *	2 0%	2 0%
NET: Yes	415 26%	48 15%	110 21% B	104 33% BC	153 35% BC	327 24%	86 35% F	47 20%	109 25%	43 31% H	52 24%	26 30% *	129 24%	113 22%

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

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	360 22%	73 22%	270 22%	151 24%	81 26%	71 23%	190 21%	190 22%	127 22%	35 30% *	360 23%	- - **	107 29% KNOPQ	160 22%	171 21%	138 21%	243 22%	64 27% OP	82 29% KNOPQ	110 25% OP	66 34% KNOPQT	71 22% Zb	2 27% **	20 26% *	12 17% *	23 17%	18 22% *	44 19%	12 27% *	20 24% *	29 21%	16 29% Z*	- -	360 34% gijn	75 26% g	93 25% g	109 39% gijn	83 68% ghijkmn	360 36% ghijn	54 25% g	70 24%	91 26% q	58 18%	77 23%	64 23%
Yes, this has happened to someone I care for	76 5%	76 23% C	- -	38 6%	19 6%	18 6%	36 4%	39 5%	28 5%	7 6% *	71 5%	4 18% **	24 6% PQ	32 4%	41 5% P	23 3%	45 4%	19 8% KNPQ	19 7% PQ	27 6% PQ	18 10% KNOPQ	76 24%	- - **	18 23% *	16 23% *	33 24%	15 18% *	55 24%	17 37% a*	19 24% *	34 25%	18 32% *	- -	76 7% gijm	5 2% g	15 4% g	28 10% gijm	29 23% ghijkm	58 6% gi	76 35% ghijkm	18 6%	20 6%	13 4%	10 3%	15 5%
No	1163 73%	196 60%	932 77% B	432 70%	215 69%	216 70%	675 75% D	624 73% J	439 75% J	72 62% *	1143 73% MRSU	20 82% **	243 65% U	529 73% MRSU	614 75% KMRSTU	515 77% KMRSTU	815 74% KMRSTU	155 66% U	188 67% U	304 70% U	107 56%	185 59% c	6 73% **	43 56% *	40 58% c*	87 64% c	52 64% c*	145 63% Vc	18 40% *	46 57% c*	84 61% c	27 50% *	535 100% hijkmn	628 59% klmn	207 72% hklmn	257 70% hklmn	144 51% l	20 17%	580 58% kln	106 49% l	207 70%	244 70%	253 77%	257 75%	202 72%
Prefer not to say	22 1%	4 1%	9 1%	12 2%	4 1%	8 3% G	7 1%	11 1%	2 0%	6 5% HI*	22 1% OPQ	- - **	8 2% NOPQST	6 1%	6 1%	4 1%	9 1%	4 2%	1 0%	3 1%	5 3% NOPQST	4 1% Z	- - **	1 1% *	2 3% Z*	- -	- - *	3 2% Z	- - *	1 1% *	1 0%	- - *	1 0%	19 2% g	3 1%	9 2% g	7 2% g	- -	19 2% g	1 0%	7 2%	3 1%	8 2%	2 1%	2 1%
NET: Yes	415 26%	129 39% C	270 22%	177 29%	93 30%	84 27%	217 24%	223 26%	145 25%	38 33% *	410 26% P	4 18% **	123 33% KNOPQ	187 26%	200 24%	153 23%	271 25%	77 33% KNOPQ	93 33% KNOPQ	130 30% OPQ	80 42% KMNOPQST	126 40% b	2 27% **	34 44% *	27 39% *	49 36%	30 36% *	81 35%	28 60% VFZabde*	35 43% *	53 38%	27 50% b*	-	415 39% ijkl	79 27% g	103 28% g	131 47% ghijm	103 83% ghijkmn	397 40% gij	110 51% ghijm	84 28%	103 29% q	69 21%	85 25%	76 27%

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Administrative NHS Polling

UK Adults 16-75

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	207	106	99	99	66	41	117	90	144	63	74	133	33	55	43	65	47	73	40	48
	13%	14%	12%	20% EF	12% F	8%	12%	14%	14%	11%	13%	13%	14%	13%	10%	16% O	11%	15% S	10%	19% QS
Yes, this has happened to someone I care for	54	31	21	21	14	19	35	19	35	19	22	31	9	12	18	12	14	20	8	12
	3%	4%	3%	4%	2%	4%	4%	3%	3%	3%	4%	3%	4%	3%	4%	3%	3%	4%	2%	5%
No	1321	586	724	354	481	486	790	531	854	467	467	854	193	341	347	336	370	391	366	193
	83%	80%	85% B	72%	85% D	89% D	83%	82%	81%	85%	82%	83%	81%	83%	83%	81%	84% T	81%	88% RT	75%
Prefer not to say	29	18	9	23	5	1	15	14	23	6	7	21	5	5	12	4	13	3	6	7
	2%	2% C	1%	5% EF	1%	0%	2%	2%	2%	1%	1%	2%	2%	1%	3%	1%	3% R	1%	1%	3% R
NET: Yes	251	130	117	114	79	58	147	104	172	79	94	156	40	64	58	76	58	89	46	58
	16%	18% C	14%	23% EF	14%	11%	15%	16%	16%	14%	17%	15%	17%	16%	14%	18%	13%	18% QS	11%	22% QS

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		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	207 13%	43 13%	49 10%	41 13%	74 17% C	159 12%	46 19% F	27 11%	64 15%	20 14%	25 12%	14 17% *	57 11%	69 14%
Yes, this has happened to someone I care for	54 3%	5 1%	14 3%	14 4% B	22 5% B	40 3%	14 6% F	15 6% I	8 2%	8 5% I	6 3%	3 3% *	20 4%	17 3%
No	1321 83%	277 84% E	456 88% DE	254 80%	334 77%	1139 85% G	172 71%	194 83%	356 82%	112 81%	182 84%	68 79% *	452 85%	420 83%
Prefer not to say	29 2%	6 2%	3 1%	11 3% C	9 2%	12 1%	17 7% F	- -	7 2%	1 1%	5 2% H	1 1% *	6 1%	6 1%
NET: Yes	251 16%	48 14%	60 11%	53 17%	91 21% BC	194 14%	55 22% F	41 17%	72 17%	25 18%	28 13%	17 20% *	75 14%	81 16%

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		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	207 13%	55 17% C	135 11%	103 17% G	45 14%	59 19% G	91 10%	93 11%	85 15%	22 19% H*	207 13% PQ	- -	76 20% KNOPQT	87 12%	103 13% P	65 10%	131 12% P	53 22% KNOPQT	58 21% KNOPQT	60 14% P	49 25% KNOPQT	55 18% Z	- -	17 22% Z*	12 18% Z*	11 8%	10 12% *	37 16% Z	12 26% Z*	19 23% Za*	22 16% Z	12 23% Z*	-	207 20% gij	5 2% g	27 7% gi	90 32% ghijmn	86 70% ghijkmn	207 21% ghij	46 21% gij	45 15%	53 15%	38 12%	39 11%	32 11%
Yes, this has happened to someone I care for	54 3%	54 16% C	- -	27 4%	14 4%	13 4%	27 3%	29 3%	22 4%	3 2% *	50 3%	3 14% **	11 3%	21 3%	25 3%	22 3%	32 3%	9 4%	10 3%	10 2%	12 6% KNOQT	54 17%	- -	8 11% *	11 16% *	25 18%	9 11% *	39 17%	12 27% Xa*	16 20% X*	25 18%	8 16% *	-	54 5% gijm	1 0%	6 2% g	20 7% gijm	26 21% ghijkm	36 4% gij	54 25% ghijkm	9 3%	11 3%	10 3%	9 3%	15 5%
No	1321 83%	219 67%	1065 88% B	485 78%	251 81%	234 76%	774 86% DEF	725 85% J	480 82%	88 76% *	1301 83% MRSU	19 80% **	280 75% U	611 85% MRSU	691 84% MRSU	586 87% KMOQRSTU	928 85% KMRSU	173 73%	215 76% U	366 84% MRSU	125 65%	207 66% c	7 83% **	53 68% c*	45 65% *	97 71% cd	62 76% Vcd*	154 67% c	23 50% *	48 58% *	94 69% c	32 60% *	534 100% hijkmn	787 74% kln	279 97% hjklmn	327 89% hklmn	164 58% l	16 13%	740 74% kln	121 56% l	237 80%	285 81%	277 84%	295 86%	227 81%
Prefer not to say	29 2%	11 3% C	11 1%	11 2%	5 1%	6 2%	11 1%	12 1%	7 1%	3 3% *	28 2% NOPQ	1 5% **	11 3% NOPQST	7 1%	6 1%	3 0%	9 1%	5 2% P	2 1%	4 1%	9 5% KNOPQST	10 3% b	1 17% **	1 2% *	2 2% *	4 3%	2 2% *	4 2%	2 5% *	2 3% *	3 2%	2 4% *	1 0%	25 2% g	2 1%	10 3% g	9 3% g	4 3% g	22 2% g	6 3% g	8 3%	5 2%	4 1%	3 1%	7 3%
NET: Yes	251 16%	99 30% C	135 11%	124 20% G	56 18% G	68 22% G	114 13%	121 14%	99 17%	24 21% *	247 16% P	3 14% **	83 22% KNOPQT	104 14%	123 15% P	82 12%	159 14%	58 25% KNOPQT	64 23% KNOPQT	68 15%	58 30% KMNOPQT	99 31%	- -	24 31% *	23 33% *	35 26%	18 22% *	72 31%	21 45% V2ae*	32 39% 2a*	40 29%	20 36% *	-	251 24% gij	6 2% g	32 9% gi	109 39% ghijm	104 84% ghijkmn	233 23% gij	90 41% ghijm	51 17%	60 17%	48 14%	46 13%	46 16%

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Columns/Proportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

Columns/Means (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	244	124	114	123	58	63	138	106	148	96	78	165	32	65	61	63	65	83	51	44
	15%	17%	13%	25% EF	10%	12%	15%	16%	14%	17%	14%	16%	13%	16%	15%	15%	15%	17% S	12%	17%
Yes, this has happened to someone I care for	65	32	33	31	14	20	39	26	47	18	29	36	5	17	20	18	17	17	15	16
	4%	4%	4%	6% E	2%	4%	4%	4%	4%	3%	5%	3%	2%	4%	5%	4%	4%	4%	4%	6%
No	1281	574	697	330	488	464	771	510	846	435	457	825	199	330	330	333	360	379	346	197
	80%	78%	82%	67%	86% D	85% D	81%	79%	81%	79%	80%	80%	84%	80%	79%	80%	82%	78%	83%	76%
Prefer not to say	21	11	9	14	5	2	10	11	16	4	8	13	3	2	10	3	4	5	8	3
	1%	1%	1%	3% EF	1%	0%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
NET: Yes	298	150	144	147	72	79	170	128	187	112	103	195	36	78	77	80	77	99	64	58
	19%	20%	17%	30% EF	13%	15%	18%	20%	18%	20%	18%	19%	15%	19%	19%	19%	18%	21%	15%	22% S

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UK Adults 16-75

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	244 15%	39 12%	79 15%	58 18% B	68 16%	195 15%	45 18%	29 13%	60 14%	20 14%	26 12%	16 18% *	70 13%	68 13%
Yes, this has happened to someone I care for	65 4%	6 2%	16 3%	16 5% B	27 6% BC	40 3%	24 10% F	8 3%	23 5%	10 7%	6 3%	5 5% *	26 5%	15 3%
No	1281 80%	284 86% DE	424 82% D	239 75%	334 77%	1105 82% G	169 69%	199 85%	350 80%	111 80%	182 85%	66 76% *	440 82%	425 84%
Prefer not to say	21 1%	3 1%	5 1%	7 2%	7 2%	10 1%	10 4% F	- -	5 1%	1 0%	2 1%	1 1% *	3 0%	2 0%
NET: Yes	298 19%	44 13%	90 17%	72 23% B	93 21% B	229 17%	64 26% F	36 15%	81 19%	27 19%	31 15%	20 23% *	91 17%	80 16%

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

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	244 15%	52 16%	172 14%	113 18% G	47 15%	66 21% G	121 13%	107 13%	96 16%	27 23% H*	244 15%	- -	78 21% KNOPQ	115 16%	115 14%	97 14%	166 15%	49 21% KOPQ	60 21% KNOPQ	75 17%	49 25% KNOPQT	50 16% Zb	- -	13 17% *	15 21% Z*	15 11%	12 15% *	30 13%	11 23% Z*	13 16% *	24 17% Z	11 20% *	- -	244 23% ghj	14 5% g	54 15% gi	93 33% ghjmn	82 67% ghijkmn	244 24% ghij	45 21% ghj	47 16%	55 16%	48 14%	55 16%	39 14%
Yes, this has happened to someone I care for	65 4%	65 20% C	- -	28 4% F	19 6% F	8 3%	33 4%	35 4%	26 4%	3 2% *	61 4% OQ	4 15% **	18 5% O	23 3%	20 2%	25 4% O	35 3%	13 6% OQ	16 6% NOQ	15 3%	13 7% NOQ	65 21%	- -	18 23% *	17 25% *	24 18%	13 16% *	41 18%	18 40% VXZabe*	26 31% VZabe*	29 21%	13 24% *	- -	65 6% gjm	* 0%	9 3% gi	25 9% gjm	30 25% ghijkm	47 5% gij	65 30% ghijkm	11 4%	18 5%	9 3%	16 5%	11 4%
No	1281 80%	213 65%	1031 85% B	473 76%	240 77%	233 76%	746 83% DEF	709 83% J	465 79%	84 73% *	1261 80% MRSU	21 85% **	274 73%	580 80% MRSU	681 83% KMRSTU	548 82% MRSU	886 81% MRSU	169 72%	205 73%	342 78% RU	126 66%	201 64% c	8 100% **	50 64% c*	37 54% *	97 71% VYcdf	59 72% Ycdf*	156 68% VYcd	18 39% *	45 55% *	87 64% c	30 55% *	535 100% hijkmn	746 70% kln	270 94% hjklmn	303 82% hklmn	158 56% l	16 13%	698 70% kln	114 52% l	235 79%	277 79%	269 82%	274 80%	227 81%
Prefer not to say	21 1%	9 3% C	8 1%	12 2% FG	10 3% FG	2 1%	4 0%	11 1%	5 1%	2 2% *	21 1%	- -	7 2%	7 1%	9 1%	7 1%	13 1%	7 3% KNOPQ	5 2%	7 2%	6 3% KNOPQ	9 3%	- -	1 1% *	2 3% *	4 3%	- -	8 3%	2 3% *	2 2% *	2 2%	1 2% *	1 0%	17 2% g	3 1%	5 1% g	8 3% g	1 1%	17 2% g	3 2% g	7 2%	4 1%	4 1%	3 1%	4 1%
NET: Yes	298 19%	107 33% C	172 14%	136 22% G	62 20%	73 24% G	149 17%	137 16%	116 20%	29 25% H*	294 19% O	4 15% **	93 25% KNOPQ	135 19% O	130 16%	116 17%	196 18%	60 26% KNOPQ	73 26% KNOPQ	88 20% O	59 31% KNOPQT	105 33% Zb	- -	27 35% *	30 43% Zab*	36 26%	23 28% *	66 29%	26 57% VXZabe*	35 42% Zab*	48 35% Z	23 43% Zb*	- -	298 28% ghj	15 5% g	62 17% gi	116 41% ghijm	106 86% ghijkmn	280 28% gij	100 46% ghijm	55 19%	69 20%	56 17%	68 20%	49 18%

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	517	211	297	181	173	163	310	207	328	189	188	329	65	135	134	141	137	166	130	84
	32%	29%	35% B	37% EF	31%	30%	33%	32%	31%	34%	33%	32%	27%	33%	32%	34%	31%	34%	31%	33%
Yes, this has happened to someone I care for	121	54	65	42	36	42	66	54	79	42	52	69	15	33	30	34	33	35	29	24
	8%	7%	8%	9%	6%	8%	7%	8%	8%	8%	9%	7%	6%	8%	7%	8%	7%	7%	7%	9%
No	963	465	492	260	360	343	573	389	644	319	335	628	157	245	253	242	276	283	256	148
	60%	63% C	58%	53%	64% D	63% D	60%	60%	61%	58%	59%	61%	66%	60%	61%	58%	63%	58%	61%	58%
Prefer not to say	25	10	13	16	6	3	15	10	15	11	7	18	6	4	7	5	3	9	8	6
	2%	1%	2%	3% EF	1%	1%	2%	2%	1%	2%	1%	2%	3%	1%	2%	1%	1%	2%	2%	2%
NET: Yes	612	259	345	214	199	199	363	250	391	222	226	386	75	162	156	169	162	192	155	104
	38%	35%	41% B	44% EF	35%	36%	38%	38%	37%	40%	40%	37%	32%	39%	37%	41% M	37%	40%	37%	40%

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		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
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Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	517 32%	97 29%	146 28%	111 35%	162 37% BC	432 32%	83 34%	61 26%	147 34%	37 27%	70 33%	32 37% *	163 31%	168 33%
Yes, this has happened to someone I care for	121 8%	14 4%	36 7%	23 7%	47 11% B	92 7%	28 11% F	19 8%	30 7%	22 16% HIK	11 5%	9 11% *	47 9%	32 6%
No	963 60%	215 65% DE	339 65% DE	180 57%	229 53%	827 62% G	126 52%	155 66% L	258 59%	81 59%	134 62%	44 52% *	332 62%	307 60%
Prefer not to say	25 2%	6 2%	7 1%	7 2%	6 1%	14 1%	12 5% F	2 1%	9 2%	1 0%	1 1%	1 2% *	1 0%	4 1%
NET: Yes	612 38%	110 33%	172 33%	131 41% C	199 46% BC	504 37%	106 43%	77 33%	168 39%	57 41%	81 37%	41 47% H*	200 37%	196 39%

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		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	517	87	409	257	115	142	236	236	205	60	517	-	161	273	306	219	408	109	143	191	78	86	-	23	23	33	24	59	12	24	41	19	-	517	50	194	181	92	517	65	94	112	109	104	97
	32%	26%	34%	41%	37%	46%	26%	28%	35%	52%	33%	-	43%	38%	37%	33%	37%	46%	51%	44%	41%	27%	-	29%	34%	24%	29%	26%	25%	30%	30%	36%	-	49%	17%	52%	64%	75%	52%	30%	32%	32%	33%	30%	35%
			B	EG	G	DEG			H	HI*		**	KOPQ	KP	KP		KP	KNOPQ	KMNOPQTU	KNOPQ	KP		**	*	*		*		*	*	*		gin	g	gin	ghjmn	ghjmn	ghin	gi					
Yes, this has happened to someone I care for	121	121	-	59	30	29	57	62	48	8	113	8	37	56	54	54	77	25	29	30	31	121	-	34	30	51	30	85	24	43	48	20	-	121	4	29	53	35	80	121	22	24	20	29	26
	8%	37%	-	10%	10%	9%	6%	7%	8%	7%	7%	32%	10%	8%	7%	8%	7%	11%	10%	7%	16%	38%	-	43%	44%	38%	36%	37%	52%	52%	35%	37%	-	11%	1%	8%	19%	29%	8%	56%	7%	7%	6%	8%	9%
		C		G						*		**	KOQ					KDQ	OQ		KMNOPQST		**	*	*		*		e*	V2abe*			gjm	g	gi	ghjm	ghjm	gi	ghjklm					
No	963	139	794	309	170	138	607	556	335	53	945	16	181	396	474	408	612	104	117	220	85	126	8	28	21	62	35	97	11	20	58	18	536	427	230	140	50	7	401	53	179	212	202	212	158
	60%	42%	66%	50%	55%	45%	67%	65%	57%	46%	60%	68%	48%	55%	58%	61%	56%	44%	42%	50%	45%	40%	100%	36%	31%	46%	43%	42%	24%	24%	42%	33%	100%	40%	80%	38%	18%	5%	40%	25%	60%	61%	61%	62%	57%
			B	F	DF		DEF	U	J	*	MNQRSTU	**	S	MRSU	MRSTU	MNQRSTU	MRSTU			S		cd	**	*	*	Ycd	cd*	Ycd	*	*	cd	*	hijklmn	kln	hjklmn	kln	l		kln	kl					
Prefer not to say	25	7	8	10	4	6	9	10	10	-	25	-	5	11	4	5	17	4	4	4	7	7	-	2	3	1	1	6	3	1	3	1	-	23	5	9	8	1	23	3	8	6	4	5	3
	2%	2%	1%	2%	1%	2%	1%	1%	2%	-	2%	-	1%	1%	1%	1%	2%	2%	1%	1%	4%	2%	-	3%	4%	1%	1%	3%	7%	1%	2%	1%	-	2%	2%	2%	3%	1%	2%	1%	3%	2%	1%	1%	1%
		C								*		**	O				OP				KMNOPQT		**	*	2*		*		2*	*		*		g	g	g	g	g	g					
NET: Yes	612	183	409	302	137	164	283	291	241	63	605	8	188	315	342	258	466	128	161	213	99	181	-	48	44	72	46	127	32	61	76	35	-	612	54	220	224	115	571	161	110	133	124	128	118
	38%	56%	34%	49%	44%	53%	32%	34%	41%	54%	38%	32%	50%	44%	42%	38%	43%	54%	57%	49%	52%	58%	-	61%	64%	53%	57%	55%	69%	74%	56%	66%	-	58%	19%	60%	79%	93%	57%	74%	37%	38%	38%	37%	42%
		C		EG	G	DEG			H	HI*		**	KNOPQ	KP	K		KP	KNOPQ	KMNOPQT	KNOPQ	KNOPQ		**	*	*		*		Z*	VXZabe*		*		g	g	ghjm	ghjkmn	gi	ghijm					

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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)

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	505	210	288	192	167	146	315	191	332	173	172	334	65	141	132	128	133	160	124	88
	32%	29%	34% B	39% EF	30%	27%	33%	29%	32%	31%	30%	32%	27%	34%	32%	31%	30%	33%	30%	34%
Yes, this has happened to someone I care for	96	36	57	27	34	35	58	38	61	35	44	52	12	29	27	20	31	23	27	15
	6%	5%	7%	5%	6%	6%	6%	6%	6%	6%	8% L	5%	5%	7%	6%	5%	7%	5%	6%	6%
No	1000	484	511	262	365	374	581	419	651	349	359	641	163	245	257	264	278	301	266	156
	63%	66% C	60%	53%	65% D	69% D	61%	65%	62%	63%	63%	62%	68%	60%	62%	63%	63%	62%	64%	60%
Prefer not to say	18	11	7	14	3	1	11	7	14	4	7	11	3	4	7	4	4	6	5	3
	1%	1%	1%	3% EF	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET: Yes	582	240	332	214	197	170	359	223	384	198	202	380	73	162	153	148	159	176	147	99
	36%	33%	39% B	44% EF	35%	31%	38%	34%	37%	36%	36%	37%	31%	39% M	37%	36%	36%	36%	35%	39%

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UK Adults 16-75

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	505 32%	88 27%	168 32%	104 33%	146 34%	416 31%	88 36%	73 31%	141 33%	44 32%	61 28%	28 32% *	170 32%	152 30%
Yes, this has happened to someone I care for	96 6%	15 4%	32 6%	12 4%	38 9% BD	77 6%	18 7%	18 8%	24 5%	9 7%	11 5%	8 9% *	35 7%	33 7%
No	1000 63%	228 69% E	327 63%	195 61%	251 58%	856 64% G	133 55%	146 63%	269 62%	86 62%	144 67%	53 61% *	335 63%	326 64%
Prefer not to say	18 1%	2 1%	2 0%	10 3% BC	5 1%	10 1%	8 3% F	1 0%	6 1%	1 1%	3 1%	- - *	3 1%	1 0%
NET: Yes	582 36%	101 31%	190 37%	113 35%	178 41% B	478 36%	102 42%	87 37%	160 37%	52 37%	68 32%	34 39% *	195 37%	180 36%

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

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	505 32%	96 29%	376 31%	228 37% G	106 34% G	122 40% G	247 27%	235 27%	199 34% H	56 48% HI*	505 32%	- -	160 43% KNOPQT	260 36% KP	277 34%	208 31%	375 34% KP	102 43% KNOPQT	112 40% KOP	155 35%	77 40% KP	92 29% Z	2 25% **	28 36% Z*	23 34% Z*	31 23%	26 32% *	65 28%	15 32% *	27 33% *	39 28%	17 31% *	- -	505 48% gijn	68 24% g	153 41% gi	183 65% ghijmn	101 82% ghijkmn	505 51% ghijn	75 35% gi	87 29%	119 34%	99 30%	106 31%	95 34%
Yes, this has happened to someone I care for	96 6%	96 29% C	- -	42 7%	22 7%	20 6%	53 6%	49 6%	40 7%	7 6% *	87 6%	9 38% **	21 6%	46 6%	45 5%	45 7%	65 6%	17 7%	27 9% KMOQ	28 6%	19 10% KMOQ	96 30%	- -	27 35% *	25 36% *	42 31%	23 29% *	73 32%	17 37% *	30 37% *	54 39% Vb	18 33% *	- -	96 9% gim	4 1% g	29 8% gi	39 14% ghijm	25 20% ghijm	59 6% gi	96 44% ghijklm	16 5%	14 4%	20 6%	32 9% p	15 5%
No	1000 63%	150 46%	827 68% B	355 57%	183 59%	172 56%	602 67% DEF	573 67% IJ	353 60% J	55 47% *	985 63% MNQRSU	14 58% **	191 51%	427 59% MRSU	508 62% MRSU	424 63% MRSU	664 61% MRSU	120 51%	143 51%	262 60% MRSU	95 50%	141 45%	6 75% **	28 35% *	26 38% *	73 54% VXYbde	39 47% *	104 45%	19 40% *	32 40% *	56 41%	22 40% *	535 100% hijklmn	465 44% kln	212 74% hjklmn	187 51% hklmn	65 23% l	1 1%	437 44% kln	63 29% l	191 64%	218 62%	214 65%	209 61%	168 60%
Prefer not to say	18 1%	6 2%	7 1%	8 1%	7 2% G	2 1%	5 1%	9 1%	4 1%	- - *	17 1% NOQ	1 4% **	7 2% NOPQT	4 1%	5 1%	4 1%	8 1%	1 1%	6 2% NOPQT	2 0%	6 3% KNOPQRT	6 2% Z	- - **	2 2% *	1 2% *	- -	- - *	4 2% Z	- - *	1 2% *	1 1%	1 2% *	1 0%	15 1% g	4 1% g	3 1%	6 2% g	1 1%	14 1% g	3 1%	8 3% q	2 1%	1 0%	3 1%	4 1%
NET: Yes	582 36%	173 53% C	376 31%	257 41% G	122 39%	135 44% G	292 32%	275 32%	230 39% H	61 53% HI*	573 36%	9 38% **	175 47% KNOPQT	291 40% K	307 37%	244 36%	423 39% K	114 48% KNOPQT	132 47% KNOPQT	174 40%	90 47% KOPQ	169 54% Z	2 25% **	49 63% Z*	41 60% Z*	63 46%	43 53% *	121 53%	27 60% *	48 59% Z*	79 58% Z	31 58% *	-	582 55% gij	72 25% g	179 49% gi	210 75% ghijm	120 98% ghijkmn	545 55% gij	152 70% ghijm	98 33%	130 37%	114 35%	132 38%	107 38%

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PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	379 24%	163 22%	211 25%	166 34% EF	109 19%	104 19%	222 23%	157 24%	244 23%	135 25%	133 23%	246 24%	53 22%	97 24%	94 23%	105 25%	97 22%	117 24%	104 25%	60 23%
Yes, this has happened to someone I care for	87 5%	39 5%	47 6%	39 8% E	22 4%	26 5%	53 6%	34 5%	57 5%	30 5%	37 6%	51 5%	12 5%	23 6%	24 6%	20 5%	20 5%	24 5%	24 6%	19 8%
No	1114 70%	518 70%	589 69%	274 56%	425 75% D	416 76% D	660 69%	454 70%	729 70%	385 70%	391 69%	723 70%	177 74%	288 70%	288 69%	284 68%	318 72%	337 70%	289 69%	171 66%
Prefer not to say	31 2%	19 3% C	10 1%	19 4% EF	10 2%	2 0%	20 2%	10 2%	25 2%	5 1%	13 2%	18 2%	1 0%	5 1%	13 3% M	8 2%	7 2%	9 2%	6 1%	8 3%
NET: Yes	456 28%	198 27%	252 30%	198 40% EF	130 23%	128 23%	271 28%	185 28%	295 28%	161 29%	164 29%	292 28%	61 26%	118 29%	117 28%	123 30%	116 26%	138 28%	123 30%	79 31%

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		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	379 24%	74 22%	99 19%	74 23%	132 30% BCD	303 23%	71 29% F	46 20%	99 23%	32 23%	55 25%	24 28% *	112 21%	110 22%
Yes, this has happened to someone I care for	87 5%	10 3%	21 4%	14 5%	42 10% BCD	63 5%	24 10% F	14 6%	24 6%	12 8% K	5 2%	8 9% K*	32 6%	21 4%
No	1114 70%	245 74% E	396 76% DE	220 69% E	254 58%	970 72% G	137 56%	174 74%	301 69%	94 68%	156 72%	56 64% *	383 72%	376 74%
Prefer not to say	31 2%	2 1%	7 1%	12 4% BC	9 2%	17 1%	14 6% F	1 0%	10 2%	2 2%	2 1%	1 2% *	9 2%	3 1%
NET: Yes	456 28%	83 25%	115 22%	86 27%	171 39% BCD	357 27%	93 38% F	59 25%	124 28%	43 31%	58 27%	29 34% *	141 27%	128 25%

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		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	379 24%	70 21%	279 23%	188 30% EG	77 25% G	111 36% DEG	170 19%	179 21%	143 24%	43 37% HI*	379 24% P	- -	111 30% KOP	197 27% KOP	198 24%	142 21%	279 25% P	80 34% KNOPQ	98 35% KNOPQ	131 30% KOPQ	68 35% KNOPQ	66 21% Z	2 24% **	22 28% Za*	20 29% Zbe*	19 14%	16 19% *	45 20% Z	12 26% Z*	20 24% Z*	23 17%	18 34% VZbe*	- -	379 36% gijn	18 6% g	112 30% gin	161 57% ghjmn	88 72% ghijkmn	379 38% ghijn	49 22% gi	80 27%	87 25%	75 23%	72 21%	65 23%
Yes, this has happened to someone I care for	87 5%	87 27% C	- -	37 6%	21 7%	16 5%	43 5%	52 6% J	32 5% J	1 1% *	82 5%	4 18% **	22 6%	37 5%	37 4%	33 5%	55 5%	13 6%	16 6%	21 5%	16 8% O	87 28%	- -	24 31% *	20 29% *	36 26%	17 21% *	58 25%	19 41% VZab*	28 34% a*	39 28%	14 26% *	- -	87 8% gijm	1 0%	17 5% gi	40 14% ghijm	30 24% ghijkm	58 6% gi	87 40% ghijklm	16 5%	18 5%	16 5%	23 7%	14 5%
No	1114 70%	173 53%	915 76% B	385 62% F	208 67% DF	177 57%	684 76% DEF	615 72% J	411 70% J	69 59% *	1095 70% MNRSTU	19 78% **	232 62% U	480 67% RSU	583 71% MNRSTU	492 73% KMNQRSTU	755 69% MRSU	136 58%	164 58%	284 65% RSU	102 53%	165 52% cdf	5 60% **	39 50% c*	31 45% *	83 61% VYcdf	51 62% Ycdf*	126 55% cdf	13 29% *	34 42% *	78 57% cdf	21 38% *	534 100% hijklmn	581 55% kln	264 92% hjklmn	230 62% hklmn	76 27% l	11 9%	546 55% kln	86 40% kl	194 65%	245 70%	234 71%	246 72%	195 70%
Prefer not to say	31 2%	10 3%	16 1%	15 2% G	7 2%	9 3% G	8 1%	16 2%	6 1%	3 3% *	30 2% OPQ	1 4% **	13 3% KNOPQT	12 2%	9 1%	6 1%	12 1%	8 3% OPQT	7 3% OPQT	4 1%	9 5% KNOPQT	8 3%	1 17% **	- - *	1 1% *	1 1%	- - *	5 2%	2 5% X*	4 5% X2ae*	1 1%	3 6% X2ae*	2 0%	26 2% g	6 2% g	10 3% g	8 3% g	1 1%	24 2% g	6 3% g	10 3%	4 1%	6 2%	5 1%	5 2%
NET: Yes	456 28%	146 45% C	279 23%	220 35% EG	97 31% G	123 40% DEG	208 23%	226 26%	169 29%	44 38% H*	450 29% P	4 18% **	129 35% KOP	230 32% KOP	228 28%	173 26%	328 30% P	92 39% KNOPQ	110 39% KNOPQ	149 34% KOP	81 42% KNOPQ	142 45% Z	2 24% **	39 50% *	37 54% Zab*	51 38%	31 38% *	98 43%	30 66% VZabe*	43 53% Za*	58 42%	30 55% Za*	-	456 43% ijkl	19 6% g	129 35% gi	197 70% ghijmn	111 90% ghijkmn	426 43% gij	125 58% ghijm	93 31%	101 29%	89 27%	93 27%	80 29%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	229 14%	111 15%	115 14%	111 23% EF	71 13%	47 9%	128 13%	101 16%	154 15%	76 14%	75 13%	155 15%	33 14%	60 15%	55 13%	63 15%	72 16% S	70 14%	43 10%	44 17% S
Yes, this has happened to someone I care for	62 4%	32 4%	28 3%	28 6% F	18 3%	16 3%	36 4%	26 4%	48 5%	14 3%	19 3%	43 4%	11 5%	17 4%	16 4%	14 3%	17 4%	22 4%	11 3%	13 5%
No	1295 81%	588 80%	697 82%	339 69%	474 84% D	482 88% DE	779 82%	516 79%	836 80%	459 83%	464 82%	831 81%	191 80%	331 81%	344 82%	335 81%	348 79%	387 80%	360 86% QRT	201 78%
Prefer not to say	18 1%	7 1%	10 1%	16 3% EF	2 0%	- -	11 1%	7 1%	15 1%	3 1%	11 2% L	7 1%	2 1%	4 1%	5 1%	4 1%	5 1%	6 1%	4 1%	3 1%
NET: Yes	287 18%	139 19%	143 17%	135 28% EF	89 16%	63 12%	161 17%	126 19%	197 19%	90 16%	93 16%	194 19%	45 19%	76 19%	68 16%	77 18%	88 20% S	91 19% S	54 13%	54 21% S

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	229 14%	39 12%	66 13%	51 16%	73 17%	182 14%	46 19% F	31 13%	65 15%	18 13%	32 15%	11 12% *	65 12%	75 15%
Yes, this has happened to someone I care for	62 4%	5 2%	12 2%	18 6% BC	27 6% BC	43 3%	19 8% F	8 3%	17 4%	11 8%	9 4%	5 6% *	27 5%	18 3%
No	1295 81%	282 85% DE	439 85% DE	244 77%	330 76%	1113 83% G	171 70%	194 83%	349 80%	111 80%	174 81%	67 78% *	439 82%	415 82%
Prefer not to say	18 1%	4 1%	2 0%	6 2%	6 1%	8 1%	10 4% F	1 1%	5 1%	1 1%	- -	4 4% HIK*	2 0%	2 0%
NET: Yes	287 18%	44 13%	77 15%	67 21% BC	98 23% BC	223 17%	62 26% F	38 16%	82 19%	27 19%	42 19%	16 18% *	92 17%	90 18%

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

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	229 14%	42 13%	168 14%	108 17% EG	44 14%	64 21% EG	107 12%	98 11%	89 15% H	30 26% HI*	229 15% P	- -	90 24% KNOPQT	106 15%	122 15% P	81 12%	152 14%	51 22% KNOPQ	63 22% KNOPQT	75 17% PQ	46 24% KNOPQT	41 13% b	- -	15 20% YZbe*	6 9% *	12 9%	12 14% *	22 10%	8 18% *	17 20% VYZbe*	14 10%	9 16% *	- -	229 22% gijn	11 4% g	45 12% gi	94 33% ghijmn	80 65% ghijkmn	229 23% ghijn	35 16% gi	43 14%	63 18% s	43 13%	52 15%	29 10%
Yes, this has happened to someone I care for	62 4%	62 19% C	- -	32 5% G	18 6% G	14 5%	26 3%	35 4%	23 4%	2 2% *	56 4%	5 19% **	19 5% NOT	19 3%	25 3%	23 3%	35 3%	13 6% NOT	14 5% NT	10 2%	16 9% KNOPQT	62 20% b	- -	21 27% Zb*	16 23% *	22 16%	14 18% *	35 15%	15 32% VZb*	16 20% *	30 22% b	11 21% *	- -	62 6% gijm	1 0%	2 1%	28 10% ghijm	30 25% ghijkm	45 4% gij	62 29% ghijkm	12 4%	13 4%	14 4%	15 4%	9 3%
No	1295 81%	224 68%	1035 86% B	474 76%	249 80%	225 73%	764 85% DF	717 84% J	475 81% J	79 69% *	1276 81% MRSU	20 81% **	262 70%	592 82% MRSU	669 82% MRSU	567 84% KMORSTU	904 83% KMRSU	170 72%	207 73%	349 80% MRSU	127 66%	212 67% X	8 100% **	42 54% *	45 66% *	101 75% VXcd	57 69% X*	169 74% VXcd	26 57% *	49 59% *	94 69% X	35 64% *	534 100% hijkmn	761 72% kln	273 95% hjklmn	316 86% hklmn	155 55% l	17 14%	712 72% kln	123 57% l	238 80%	274 78%	269 82%	275 80%	239 85% p
Prefer not to say	18 1%	5 1%	7 1%	8 1%	3 1%	5 2%	5 1%	8 1%	2 0%	3 3% I*	18 1% OPQS	- -	5 1% S	5 1%	5 1%	3 0%	5 0%	4 2% PQS	- -	3 1%	5 2% NOPQS	5 1%	- -	1 1% *	2 3% *	1 1%	- -	3 1%	- -	1 1% *	1 1%	- -	2 0%	14 1%	3 1%	6 2%	4 2%	1 1%	14 1%	2 1%	6 2%	3 1%	4 1%	2 1%	3 1%
NET: Yes	287 18%	100 30% C	168 14%	138 22% G	60 19%	78 25% G	130 14%	132 15%	109 19%	33 29% HI*	281 18% P	5 19% **	107 29% KNOPQT	125 17%	146 18% P	101 15%	187 17%	61 26% KNOPQT	75 27% KNOPQT	85 19% P	60 31% KNOPQT	99 31% Zb	- -	35 45% VZabe*	21 31% *	34 25%	25 31% *	57 25%	20 43% Zb*	33 40% Zb*	41 30%	19 36% *	- -	287 27% gij	12 4% g	47 13% gi	122 43% ghijm	105 86% ghijkmn	270 27% gij	92 42% ghijm	53 18%	73 21% s	57 17%	66 19%	38 14%

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		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	239	107	128	126	69	44	146	93	163	76	77	162	32	70	51	72	64	80	53	41
	15%	15%	15%	26% EF	12% F	8%	15%	14%	15%	14%	14%	16%	13%	17%	12%	17% O	15%	17%	13%	16%
Yes, this has happened to someone I care for	57	28	28	34	11	12	34	23	47	9	27	30	8	15	15	17	11	19	13	13
	4%	4%	3%	7% EF	2%	2%	4%	3%	5% J	2%	5%	3%	3%	4%	4%	4%	3%	4%	3%	5%
No	1286	585	690	317	479	490	762	524	830	456	460	825	196	326	343	323	363	380	345	197
	80%	80%	81%	65%	85% D	90% DE	80%	81%	79%	83%	81%	80%	82%	79%	82%	78%	82%	79%	82%	77%
Prefer not to say	27	19	7	20	5	3	16	12	17	10	9	18	4	3	12	5	4	8	6	9
	2%	3% C	1%	4% EF	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	3%	1%	1%	2%	2%	3% Q
NET: Yes	287	130	153	154	80	53	174	114	202	85	99	189	38	82	63	88	73	95	67	52
	18%	18%	18%	31% EF	14% F	10%	18%	18%	19%	15%	17%	18%	16%	20%	15%	21% O	17%	20%	16%	20%

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		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	239	33	56	57	93	173	64	28	70	21	28	18	68	65
	15%	10%	11%	18% BC	21% BC	13%	26% F	12%	16%	15%	13%	21% H*	13%	13%
Yes, this has happened to someone I care for	57	6	17	7	27	37	19	8	18	10	2	6	25	11
	4%	2%	3%	2%	6% BCD	3%	8% F	3%	4% K	7% K	1%	7% K*	5% N	2%
No	1286	285	442	249	310	1123	151	197	345	111	183	60	441	430
	80%	86% DE	85% DE	78% E	71%	84% G	62%	84% L	79%	80%	85% L	70% *	83%	85%
Prefer not to say	27	7	7	8	5	14	13	3	6	1	3	3	3	5
	2%	2%	1%	3%	1%	1%	5% F	1%	1%	0%	1%	3% *	0%	1%
NET: Yes	287	39	69	61	119	207	79	35	85	28	29	24	90	73
	18%	12%	13%	19% BC	27% BCD	15%	33% F	15%	19%	20%	14%	27% HK*	17%	14%

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PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	239 15%	50 15%	169 14%	115 19% G	55 18% G	60 20% G	107 12%	111 13%	87 15%	32 28% HI*	239 15% P	- -	92 25% KNOPQT	111 15% P	114 14%	78 12%	154 14% P	56 24% KNOPQT	62 22% KNOPQT	60 14%	51 27% KNOPQT	49 16% Zb	- -	15 19% Zb*	13 19% Zb*	14 10%	13 16% *	25 11%	13 28% VZbe*	16 20% Zb*	17 13%	20 37% VXYZabde*	- -	239 23% gij	14 5% g	45 12% gi	92 33% ghijmn	87 71% ghijkmn	239 24% ghij	41 19% gij	49 17%	68 19% rs	44 13%	41 12%	36 13%
Yes, this has happened to someone I care for	57 4%	57 17% C	- -	25 4%	15 5%	11 3%	31 3%	30 3%	24 4%	3 2% *	54 3%	3 12% **	22 6% KNOPQT	23 3%	25 3%	23 3%	33 3%	15 7% KNOPQT	14 5%	14 3%	14 7% KNOPQT	57 18% b	- -	20 26% Zb*	19 28% VZb*	20 15%	13 16% *	34 15%	13 29% Zb*	19 23% b*	25 18%	11 21% *	- -	57 5% gijm	- -	10 3% gi	20 7% gijm	28 22% ghijkm	43 4% gi	57 26% ghijkm	10 3%	14 4%	14 4%	11 3%	8 3%
No	1286 80%	222 68%	1029 85% B	469 76%	238 76%	231 75%	758 84% DEF	709 83% J	474 81% J	76 66% *	1263 80% MRSU	21 88% **	252 67%	580 80% MRSU	672 82% MRSU	567 85% KMNQRSU	895 82% KMRSU	161 69%	204 72%	357 82% MRSU	129 67%	211 67% Ycf	7 83% **	47 61% *	37 54% *	103 76% VXYcdf	59 72% Ycf*	169 74% VXYcdf	21 46% *	48 59% *	99 72% XYcdf	25 46% *	534 100% hijklmn	751 71% kln	273 95% hjklmn	302 82% hklmn	166 59% l	10 8%	701 70% kln	125 58% l	232 78%	265 76%	267 81%	290 84% p	231 83% p
Prefer not to say	27 2%	8 2%	13 1%	17 3% G	8 2% G	9 3% G	6 1%	9 1%	7 1%	5 4% H*	27 2% P	- -	13 3% KNOPQ	12 2%	12 1%	6 1%	18 2%	6 3% P	5 2%	9 2% P	2 1%	7 2%	1 17% **	1 1% *	1 2% *	2 1%	- -	6 3% a	2 4% a*	2 3% *	1 0%	- -	2 0%	23 2% gi	1 0%	13 4% ghimn	7 3% g	1 1%	21 2% gi	2 1%	7 2%	6 2%	5 2%	5 1%	4 2%
NET: Yes	287 18%	99 30% C	169 14%	134 22% G	67 21% G	68 22% G	136 15%	139 16%	105 18%	35 30% HI*	284 18% PQ	3 12% **	110 29% KNOPQT	131 18% P	136 17%	97 15%	182 17%	68 29% KNOPQT	73 26% KNOPQT	71 16%	61 32% KNOPQT	98 31% Zb	- -	30 38% Zbe*	30 44% VZabe*	31 23%	23 28% *	55 24%	23 50% VZabe*	31 38% Zbe*	37 27%	29 54% VZabe*	- -	287 27% gij	14 5% g	53 14% gi	108 38% ghijm	112 91% ghijkmn	273 27% gij	90 41% ghijm	58 20%	79 23% rs	57 17%	49 14%	44 16%

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ColumnsProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Yes, this has happened to me	291 18%	136 19%	152 18%	139 28% EF	109 19% F	43 8%	170 18%	120 19%	212 20% J	79 14%	98 17%	193 19%	44 19%	80 19%	68 16%	82 20%	79 18%	82 17%	59 14%	71 27% QRS
Yes, this has happened to someone I care for	68 4%	35 5%	32 4%	31 6% E	17 3%	21 4%	37 4%	31 5%	47 4%	22 4%	28 5%	40 4%	9 4%	17 4%	20 5%	18 4%	17 4%	23 5%	16 4%	12 5%
No	1226 77%	554 75%	661 78%	309 63%	434 77% D	482 88% DE	733 77%	493 76%	779 74%	447 81% I	434 76%	791 77%	183 77%	317 77%	322 77%	309 74%	343 78% T	371 77% T	341 82% T	171 66%
Prefer not to say	23 1%	12 2%	9 1%	18 4% EF	5 1%	1 0%	14 1%	9 1%	18 2%	5 1%	11 2%	12 1%	2 1%	2 0%	9 2% N	7 2%	5 1%	9 2%	3 1%	6 2%
NET: Yes	352 22%	169 23%	180 21%	164 33% EF	126 22% F	62 11%	204 21%	147 23%	252 24% J	99 18%	122 22%	229 22%	53 22%	93 23%	87 21%	99 24%	92 21%	104 22%	74 18%	81 32% QRS

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Yes, this has happened to me	291 18%	48 14%	65 13%	69 22% BC	109 25% BC	218 16%	71 29% F	27 11%	98 23% HJ	15 11%	33 15%	16 19% *	85 16%	82 16%
Yes, this has happened to someone I care for	68 4%	6 2%	17 3%	17 5% B	29 7% BC	52 4%	17 7% F	14 6%	12 3%	12 8% IK	6 3%	10 11% IK*	27 5%	17 3%
No	1226 77%	274 83% DE	438 85% DE	227 72%	287 66%	1070 80% G	145 59%	193 83% IL	321 74%	111 80%	176 82% IL	61 70% *	419 79%	407 80%
Prefer not to say	23 1%	4 1%	2 0%	7 2% C	11 2% C	10 1%	13 5% F	1 0%	5 1%	1 1%	2 1%	2 2% *	3 1%	4 1%
NET: Yes	352 22%	53 16%	79 15%	83 26% BC	136 31% BC	264 20%	85 35% F	40 17%	109 25% HK	27 19%	37 17%	24 28% H*	112 21%	96 19%

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

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Yes, this has happened to me	291 18%	67 20%	201 17%	143 23% G	71 23% G	72 23% G	129 14%	134 16%	118 20% H	32 28% H*	291 18%	- -	111 30% KNOPQT	139 19%	141 17%	111 17%	193 18%	57 24% KOPQ	76 27% KNOPQT	83 19%	71 37% KNOPQRST	65 21% Zb	1 17% **	21 27% Zab*	18 26% Z*	16 12%	12 15% *	39 17% Z	17 37% VZabde*	18 22% Z*	25 18%	18 34% VZabe*	-	291 27% gij	18 6% g	75 20% gi	115 41% ghijmn	82 67% ghijkmn	291 29% ghijn	48 22% gi	65 22% s	74 21% s	54 16%	58 17%	40 14%
Yes, this has happened to someone I care for	68 4%	68 21% C	- -	30 5%	14 5%	15 5%	37 4%	41 5%	20 3%	5 4% *	63 4% O	4 18% **	23 6% KNOPQ	25 3%	21 3%	20 3%	38 4%	11 5%	17 6% NOPQ	20 5% O	16 8% KNOPQ	68 22%	- -	20 26% *	19 28% *	27 20%	17 21% *	46 20%	10 22% *	20 25% *	25 18%	11 21% *	-	68 6% gijm	- -	10 3% gi	28 10% ghijm	31 25% ghijkm	49 5% gij	68 32% ghijkm	14 5%	16 5%	14 4%	18 5%	8 3%
No	1226 77%	196 59%	998 82% B	446 72%	228 73%	218 71%	727 81% DEF	676 79% J	448 76%	77 67% *	1207 77% MRSU	19 78% **	241 64% U	553 77% MRSU	650 79% KMRSU	539 80% KMNRSU	854 78% MRSU	166 71% U	194 69% U	333 76% MSU	101 53%	184 58% c	7 83% **	41 52% *	34 49% *	92 68% VXYcdf	53 65% Ycf*	145 63% VXYcdf	19 41% *	43 52% *	88 64% XYcdf	25 46% *	536 100% hijklmn	690 65% kln	267 93% hjklmn	275 74% hklmn	135 48% l	14 11%	644 65% kln	105 48% l	216 73%	258 74%	258 78%	266 77%	228 82% op
Prefer not to say	23 1%	5 2%	11 1%	5 1%	2 1%	3 1%	10 1%	11 1%	3 0%	2 1% *	22 1% PT	1 4% **	2 1%	8 1%	9 1%	4 1%	12 1%	2 1%	1 0%	1 0%	4 2% MPST	5 2%	- - **	- - *	1 1% *	1 1%	- - *	4 2%	1 3% *	2 2% *	1 1%	1 2% *	- -	20 2% g	4 1% g	10 3% g	5 2% g	1 1%	19 2% g	3 1% g	8 3%	4 1%	4 1%	3 1%	4 1%
NET: Yes	352 22%	128 39% C	201 17%	169 27% G	82 26% G	87 28% G	162 18%	171 20%	136 23%	37 32% H*	346 22% OP	4 18% **	131 35% KNOPQRT	162 22%	161 20%	128 19%	229 21%	67 29% KNOPQ	88 31% KNOPQT	102 23% P	86 45% KMNOPQRST	126 40% Zb	1 17% **	38 48% Zbe*	34 50% Zabe*	43 31%	29 35% *	81 35%	26 56% VZabe*	37 46% Zb*	48 35%	28 53% Zabe*	-	352 33% gij	18 6% g	84 23% gi	141 50% ghijm	108 88% ghijkmn	332 33% gij	109 50% ghijm	74 25% s	88 25% s	67 20%	75 22%	48 17%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

	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, text or on the app 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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Unweighted base	1583	1583	1583	1583	1583	1583	1583	1583	1583
Weighted base	1575	1575	1575	1575	1575	1575	1575	1575	1575
Yes, this has happened to me	360 23% BCGHI	207 13%	244 15% B	517 33% ABCFGHI	505 32% ABCFGHI	379 24% BCGHI	229 15%	239 15%	291 18% BCGH
Yes, this has happened to someone I care for	71 5% B	50 3%	61 4%	113 7% ABCEFGHI	87 6% BCGHI	82 5% BCGH	56 4%	54 3%	63 4%
No	1143 73% DEF	1301 83% ACDEFHI	1261 80% ADEFI	945 60%	985 63%	1095 70% DE	1276 81% ADEFI	1263 80% ADEFI	1207 77% ADEF
Prefer not to say	22 1%	28 2%	21 1%	25 2%	17 1%	30 2% E	18 1%	27 2%	22 1%
NET: Yes	410 26% BCGHI	247 16%	294 19% B	605 38% ABCFGHI	573 36% ABCFGHI	450 29% BCGHI	281 18% B	284 18% B	346 22% BCGH

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ColumnMeans (5%): A/B/C/D/E/F/G/H/I Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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, text or on the app after the date of the appointment

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	360 23%	156 22%	202 24%	162 33% EF	123 22% F	75 14%	221 23%	139 22%	252 24%	108 20%	130 23%	230 23%	59 25%	84 21%	80 20%	121 29% NO	97 22%	115 24%	80 20%	68 27%
Yes, this has happened to someone I care for	71 5%	39 5%	30 4%	29 6%	20 4%	22 4%	40 4%	31 5%	50 5%	21 4%	25 4%	46 5%	14 6%	17 4%	24 6%	14 3%	14 3%	25 5%	16 4%	16 6%
No	1143 73%	526 73%	608 73%	287 59%	410 74% D	446 83% DE	676 72%	466 74%	728 70%	415 77% I	406 72%	736 73%	163 70%	306 75% P	305 75% P	275 67%	321 74% T	343 71%	310 76% T	169 66%
Prefer not to say	22 1%	13 2%	7 1%	17 3% EF	6 1% F	- -	13 1%	9 1%	16 2%	7 1%	7 1%	15 1%	5 2%	2 1%	8 2%	3 1%	7 2%	4 1%	5 1%	6 3%
NET: Yes	410 26%	185 26%	221 26%	181 37% EF	138 25% F	91 17%	252 27%	159 25%	290 28% J	120 22%	148 26%	262 26%	66 28%	98 24%	95 23%	134 32% NO	104 24%	133 28%	93 23%	79 31% S

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

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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, text or on the app after the date of the appointment

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	360 23%	41 13%	96 19% B	90 29% BC	133 31% BC	286 22%	72 30% F	37 16%	101 23% H	35 25% H	46 22%	18 21% *	105 20%	100 20%
Yes, this has happened to someone I care for	71 5%	9 3%	20 4%	15 5%	27 6% B	52 4%	19 8% F	12 5%	13 3%	10 7% I	10 5%	7 8% I*	24 5%	21 4%
No	1143 73%	273 84% DE	399 78% DE	202 65%	269 63%	988 75% G	144 60%	184 80% J	317 74%	93 68%	158 75%	59 70% *	395 76%	385 77%
Prefer not to say	22 1%	6 2%	3 1%	7 2%	7 2%	10 1%	13 5% F	- -	5 1%	1 0%	1 1%	1 1% *	2 0%	2 0%
NET: Yes	410 26%	48 15%	109 21% B	102 33% BC	151 35% BC	323 24%	84 35% F	47 20%	109 25%	43 32% H	51 24%	24 29% *	126 24%	112 22%

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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, text or on the app after the date of the appointment

All who have used an NHS service personally

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	360	73	270	151	81	71	190	190	127	35	360	-	107	160	171	138	243	64	82	110	66	71	2	20	12	23	18	44	12	20	29	16	-	360	75	93	109	83	360	54	70	91	58	77	64
	23%	24%	22%	25%	26%	23%	22%	23%	22%	31% *	23%	-	29% KNOPQ	22%	21%	21%	22%	27% OP	29% KNOPQ	25% OP	34% KNOPQT	24% Zb	27% **	27% *	18% *	18%	24% *	20%	27% *	26% *	22%	31% Z*	-	34% gijn	26% g	26% g	39% gijn	68% ghijkmn	36% ghijn	27% g	24%	26% q	18%	23%	23%
Yes, this has happened to someone I care for	71	71	-	38	19	18	31	37	26	7	71	-	24	32	41	23	45	19	19	27	18	71	-	18	14	30	13	52	17	18	30	18	-	71	5	14	25	27	58	71	15	19	13	10	14
	5%	23% C	-	6% G	6%	6%	4%	4%	4%	6% *	5%	-	6% PQ	4%	5% P	3%	4%	8% KNPQ	7% PQ	6% PQ	10% KNOPQ	24%	- **	24% *	22% *	24%	17% *	24%	37% a*	24% *	23%	34% a*	-	7% gijm	2% g	4% g	9% gijm	22% ghijkm	6% gi	35% ghijkm	5%	5%	4%	3%	5%
No	1143	176	932	429	213	215	658	612	433	71	1143	-	243	529	614	515	815	155	188	304	107	165	6	40	38	79	48	133	18	42	78	24	524	619	205	251	142	20	580	97	203	240	250	248	202
	73%	58%	77% B	69%	69%	70%	75% D	73% J	75% J	62% *	73% MRSU	-	65% U	73% MRSU	75% KMRSTU	77% KMRSTU	74% KMRSTU	66% U	67% U	70% U	56%	57% c	73% **	54% *	58% c*	63% cf	64% c*	62% Vcf	40% *	55% *	61% c	47% *	100% hijklmn	59% klmn	72% hklmn	69% hklmn	51% l	17%	58% kln	48% l	70%	69%	77%	74%	72%
Prefer not to say	22	4	9	12	4	8	7	11	2	6	22	-	8	6	6	4	9	4	1	3	5	4	-	1	2	-	-	3	-	1	1	-	1	19	3	9	7	-	19	1	7	3	8	2	2
	1%	1%	1%	2%	1%	3% G	1%	1%	0%	5% Hi*	1% OPQ	-	2% NOPQST	1%	1%	1%	1%	2%	0%	1%	3% NOPQST	1% Z	- **	1% *	3% Z*	-	- *	2% Z	- *	1% *	0%	- *	0%	2% g	1%	2% g	2% g	-	2% g	1%	2%	1%	2%	1%	1%
NET: Yes	410	123	270	177	93	84	213	221	143	38	410	-	123	187	200	153	271	77	93	130	80	121	2	34	25	46	27	79	28	33	49	27	-	410	79	102	128	101	397	105	81	102	68	85	75
	26%	41% C	22%	29%	30%	27%	24%	26%	25%	33% *	26% P	-	33% KNOPQ	26%	24%	23%	25%	33% KNOPQ	33% KNOPQ	30% OPQ	42% KMNOPQST	42% b	27% **	45% *	39% *	37%	36% *	37%	60% VfZabde*	44% *	38%	53% Zb*	-	39% gij	27% g	28% g	46% ghijm	83% ghijkmn	40% gij	52% ghijm	28%	30% q	21%	25%	27%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	207 13%	106 15%	99 12%	99 21% EF	66 12% F	41 8%	117 12%	90 14%	144 14%	63 12%	74 13%	133 13%	33 14%	55 14%	43 10%	65 16% O	47 11%	73 15% S	40 10%	48 19% QS
Yes, this has happened to someone I care for	50 3%	30 4%	21 2%	21 4%	11 2%	18 3%	32 3%	18 3%	32 3%	18 3%	21 4%	29 3%	9 4%	11 3%	17 4%	11 3%	14 3%	19 4%	7 2%	11 4%
No	1301 83%	579 80%	711 85% B	348 72%	473 86% D	479 89% D	782 83%	518 82%	842 82%	458 85%	462 82%	839 83%	188 81%	339 83%	341 83%	333 81%	363 84% T	389 81%	357 88% RT	191 75%
Prefer not to say	28 2%	17 2%	9 1%	23 5% EF	4 1%	1 0%	15 2%	13 2%	22 2%	6 1%	7 1%	20 2%	5 2%	4 1%	12 3% P	4 1%	11 3% R	3 1%	6 1%	7 3% R
NET: Yes	247 16%	129 18%	116 14%	114 23% EF	76 14%	57 11%	144 15%	103 16%	169 16%	78 14%	93 16%	154 15%	40 17%	64 16%	56 14%	75 18%	58 13%	88 18% S	45 11%	57 22% QS

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	207 13%	43 13%	49 10%	41 13%	74 17% C	159 12%	46 19% F	27 12%	64 15%	20 14%	25 12%	14 17% *	57 11%	69 14%
Yes, this has happened to someone I care for	50 3%	5 1%	13 3%	13 4%	20 5% B	36 3%	14 6% F	14 6% I	7 2%	8 6% I	6 3%	3 3% *	17 3%	17 3%
No	1301 83%	273 84% E	449 88% DE	248 80%	330 77%	1121 85% G	169 70%	191 83%	353 82%	110 80%	178 84%	66 78% *	445 85%	413 83%
Prefer not to say	28 2%	6 2%	3 1%	11 4% C	8 2%	11 1%	17 7% F	- -	7 2%	1 1%	5 2% H	1 1% *	6 1%	5 1%
NET: Yes	247 16%	48 15%	59 12%	52 17%	89 21% BC	190 14%	55 23% F	40 17%	71 16%	25 19%	28 13%	17 20% *	73 14%	81 16%

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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

All who have used an NHS service personally

		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									IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	207 13%	55 18% C	135 11%	103 17% G	45 14%	59 19% G	91 10%	93 11%	85 15%	22 20% H*	207 13% PQ	- -	76 20% KNOPQT	87 12%	103 13% P	65 10%	131 12% P	53 22% KNOPQT	58 21% KNOPQT	60 14% P	49 25% KNOPQT	55 19% Z	- - **	17 23% Z*	12 19% Z*	11 9%	10 13% *	37 17% Z	12 26% Z*	19 25% Za*	22 17% Z	12 24% Z*	- -	207 20% gij	5 2% g	27 7% gi	90 32% ghijmn	86 71% ghijkmn	207 21% ghij	46 23% gij	45 15%	53 15%	38 12%	39 12%	32 11%
Yes, this has happened to someone I care for	50 3%	50 17% C	- -	27 4%	14 4%	13 4%	24 3%	26 3%	21 4%	3 2% *	50 3%	- -	11 3%	21 3%	25 3%	22 3%	32 3%	9 4%	10 3%	10 2%	12 6% KNOQT	50 17%	- - **	8 11% *	10 15% *	22 18%	8 10% *	36 17%	12 27% Xa*	15 19% *	25 19%	8 16% *	- -	50 5% gijm	1 0%	4 1% g	19 7% gijm	25 21% ghijkm	36 4% gij	50 25% ghijkm	8 3%	11 3%	9 3%	8 2%	14 5%
No	1301 83%	199 65% B	1065 88%	482 78%	249 80%	233 76%	757 86% DEF	714 85% J	474 82%	87 76% *	1301 83% MRSU	- -	280 75% U	611 85% MRSU	691 84% MRSU	586 87% KMOQRSTU	928 85% KMRSU	173 73%	215 76% U	366 84% MRSU	125 65%	186 64%	7 83% **	50 66% *	43 65% *	88 71% cd	58 76% Vcdf*	144 67% c	23 50% *	44 57% *	86 67% c	30 58% *	524 100% hijkmn	777 74% kln	278 97% hjklmn	322 89% hklmn	162 58% l	15 12%	740 74% kln	112 55% l	233 80%	280 81%	274 84%	286 86%	227 81%
Prefer not to say	28 2%	10 3% C	11 1%	11 2%	5 2%	6 2%	10 1%	12 1%	6 1%	3 3% *	28 2% NOPQ	- -	11 3% NOPQST	7 1%	6 1%	3 0%	9 1%	5 2% P	2 1%	4 1%	9 5% KNOPQST	8 3%	1 17% **	1 2% *	2 2% *	4 3%	1 1% *	4 2%	2 5% *	2 3% *	2 1%	2 4% *	1 0%	23 2% g	2 1%	10 3% g	7 3% g	4 3% g	22 2% g	5 2% g	7 2%	5 2%	4 1%	3 1%	7 3%
NET: Yes	247 16%	95 31% C	135 11%	124 20% G	56 18% G	68 22% G	111 13%	118 14%	98 17%	24 21% *	247 16% P	- -	83 22% KNOPQT	104 14%	123 15% P	82 12%	159 14%	58 25% KNOPQT	64 23% KNOPQT	68 15%	58 30% KMNOPQT	95 33% Za	- - **	24 32% *	21 32% *	33 26%	17 23% *	68 32%	21 45% Za*	30 40% Za*	40 32%	20 38% *	- -	247 24% gij	6 2% g	30 8% gi	108 39% ghijm	103 85% ghijkmn	233 23% gij	86 43% ghijm	51 17%	60 17%	47 14%	45 13%	45 16%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	244	124	114	123	58	63	138	106	148	96	78	165	32	65	61	63	65	83	51	44
	15%	17%	14%	25% EF	11%	12%	15%	17%	14%	18%	14%	16%	14%	16%	15%	15%	15%	17%	12%	17%
Yes, this has happened to someone I care for	61	32	29	29	12	19	37	23	44	16	27	34	4	15	18	18	16	16	14	15
	4%	4%	3%	6% E	2%	4%	4%	4%	4%	3%	5%	3%	2%	4%	4%	4%	4%	3%	3%	6%
No	1261	564	687	326	478	457	762	498	832	428	453	808	196	327	324	330	352	377	337	195
	80%	78%	82%	67%	86% D	85% D	81%	79%	81%	79%	81%	80%	84%	80%	79%	80%	81%	79%	83%	76%
Prefer not to say	21	11	9	14	5	2	10	11	16	4	8	13	3	2	10	3	4	5	8	3
	1%	2%	1%	3% EF	1%	0%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
NET: Yes	294	149	140	145	70	78	169	125	184	109	101	193	35	77	75	80	76	98	63	57
	19%	21%	17%	30% EF	13%	15%	18%	20%	18%	20%	18%	19%	15%	19%	18%	19%	18%	20%	15%	22% S

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	244 15%	39 12%	79 15%	58 19% B	68 16%	195 15%	45 19%	29 13%	60 14%	20 14%	26 13%	16 19% *	70 13%	68 14%
Yes, this has happened to someone I care for	61 4%	6 2%	14 3%	14 5%	26 6% BC	37 3%	23 9% F	7 3%	22 5%	9 6%	6 3%	3 4% *	22 4%	15 3%
No	1261 80%	280 86% DE	418 82% D	234 75%	328 77%	1085 82% G	168 70%	196 85%	346 80%	111 81%	177 84%	65 78% *	433 83%	417 83%
Prefer not to say	21 1%	3 1%	5 1%	7 2%	7 2%	10 1%	10 4% F	- -	5 1%	1 0%	2 1%	1 1% *	3 0%	2 0%
NET: Yes	294 19%	44 13%	88 17%	70 22% B	92 22% B	227 17%	63 26% F	35 15%	80 19%	26 19%	31 15%	18 21% *	88 17%	80 16%

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

All who have used an NHS service personally

		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										IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	244 15%	52 17%	172 14%	113 18% G	47 15%	66 21% G	121 14%	107 13%	96 17%	27 23% H*	244 15%	- -	78 21% KNOPQ	115 16%	115 14%	97 14%	166 15%	49 21% KOPQ	60 21% KNOPQ	75 17%	49 25% KNOPQT	50 17% Zb	- -	13 17% *	15 22% Z*	15 12%	12 16% *	30 14%	11 23% Z*	13 17% *	24 19%	11 21% *	- -	244 23% gij	14 5% g	54 15% gi	93 34% ghijmn	82 68% ghijkmn	244 24% ghij	45 22% gij	47 16%	55 16%	48 15%	55 16%	39 14%
Yes, this has happened to someone I care for	61 4%	61 20% C	- -	28 4% F	19 6% FG	8 3%	30 3%	32 4%	25 4%	3 2% *	61 4% OQ	- -	18 5% O	23 3%	20 2%	25 4% O	35 3%	13 6% OQ	16 6% NOQ	15 3%	13 7% NOQ	61 21%	- -	18 24% *	16 25% *	22 17%	13 17% *	39 18%	18 40% VXZabe*	24 31% VZabe*	26 21%	13 26% *	- -	61 6% gijm	* 0%	9 2% gi	23 8% gijm	29 24% ghijkm	47 5% gij	61 30% ghijkm	10 3%	17 5%	8 3%	15 4%	11 4%
No	1261 80%	192 63%	1031 85% B	469 76%	237 77%	232 75%	729 83% DEF	699 83% J	458 79%	83 73% *	1261 80% MRSU	- -	274 73%	580 80% MRSU	681 83% KMRSTU	548 82% MRSU	886 81% MRSU	169 72%	205 73%	342 78% RU	126 66%	181 62% c	8 100% **	47 63% c*	34 53% *	88 70% VYcdf	53 70% Ycdf*	144 67% VYcdf	18 39% *	41 54% *	80 63% c	27 53% *	524 100% hijklmn	737 70% kln	269 94% hjklmn	296 82% hklmn	156 56% l	16 13%	698 70% kln	104 51% l	230 79%	273 79%	266 82%	266 79%	227 81%
Prefer not to say	21 1%	9 3% C	8 1%	12 2% FG	10 3% FG	2 1%	4 0%	11 1%	5 1%	2 2% *	21 1%	- -	7 2%	7 1%	9 1%	7 1%	13 1%	7 3% KNOPQ	5 2%	7 2%	6 3% KNOPQ	9 3%	- -	1 1% *	2 3% *	4 3%	- -	8 3%	2 3% *	2 3% *	2 2%	1 2% *	1 0%	17 2% g	3 1%	5 1% g	8 3% g	1 1%	17 2% g	3 2% g	7 2%	4 1%	4 1%	3 1%	4 1%
NET: Yes	294 19%	102 34% C	172 14%	136 22% G	62 20%	73 24% G	145 17%	135 16%	116 20%	29 26% H*	294 19% O	- -	93 25% KNOPQ	135 19% O	130 16%	116 17%	196 18%	60 26% KNOPQ	73 26% KNOPQ	88 20% O	59 31% KNOPQT	100 35% Zb	- -	27 37% *	29 44% Zb*	33 27%	22 30% *	65 30%	26 57% VXZabe*	33 43% Zb*	45 35%	23 46% Zb*	- -	294 28% gij	15 5% g	61 17% gi	114 41% ghijm	105 86% ghijkmn	280 28% gij	96 47% ghijm	55 19%	68 20%	56 17%	67 20%	49 17%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	517 33%	211 29%	297 36% B	181 37% F	173 31%	163 30%	310 33%	207 33%	328 32%	189 35%	188 33%	329 32%	65 28%	135 33%	134 33%	141 34%	137 32%	166 35%	130 32%	84 33%
Yes, this has happened to someone I care for	113 7%	50 7%	61 7%	41 9%	31 6%	40 8%	64 7%	49 8%	74 7%	39 7%	50 9% L	63 6%	15 6%	29 7%	28 7%	32 8%	29 7%	33 7%	27 7%	24 10%
No	945 60%	458 63% C	482 58%	255 53%	353 64% D	337 63% D	565 60%	380 60%	632 61%	313 58%	331 59%	614 61%	152 65%	245 60%	247 60%	240 58%	271 63%	281 59%	248 61%	145 57%
Prefer not to say	25 2%	10 1%	13 2%	16 3% EF	6 1%	3 1%	15 2%	10 2%	15 1%	11 2%	7 1%	18 2%	6 3%	4 1%	7 2%	5 1%	3 1%	9 2%	8 2%	6 2%
NET: Yes	605 38%	256 35%	341 41% B	214 44% EF	194 35%	197 37%	360 38%	244 39%	386 37%	218 40%	224 40%	381 38%	75 32%	157 39%	155 38%	167 41% M	158 37%	190 40%	153 37%	104 41%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	517 33%	97 30%	146 29%	111 36% C	162 38% BC	432 33%	83 34%	61 27%	147 34%	37 27%	70 33%	32 38% *	163 31%	168 34%
Yes, this has happened to someone I care for	113 7%	14 4%	32 6%	22 7%	44 10% BC	84 6%	28 12% F	19 8%	28 6%	21 15% IK	9 4%	9 10% *	44 8%	28 6%
No	945 60%	210 64% DE	336 66% DE	174 56%	225 53%	812 61% G	123 51%	151 66% L	257 60%	81 59%	131 62%	43 51% *	326 62%	302 61%
Prefer not to say	25 2%	6 2%	7 1%	7 2%	6 1%	14 1%	12 5% F	2 1%	9 2%	1 0%	1 1%	1 2% *	1 0%	4 1%
NET: Yes	605 38%	110 34%	168 33%	130 42% C	196 46% BC	496 38%	106 44%	77 34%	165 38%	56 41%	79 37%	40 47% H*	196 38%	193 39%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
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Administrative NHS Polling
UK Adults 16-75

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
All who have used an NHS service personally

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	517	87	409	257	115	142	236	236	205	60	517	-	161	273	306	219	408	109	143	191	78	86	-	23	23	33	24	59	12	24	41	19	-	517	50	194	181	92	517	65	94	112	109	104	97
	33%	29%	34%	42%	37%	46%	27%	28%	35%	53%	33%	-	43%	38%	37%	33%	37%	46%	51%	44%	41%	30%	-	30%	35%	27%	32%	28%	25%	32%	32%	38%	-	49%	18%	53%	65%	76%	52%	32%	32%	32%	34%	31%	35%
				EG	G	DEG			H	HI*			KOPQ	KP	KP		KP	KNOPQ	KMNOPQTU	KNOPQ	KP			**	*	*	*		*	*		*		gin	g	gin	ghjmn	ghjmn	ghin	gi					
Yes, this has happened to someone I care for	113	113	-	58	30	28	51	58	46	7	113	-	37	56	54	54	77	25	29	30	31	113	-	34	29	47	27	80	24	39	44	20	-	113	3	26	50	34	80	113	19	24	18	27	26
	7%	37%	-	9%	10%	9%	6%	7%	8%	6%	7%	-	10%	8%	7%	8%	7%	11%	10%	7%	16%	39%	-	45%	45%	38%	36%	37%	52%	51%	34%	39%	-	11%	1%	7%	18%	28%	8%	56%	6%	7%	6%	8%	9%
		C		G	G					*			KDQ					KDQ	OQ		KMNOPQST			**	*	*	*		e*	VZabe*		gjm	g	gi	ghijm	ghijkm	gi	ghjkim					
No	945	122	794	307	169	138	592	547	329	53	945	-	181	396	474	408	612	104	117	220	85	109	8	25	19	55	31	89	11	18	53	15	525	420	229	136	49	6	401	47	176	207	200	205	157
	60%	40%	66%	50%	55%	45%	67%	65%	57%	46%	60%	-	48%	55%	58%	61%	56%	44%	42%	50%	45%	38%	100%	33%	29%	44%	41%	41%	24%	24%	41%	30%	100%	40%	80%	38%	18%	5%	40%	23%	60%	60%	61%	61%	56%
			B	F	DF		DEF	U	J	*	MNQRSTU		S	MRSU	MRSTU	MNQRSTU	MRSTU			S		d	**	*	*	Ycd	d*	Ycd	*	*	cd	*	hijklmn	kln	hjklmn	kln	l		kln	l					
Prefer not to say	25	7	8	10	4	6	9	10	10	-	25	-	5	11	4	5	17	4	4	4	7	7	-	2	3	1	1	6	3	1	3	1	-	23	5	9	8	1	23	3	8	6	4	5	3
	2%	2%	1%	2%	1%	2%	1%	1%	2%	-	2%	-	1%	1%	1%	1%	2%	2%	1%	1%	4%	3%	-	3%	5%	1%	1%	3%	7%	2%	2%	1%	1%	2%	2%	2%	3%	1%	2%	1%	3%	2%	1%	1%	1%
		C								*			OP				OP				KMNOPQT		**	*	*		*		2*	*		*	g	g	g	g	g	g	g					
NET: Yes	605	175	409	300	136	163	277	287	239	62	605	-	188	315	342	258	466	128	161	213	99	174	-	48	44	68	44	121	32	57	72	35	-	605	53	217	220	114	571	153	107	132	122	125	118
	38%	58%	34%	49%	44%	53%	32%	34%	41%	54%	38%	-	50%	44%	42%	38%	43%	54%	57%	49%	52%	60%	-	64%	66%	55%	58%	56%	69%	75%	56%	69%	-	58%	18%	60%	79%	94%	57%	75%	37%	38%	37%	37%	42%
		C		EG	G	DEG			H	HI*			KNOPQ	KP	K		KP	KNOPQ	KMNOPQT	KNOPQ	KNOPQ			*	*		*		ghijm	VZabe*		*		gi	ghijkmn	gi	ghijm					

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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)

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	505 32%	210 29%	288 34% B	192 40% EF	167 30%	146 27%	315 33%	191 30%	332 32%	173 32%	172 31%	334 33%	65 28%	141 35%	132 32%	128 31%	133 31%	160 33%	124 31%	88 34%
Yes, this has happened to someone I care for	87 6%	32 4%	53 6%	26 5%	29 5%	32 6%	55 6%	32 5%	55 5%	32 6%	41 7% L	46 5%	12 5%	27 7%	22 5%	18 4%	27 6%	21 4%	26 6%	13 5%
No	985 63%	478 66% C	502 60%	258 53%	358 65% D	369 69% D	575 61%	410 65%	643 62%	343 63%	356 63%	629 62%	158 68%	244 60%	254 62%	262 64%	273 63%	300 62%	257 63%	155 61%
Prefer not to say	17 1%	11 1%	6 1%	13 3% EF	3 0%	1 0%	10 1%	7 1%	13 1%	4 1%	6 1%	11 1%	3 1%	4 1%	6 1%	4 1%	4 1%	6 1%	5 1%	2 1%
NET: Yes	573 36%	236 33%	328 39% B	213 44% EF	192 35%	167 31%	356 38%	217 34%	377 37%	195 36%	199 35%	373 37%	73 31%	159 39%	149 36%	145 35%	154 36%	174 36%	146 36%	98 38%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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)

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	505 32%	88 27%	168 33%	104 33%	146 34%	416 31%	88 37%	73 31%	141 33%	44 32%	61 29%	28 33% *	170 33%	152 30%
Yes, this has happened to someone I care for	87 6%	15 5%	28 5%	10 3%	34 8% D	69 5%	17 7%	17 7%	24 6%	8 6%	10 5%	6 8% *	31 6%	31 6%
No	985 63%	223 68% E	323 63%	191 61%	248 58%	842 64% G	133 55%	144 62%	266 62%	85 62%	140 67%	52 62% *	329 63%	320 64%
Prefer not to say	17 1%	2 1%	2 0%	9 3% BC	5 1%	10 1%	7 3% F	1 0%	5 1%	1 1%	3 2%	- - *	3 1%	1 0%
NET: Yes	573 36%	101 31%	186 36%	111 36%	174 41% B	469 35%	101 42%	86 37%	160 37%	51 37%	67 32%	32 38% *	191 37%	178 36%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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)
All who have used an NHS service personally

		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	505 32%	96 32%	376 31%	228 37% G	106 34%	122 40% G	247 28%	235 28%	199 34% H	56 49% HI*	505 32%	- -	160 43% KNOPQT	260 36% KP	277 34%	208 31%	375 34% KP	102 43% KNOPQT	112 40% KOP	155 35%	77 40% KP	92 32% Z	2 25% **	28 37% Z*	23 36% *	31 25%	26 35% *	65 30%	15 32% *	27 36% *	39 30%	17 33% *	- -	505 48% gijn	68 24% g	153 42% gi	183 66% ghijmn	101 83% ghijkmn	505 51% ghijn	75 37% gi	87 30%	119 34%	99 31%	106 32%	95 34%
Yes, this has happened to someone I care for	87 6%	87 29% C	- -	42 7%	22 7%	20 6%	43 5%	43 5%	36 6%	7 6% *	87 6%	- -	21 6%	46 6%	45 5%	45 7%	65 6%	17 7%	27 9% KMOQ	28 6%	19 10% KMOQ	87 30%	- -	27 35% *	23 34% *	37 29%	19 26% *	67 31%	17 37% *	27 36% *	50 39% VZab	18 34% *	- -	87 8% gim	3 1% g	24 7% gi	36 13% ghijm	23 19% ghijm	59 6% gi	87 43% ghijklm	15 5%	13 4%	19 6%	26 8% p	14 5%
No	985 63%	135 45%	827 68% B	352 57%	181 58%	171 55%	591 67% DEF	566 67% IJ	348 60% J	54 47% *	985 63% MNQRSU	- -	191 51%	427 59% MRSU	508 62% MRSU	424 63% MRSU	664 61% MRSU	120 51%	143 51%	262 60% MRSU	95 50%	126 43%	6 75% **	25 34% *	25 39% *	67 54% VXYbdef	36 48% X*	97 45% X	19 40% *	29 38% *	52 41%	19 37% *	524 100% hijklmn	461 44% kln	211 74% hjklmn	185 51% hklmn	64 23% l	1 1%	437 44% kln	58 29% l	186 64%	214 62%	211 65%	205 61%	168 60%
Prefer not to say	17 1%	5 2%	7 1%	8 1%	7 2% G	2 1%	4 0%	9 1%	4 1%	- - *	17 1% NOQ	- -	7 2% NOPQT	4 1%	5 1%	4 1%	8 1%	1 1%	6 2% NOPQT	2 0%	6 3% KNOPQRT	5 2% Z	- - **	2 2% *	1 2% *	- -	- - *	4 2% Z	- - *	1 2% *	1 0%	1 2% *	1 0%	14 1% g	4 1% g	2 1%	6 2% g	1 1%	14 1% g	2 1%	8 3% pq	1 0%	1 0%	3 1%	4 1%
NET: Yes	573 36%	164 54% C	376 31%	257 42% G	122 39% G	135 44% G	283 32%	269 32%	226 39% H	61 53% HI*	573 36%	- -	175 47% KNOPQT	291 40% K	307 37%	244 36%	423 39% K	114 48% KNOPQT	132 47% KNOPQT	174 40%	90 47% KOPQ	160 55% Z	2 25% **	48 64% Zb*	39 60% Z*	58 46%	39 52% *	115 53% Z	27 60% *	45 60% Z*	75 59% Z	31 61% *	- -	573 55% gij	72 25% g	175 48% gi	208 75% ghijm	119 98% ghijkmn	545 55% gij	142 70% ghijm	97 33%	129 38%	113 35%	127 38%	107 38%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	379 24%	163 23%	211 25%	166 34% EF	109 20%	104 19%	222 24%	157 25%	244 24%	135 25%	133 24%	246 24%	53 23%	97 24%	94 23%	105 26%	97 23%	117 24%	104 26%	60 24%
Yes, this has happened to someone I care for	82 5%	37 5%	44 5%	38 8% E	18 3%	25 5%	51 5%	31 5%	54 5%	28 5%	35 6%	47 5%	11 5%	21 5%	23 6%	19 5%	18 4%	22 5%	23 6%	19 8%
No	1095 70%	510 70%	578 69%	270 56%	417 75% D	408 76% D	653 69%	442 70%	717 69%	378 70%	388 69%	707 70%	173 74%	285 70%	282 69%	281 68%	312 72%	335 70%	280 68%	169 66%
Prefer not to say	30 2%	19 3% C	9 1%	18 4% F	10 2%	2 0%	19 2%	10 2%	24 2%	5 1%	12 2%	18 2%	1 0%	5 1%	12 3% M	8 2%	7 2%	9 2%	6 2%	7 3%
NET: Yes	450 29%	196 27%	249 30%	197 41% EF	126 23%	127 24%	269 29%	182 29%	292 28%	159 29%	162 29%	289 28%	60 26%	116 28%	115 28%	122 30%	113 26%	136 28%	122 30%	79 31%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	379 24%	74 23%	99 19%	74 24%	132 31% BCD	303 23%	71 30% F	46 20%	99 23%	32 23%	55 26%	24 29% *	112 21%	110 22%
Yes, this has happened to someone I care for	82 5%	10 3%	19 4%	12 4%	40 9% BCD	58 4%	23 9% F	14 6%	23 5%	12 9% K	5 2%	6 7% *	29 5%	19 4%
No	1095 70%	241 74% E	390 76% DE	216 69% E	249 58%	952 72% G	136 56%	171 74%	299 69%	92 67%	151 72%	55 65% *	376 72%	369 74%
Prefer not to say	30 2%	2 1%	7 1%	11 4% B	9 2%	17 1%	13 5% F	1 0%	10 2%	2 2%	2 1%	1 2% *	9 2%	3 1%
NET: Yes	450 29%	83 26%	114 22%	84 27%	169 40% BCD	353 27%	92 38% F	59 25%	122 28%	43 31%	57 27%	28 33% *	138 26%	127 25%

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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

All who have used an NHS service personally

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	379 24%	70 23%	279 23%	188 31% EG	77 25%	111 36% DEG	170 19%	179 21%	143 25%	43 38% HI*	379 24% P	- -	111 30% KOP	197 27% KOP	198 24%	142 21%	279 25% P	80 34% KNOPQ	98 35% KNOPQ	131 30% KOPQ	68 35% KNOPQ	66 23% Z	2 24% **	22 29% Za*	20 31% Zbe*	19 15%	16 21% *	45 21%	12 26% *	20 26% Z*	23 18%	18 36% VZbe*	-	379 36% gijn	18 6% g	112 31% gi	161 58% ghjmn	88 73% ghijkmn	379 38% ghijn	49 24% gi	80 28%	87 25%	75 23%	72 21%	65 23%
Yes, this has happened to someone I care for	82 5%	82 27% C	- -	37 6%	21 7%	16 5%	39 4%	49 6% J	30 5% J	1 1% *	82 5%	- -	22 6%	37 5%	37 4%	33 5%	55 5%	13 6%	16 6%	21 5%	16 8% O	82 28%	- -	24 32% *	19 29% *	32 26%	16 21% *	55 26%	19 41% Zab*	25 33% *	36 28%	14 27% *	- -	82 8% gijm	1 0%	15 4% gi	37 13% ghijm	29 24% ghijkm	58 6% gi	82 40% ghijklm	13 5%	17 5%	14 4%	23 7%	14 5%
No	1095 70%	154 51%	915 76% B	382 62% F	207 67% DF	176 57%	667 76% DEF	605 72% J	404 70% J	68 59% *	1095 70% MNRSTU	- -	232 62% U	480 67% RSU	583 71% MNRSTU	492 73% KMNQRSTU	755 69% MRSU	136 58%	164 58%	284 65% RSU	102 53%	146 50% cf	5 60% **	36 48% c*	28 43% *	75 61% VXYbcdf	46 61% Ycdf*	115 53% cdf	13 29% *	31 41% *	72 57% Ycdf	18 35% *	523 100% hijklmn	572 55% kln	262 92% hjklmn	225 62% hklmn	75 27% l	10 8%	546 55% kln	78 38% kl	191 66%	241 70%	232 71%	237 71%	194 70%
Prefer not to say	30 2%	9 3%	16 1%	15 2% G	7 2%	9 3% G	7 1%	15 2%	6 1%	3 3% *	30 2% OPQ	- -	13 3% KNOPQT	12 2%	9 1%	6 1%	12 1%	8 3% OPQT	7 3% OPQT	4 1%	9 5% KNOPQT	7 3% u	1 17% **	- - *	1 1% *	1 1%	- - *	5 2% u	2 5% Xu*	4 6% X2uv*	* 0%	3 7% X2uv*	2 0%	25 2% g	6 2% g	9 3% g	8 3% g	1 1%	24 2% g	5 2% g	10 4% p	3 1%	6 2%	5 1%	5 2%
NET: Yes	450 29%	141 46% C	279 23%	220 36% EG	96 31% G	123 40% DEG	204 23%	223 26%	167 29%	44 38% H*	450 29% P	- -	129 35% KOP	230 32% KOP	228 28%	173 26%	328 30% P	92 39% KNOPQ	110 39% KNOPQ	149 34% KOP	81 42% KNOPQ	137 47% Z	2 24% **	39 52% Z*	37 56% Zab*	48 39%	30 39% *	95 44%	30 66% VZabe*	41 54% Z*	55 43%	30 58% Zab*	-	450 43% ijkl	19 6% g	127 35% gi	194 70% ghijmn	111 91% ghijkmn	426 43% gij	120 59% ghijm	90 31%	100 29%	87 27%	93 28%	80 29%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	229 15%	111 15%	115 14%	111 23% EF	71 13% F	47 9%	128 14%	101 16%	154 15%	76 14%	75 13%	155 15%	33 14%	60 15%	55 13%	63 15%	72 17% S	70 15%	43 11%	44 17% S
Yes, this has happened to someone I care for	56 4%	30 4%	25 3%	27 6% EF	15 3%	15 3%	34 4%	22 3%	45 4% J	12 2%	17 3%	39 4%	10 4%	15 4%	13 3%	14 3%	15 3%	20 4%	10 2%	12 5%
No	1276 81%	581 80%	686 82%	335 69%	465 84% D	476 88% D	770 82%	505 80%	824 80%	452 83%	460 82%	816 80%	188 80%	329 81%	338 83%	331 80%	341 79%	385 80%	351 86% QRT	198 78%
Prefer not to say	18 1%	7 1%	10 1%	16 3% EF	2 0%	- -	11 1%	7 1%	15 2%	3 1%	11 2% L	7 1%	2 1%	4 1%	5 1%	4 1%	5 1%	6 1%	4 1%	3 1%
NET: Yes	281 18%	136 19%	140 17%	134 28% EF	86 15%	62 12%	159 17%	122 19%	194 19%	87 16%	91 16%	191 19%	44 19%	74 18%	65 16%	77 19%	86 20% S	90 19% S	53 13%	53 21% S

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	229 15%	39 12%	66 13%	51 17%	73 17%	182 14%	46 19%	31 14%	65 15%	18 13%	32 15%	11 13% *	65 12%	75 15%
Yes, this has happened to someone I care for	56 4%	5 2%	10 2%	17 5% BC	24 6% BC	39 3%	18 7% F	7 3%	17 4%	9 7%	9 4%	3 4% *	24 5%	16 3%
No	1276 81%	278 85% DE	434 85% DE	239 77%	325 76%	1094 83% G	170 71%	192 83%	345 80%	110 80%	169 80%	66 79% *	433 83%	409 82%
Prefer not to say	18 1%	4 1%	2 0%	6 2%	6 1%	8 1%	10 4% F	1 1%	5 1%	1 1%	- -	4 4% HIK*	2 0%	2 0%
NET: Yes	281 18%	44 14%	75 15%	66 21% BC	96 22% BC	219 17%	61 25% F	38 16%	82 19%	26 19%	42 20%	14 17% *	89 17%	89 18%

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

All who have used an NHS service personally

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	229 15%	42 14%	168 14%	108 17% EG	44 14%	64 21% G	107 12%	98 12%	89 15% H	30 27% HI*	229 15% P	- -	90 24% KNOPQT	106 15%	122 15% P	81 12%	152 14%	51 22% KNOPQ	63 22% KNOPQT	75 17% PQ	46 24% KNOPQT	41 14% b	- - **	15 20% YZabe*	6 10% *	12 10%	12 15% *	22 10%	8 18% *	17 22% YZbe*	14 11%	9 17% *	- -	229 22% gij	11 4% g	45 12% gi	94 34% ghijmn	80 65% ghijkmn	229 23% ghijn	35 17% gi	43 15%	63 18% s	43 13%	52 16%	29 10%
Yes, this has happened to someone I care for	56 4%	56 19% C	- -	32 5% G	18 6% G	14 5%	22 2%	33 4%	21 4%	2 2% *	56 4%	- -	19 5% NOT	19 3%	25 3%	23 3%	35 3%	13 6% NOT	14 5% NT	10 2%	16 9% KNOPQT	56 19% b	- - **	20 27% Zb*	15 23% *	19 16%	12 16% *	34 16%	15 32% VZabd*	13 18% *	27 21%	11 22% *	- -	56 5% gijm	1 0%	2 0%	25 9% ghijm	29 24% ghijkm	45 4% gij	56 28% ghijkm	9 3%	12 4%	13 4%	14 4%	8 3%
No	1276 81%	205 67%	1035 86% B	471 76%	247 80%	224 73%	748 85% DEF	706 84% J	469 81% J	79 69% *	1276 81% MRSU	- -	262 70%	592 82% MRSU	669 82% MRSU	567 84% KMORSTU	904 83% KMRSU	170 72%	207 73%	349 80% MRSU	127 66%	192 66% X	8 100% **	40 53% *	43 65% *	92 74% VXcd	53 69% X*	157 73% VXcd	26 57% *	45 60% *	88 69% X	32 62% *	523 100% hijkmn	752 72% kln	272 95% hjklmn	310 86% hklmn	154 56% l	17 14%	712 72% kln	114 56% l	234 81%	270 78%	266 82%	267 80%	239 86% p
Prefer not to say	18 1%	5 2%	7 1%	8 1%	3 1%	5 2%	5 1%	8 1%	2 0%	3 3% I*	18 1% OPQS	- -	5 1% S	5 1%	5 1%	3 0%	5 0%	4 2% PQS	- -	3 1%	5 2% NOPQS	5 2%	- - **	1 1% *	2 3% *	1 1%	- - *	3 2%	- - *	1 1% *	1 1%	- - *	2 0%	14 1%	3 1%	6 2%	4 2%	1 1%	14 1%	2 1%	6 2%	3 1%	4 1%	2 1%	3 1%
NET: Yes	281 18%	94 31% C	168 14%	138 22% G	60 19%	78 25% G	126 14%	129 15%	107 19%	33 29% HI*	281 18% P	- -	107 29% KNOPQT	125 17%	146 18% P	101 15%	187 17%	61 26% KNOPQT	75 27% KNOPQT	85 19% P	60 31% KNOPQT	93 32% Zb	- - **	34 46% VZabe*	21 31% *	31 25%	23 31% *	56 26%	20 43% Zb*	30 40% Zb*	38 30%	19 38% *	-	281 27% gij	12 4% g	47 13% gi	119 43% ghijm	104 85% ghijkmn	270 27% gij	87 43% ghijm	51 17%	72 21% s	56 17%	65 19%	38 13%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	239	107	128	126	69	44	146	93	163	76	77	162	32	70	51	72	64	80	53	41
	15%	15%	15%	26% EF	13% F	8%	16%	15%	16%	14%	14%	16%	14%	17%	13%	18%	15%	17%	13%	16%
Yes, this has happened to someone I care for	54	27	26	33	10	11	32	22	45	9	24	30	8	14	12	17	11	17	13	13
	3%	4%	3%	7% EF	2%	2%	3%	3%	4% J	2%	4%	3%	3%	3%	3%	4%	3%	3%	3%	5%
No	1263	576	679	313	469	482	754	510	816	448	457	806	191	322	337	319	354	379	335	195
	80%	80%	81%	64%	85% D	90% DE	80%	80%	79%	83%	81%	80%	82%	79%	82%	77%	82%	79%	82%	77%
Prefer not to say	27	19	7	20	5	3	16	12	17	10	9	18	4	3	12	5	4	8	6	9
	2%	3% C	1%	4% EF	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	3%	1%	1%	2%	2%	3% Q
NET: Yes	284	130	151	152	80	52	171	113	200	85	96	189	38	81	61	88	73	93	67	51
	18%	18%	18%	31% EF	14% F	10%	18%	18%	19%	16%	17%	19%	16%	20%	15%	21% O	17%	19%	16%	20%

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Administrative NHS Polling

UK Adults 16-75

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All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	239 15%	33 10%	56 11%	57 18% BC	93 22% BC	173 13%	64 27% F	28 12%	70 16%	21 15%	28 13%	18 22% H*	68 13%	65 13%
Yes, this has happened to someone I care for	54 3%	6 2%	16 3%	6 2%	26 6% BCD	35 3%	19 8% F	7 3%	17 4% K	10 7% K	1 1%	5 7% K*	23 4%	11 2%
No	1263 80%	281 86% DE	436 85% DE	243 78% E	303 71%	1103 83% G	150 62%	194 84% L	342 79%	109 79%	179 85% L	58 70% *	433 83%	422 85%
Prefer not to say	27 2%	7 2%	7 1%	8 3%	5 1%	14 1%	13 5% F	3 1%	6 1%	1 0%	3 1%	3 3% *	3 1%	5 1%
NET: Yes	284 18%	39 12%	67 13%	60 19% BC	119 28% BCD	204 15%	78 33% F	34 15%	84 19%	28 20%	29 14%	23 27% HK*	88 17%	73 15%

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All who have used an NHS service personally

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	239 15%	50 17%	169 14%	115 19% G	55 18% G	60 20% G	107 12%	111 13%	87 15%	32 28% HI*	239 15% P	- -	92 25% KNOPQT	111 15% P	114 14%	78 12%	154 14% P	56 24% KNOPQT	62 22% KNOPQT	60 14%	51 27% KNOPQT	49 17% Zb	- - **	15 20% b*	13 20% b*	14 11%	13 17% *	25 12%	13 28% Zbe*	16 21% Zb*	17 14%	20 39% VXYZabde*	- -	239 23% gij	14 5% g	45 12% gi	92 33% ghjmn	87 72% ghijkmn	239 24% ghij	41 20% gij	49 17%	68 20% rs	44 14%	41 12%	36 13%
Yes, this has happened to someone I care for	54 3%	54 18% C	- -	25 4%	15 5%	11 3%	28 3%	28 3%	24 4%	3 2% *	54 3%	- -	22 6% KNOPQT	23 3%	25 3%	23 3%	33 3%	15 7% KNOPQT	14 5%	14 3%	14 7% KNOPQT	54 19% b	- - **	20 27% Zb*	18 27% Zb*	18 14%	13 17% *	32 15%	13 29% Zb*	18 23% b*	23 18%	11 22% *	- -	54 5% gijm	- -	9 2% gi	19 7% gijm	26 22% ghijkm	43 4% gij	54 27% ghijkm	9 3%	13 4%	13 4%	11 3%	8 3%
No	1263 80%	200 66%	1029 85% B	466 75%	236 76%	230 75%	740 84% DEF	698 83% J	466 81% J	75 66% *	1263 80% MRSU	- -	252 67%	580 80% MRSU	672 82% MRSU	567 85% KMNQRSU	895 82% KMRSU	161 69%	204 72%	357 82% MRSU	129 67%	189 65% cf	7 83% **	44 59% f*	36 54% *	94 75% VXYcdf	53 71% Ycf*	157 73% VXYcdf	21 46% *	44 58% *	91 72% XYcdf	22 43% *	523 100% hijklmn	740 71% kln	271 95% hjklmn	296 82% hklmn	162 59% l	10 9%	701 70% kln	114 56% l	226 78%	261 76%	264 81%	281 84% p	231 83% p
Prefer not to say	27 2%	8 3% C	13 1%	17 3% G	8 2% G	9 3% G	6 1%	9 1%	7 1%	5 4% H*	27 2% P	- -	13 3% KNOPQ	12 2%	12 1%	6 1%	18 2%	6 3% P	5 2%	9 2% P	2 1%	7 2%	1 17% **	1 1% *	1 2% *	2 2%	- - *	6 3% e	2 4% *	2 3% *	1 0%	- - *	2 0%	23 2% ijl	1 0%	13 4% ghimn	7 3% g	1 1%	21 2% gij	2 1%	7 3%	6 2%	5 2%	5 1%	4 2%
NET: Yes	284 18%	96 32% C	169 14%	134 22% G	67 22% G	68 22% G	133 15%	137 16%	104 18%	35 30% HI*	284 18% PQ	- -	110 29% KNOPQT	131 18% P	136 17%	97 15%	182 17%	68 29% KNOPQT	73 26% KNOPQT	71 16%	61 32% KNOPQT	95 33% Zb	- - **	30 40% Zbe*	29 44% VZbe*	29 23%	22 29% *	53 24%	23 50% VZabe*	30 39% Zb*	36 28%	29 57% VXZabde*	-	284 27% ijkl	14 5% g	53 15% gi	107 39% ghijm	110 91% ghijkmn	273 27% gij	87 43% ghijm	57 20%	78 23% rs	56 17%	49 15%	43 15%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1583	734	834	488	580	515	1040	543	1038	545	846	737	224	357	406	484	444	486	399	254
Weighted base	1575	724	836	485	553	537	941	634	1033	542	562	1013	234	407	409	412	432	480	408	255
Yes, this has happened to me	291 18%	136 19%	152 18%	139 29% EF	109 20% F	43 8%	170 18%	120 19%	212 21% J	79 15%	98 17%	193 19%	44 19%	80 20%	68 17%	82 20%	79 18%	82 17%	59 15%	71 28% QRS
Yes, this has happened to someone I care for	63 4%	35 5%	27 3%	30 6% EF	15 3%	18 3%	37 4%	26 4%	45 4%	18 3%	27 5%	36 4%	8 3%	15 4%	17 4%	18 4%	14 3%	22 5%	15 4%	12 5%
No	1207 77%	544 75%	652 78%	305 63%	424 77% D	478 89% DE	724 77%	483 76%	765 74%	442 81% I	431 77%	776 77%	179 77%	314 77%	317 78%	306 74%	337 78% T	369 77% T	333 81% T	168 66%
Prefer not to say	22 1%	12 2%	9 1%	17 3% EF	5 1%	1 0%	13 1%	9 1%	17 2%	5 1%	10 2%	12 1%	2 1%	2 0%	8 2%	7 2%	5 1%	9 2%	3 1%	5 2%
NET: Yes	346 22%	168 23%	175 21%	163 34% EF	124 22% F	59 11%	204 22%	143 23%	251 24% J	95 18%	121 22%	225 22%	52 22%	92 23%	84 20%	99 24%	90 21%	103 21%	72 18%	81 32% QRS

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have used an NHS service personally

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1583	321	499	319	444	1317	253	240	463	140	188	92	584	461
Weighted base	1575	326	511	311	427	1322	241	231	431	137	210	84	524	499
Yes, this has happened to me	291	48	65	69	109	218	71	27	98	15	33	16	85	82
	18%	15%	13%	22% BC	26% BC	16%	29% F	12%	23% HJ	11%	16%	19% *	16%	16%
Yes, this has happened to someone I care for	63	6	15	15	28	47	16	13	12	10	6	8	23	17
	4%	2%	3%	5% B	7% BC	4%	7% F	6%	3%	7% I	3%	10% IK*	4%	3%
No	1207	269	433	224	281	1052	144	191	318	110	171	60	413	399
	77%	83% DE	85% DE	72%	66%	80% G	60%	83% IL	74%	81%	81%	71% *	79%	80%
Prefer not to say	22	4	2	6	11	10	12	1	4	1	2	2	3	4
	1%	1%	0%	2% C	3% C	1%	5% F	0%	1%	1%	1%	2% *	1%	1%
NET: Yes	346	53	77	81	135	260	85	40	109	25	37	22	108	96
	22%	16%	15%	26% BC	32% BC	20%	35% F	17%	25% H	18%	18%	26% *	21%	19%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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
All who have used an NHS service personally

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1583	304	1222	609	313	296	901	876	562	106	1583	-	380	736	826	680	1099	237	280	446	184	291	7	78	71	127	73	208	46	78	126	54	534	1047	288	362	281	116	991	204	277	334	327	352	293
Weighted base	1575	304	1211	617	310	308	878	844	578	115	1575	-	374	722	820	671	1095	235	282	437	192	290	8	75	65	125	76	216	46	76	128	51	525	1047	287	362	277	121	995	203	291	345	325	335	279
Yes, this has happened to me	291 18%	67 22% C	201 17%	143 23% G	71 23% G	72 23% G	129 15%	134 16%	118 21% H	32 28% H*	291 18%	- -	111 30% KNOPQT	139 19%	141 17%	111 17%	193 18%	57 24% KOPQ	76 27% KNOPQT	83 19%	71 37% KNOPQRST	65 22% Zb	1 17% **	21 28% Zb*	18 27% Z*	16 13%	12 16% *	39 18%	17 37% VZabe*	18 24% Z*	25 19%	18 36% VZabe*	-	291 28% gij	18 6% g	75 21% gi	115 42% ghijmn	82 68% ghijkmn	291 29% ghij	48 24% gi	65 22% s	74 21% s	54 16%	58 17%	40 14%
Yes, this has happened to someone I care for	63 4% C	63 21% C	- -	30 5%	14 5%	15 5%	32 4%	38 4%	20 3%	5 4% *	63 4% O	- -	23 6% KNOPQ	25 3%	21 3%	20 3%	38 4%	11 5%	17 6% NOPQ	20 5% O	16 8% KNOPQ	63 22%	- -	20 27% *	16 25% *	23 18%	17 22% *	43 20%	10 22% *	18 24% *	23 18%	11 22% *	-	63 6% gijm	- -	9 2% gi	25 9% ghijm	29 24% ghijkm	49 5%	63 31% ghijkm	13 4%	16 5%	13 4%	15 4%	7 2%
No	1207 77% B	177 58%	998 82%	443 72%	225 73%	218 71%	712 81% DEF	667 79% J	440 76%	76 67% *	1207 77% MRSU	-	241 64% U	553 77% MRSU	650 79% KMRSU	539 80% KMNRSU	854 78% MRSU	166 71% U	194 69% U	333 76% MSU	101 53%	165 57% cf	7 83% **	38 50% *	33 50% *	85 68% VXYcdf	48 63% cf*	134 62% VXYcdf	19 41% *	39 51% *	81 63% XYcdf	22 43% *	525 100% hijklmn	682 65% kln	265 92% hjklmn	270 75% hklmn	133 48% l	14 11%	644 65% kln	97 48% l	210 72%	254 74%	255 78%	259 77%	228 82% op
Prefer not to say	22 1%	4 1%	11 1%	5 1%	2 1%	3 1%	9 1%	10 1%	3 0%	2 1% *	22 1% PT	- -	2 1%	8 1%	9 1%	4 1%	12 1%	2 1%	1 0%	1 0%	4 2% MPST	4 2% u	- -	- *	1 1% *	1 1%	- *	4 2% u	1 3% u*	2 2% u*	- -	1 2% *	- -	19 2% g	4 1% g	9 3% g	5 2% g	1 1%	19 2% g	2 1% g	8 3%	3 1%	4 1%	3 1%	4 1%
NET: Yes	346 22%	123 40% C	201 17%	169 27% G	82 27% G	87 28% G	157 18%	167 20%	135 23%	37 32% H*	346 22% OP	-	131 35% KNOPQRT	162 22%	161 20%	128 19%	229 21%	67 29% KNOPQ	88 31% KNOPQT	102 23% P	86 45% KMNOPQRST	120 41% Zb	1 17% **	38 50% Zbe*	32 49% Zb*	39 31%	28 37% *	78 36%	26 56% VZabe*	35 47% Z*	47 37%	28 55% VZabe*	-	346 33% gij	18 6% g	83 23% gi	139 50% ghijm	107 88% ghijkmn	332 33% gij	104 51% ghijm	73 25% s	88 25% s	67 20%	72 22%	47 17%

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

	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, text or on the app 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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Unweighted base	315	315	315	315	315	315	315	315	315
Weighted base	315	315	315	315	315	315	315	315	315
Yes, this has happened to me	71 22% CGH	55 18%	50 16%	86 27% BCFGHI	92 29% ABCFGHI	66 21% G	41 13%	49 16%	65 21% G
Yes, this has happened to someone I care for	76 24% B	54 17%	65 21%	121 38% ABCEFGHI	96 30% BCGHI	87 28% BCGH	62 20%	57 18%	68 22%
No	185 59% DE	207 66% ADEFI	201 64% DEF	126 40%	141 45%	165 52% DE	212 67% ADEFI	211 67% ADEFI	184 58% DE
Prefer not to say	4 1%	10 3%	9 3%	7 2%	6 2%	8 3%	5 1%	7 2%	5 2%
NET: Yes	126 40% BGH	99 31%	105 33%	181 58% ABCFGHI	169 54% ABCFGHI	142 45% BCGH	99 31%	98 31%	126 40% BCGH

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24-089497-50 - 12th - 18th of December 2025

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Administrative NHS Polling

UK Adults 16-75

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, text or on the app after the date of the appointment

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	71 22%	34 24%	37 22%	41 43% EF*	14 15% *	15 12% *	37 21%	34 24%	44 23%	26 21%	25 23%	46 22%	16 34% *	17 19% *	19 21% *	13 21% *	19 21% *	21 24% *	14 16% *	18 34% S*
Yes, this has happened to someone I care for	76 24%	41 29%	34 20%	30 32% F*	23 24% *	23 18% *	43 25%	34 24%	54 28%	23 18%	28 26%	48 23%	15 31% *	20 22% *	26 29% *	14 22% *	16 18% *	27 31% *	16 19% *	16 32% *
No	185 59%	72 51%	111 65% B	29 30% *	65 67% D*	91 74% D*	100 58%	85 60%	104 54%	81 66%	60 56%	125 60%	22 46% *	57 63% *	49 55% *	37 59% *	60 68% RT*	46 52% *	57 67% T*	21 41% *
Prefer not to say	4 1%	4 3% C	- -	4 4% F*	- - *	- - *	4 2%	- -	3 2%	1 1%	1 1%	3 1%	1 2% *	- - *	3 3% *	- - *	1 1% *	1 1% *	2 2% *	1 1% *
NET: Yes	126 40%	65 46%	59 35%	62 65% EF*	32 33% *	32 26% *	69 40%	57 40%	85 44%	41 33%	46 43%	80 39%	25 52% *	33 37% *	37 41% *	26 41% *	28 31% *	41 47% Q*	27 31% *	30 58% QS*

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All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	71	7	17	12	35	49	22	6	17	7	11	6	13	26
	22%	17%	16%	18%	35%	19%	36%	14%	20%	23%	29%	23%	12%	25%
		*	*	*	CD*		F*	*	*	**	**	**	*	M*
Yes, this has happened to someone I care for	76	9	21	17	29	56	20	12	14	10	11	9	27	22
	24%	22%	19%	26%	29%	22%	34%	27%	16%	32%	29%	35%	25%	22%
		*	*	*	*		*	*	*	**	**	**	*	*
No	185	26	79	36	44	163	22	30	56	16	20	12	70	64
	59%	65%	72%	56%	44%	64%	36%	65%	67%	51%	54%	46%	65%	62%
		E*	E*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	4	-	-	3	1	1	3	-	2	-	-	-	-	-
	1%	-	-	5%	1%	0%	5%	-	2%	-	-	-	-	-
		*	*	C*	*		F*	*	*	**	**	**	*	*
NET: Yes	126	14	32	25	55	90	36	16	26	16	17	14	37	39
	40%	35%	29%	39%	55%	36%	59%	35%	31%	49%	46%	54%	35%	38%
		*	*	*	C*		F*	*	*	**	**	**	*	*

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	71 22%	71 22%	-	42 27%	22 32% G*	20 23% *	26 17%	33 20%	29 24%	9 37% **	71 24%	- -	27 29% *	26 19%	35 22%	31 23%	50 24%	17 32% N*	20 26% *	25 28% *	23 40% KNOPQ*	71 22% Zb	-	20 26% *	12 17% *	23 17%	18 22% *	44 19%	12 27% *	20 24% *	29 21%	16 29% Z*	- -	71 27% gj	8 23% **	11 13% g*	18 22% g*	34 56% ghjkmn*	71 37% ghjkn	54 25% gj	14 21% *	21 34% r*	12 19% *	9 14% *	15 26% *
Yes, this has happened to someone I care for	76 24%	76 24%	-	38 24%	19 28% *	18 21% *	36 24%	39 24%	28 23%	7 30% **	71 24% PQ	4 18% **	24 25% *	32 24%	41 25% P	23 17%	45 21%	19 34% PQ*	19 25% *	27 29% P*	18 32% P*	76 24%	-	18 23% *	16 23% *	33 24%	15 18% *	55 24%	17 37% a*	19 24% *	34 25%	18 32% *	- -	76 29% gj	5 15% **	15 18% g*	28 34% gj*	29 47% ghjmn*	58 30% gj	76 35% ghj	18 29% *	20 31% r*	13 21% *	10 15% *	15 26% *
No	185 59%	185 59%	-	86 56%	34 49% *	53 61% *	93 63%	97 59%	73 60%	12 51% **	165 57% U	20 82% **	50 53% U*	78 59% U	96 60% RU	90 67% KMRTU	130 62% KRTU	25 45% *	46 59% U*	46 50% *	20 35% *	185 59% c	-	43 56% *	40 58% c*	87 64% c	52 64% c*	145 63% Vc	18 40% *	46 57% c*	84 61% c	27 50% *	55 100% hjklmn*	130 50% lm	22 66% **	60 73% hklmn*	40 50% l*	8 12% *	82 43% l	106 49% lm	36 56% *	28 45% *	41 64% *	50 76% ops*	29 51% *
Prefer not to say	4 1%	4 1%	-	1 1%	1 2% *	- - *	1 1%	1 1%	1 1%	- - **	4 1% p	- - **	1 1% *	2 2%	1 0%	- -	3 1% p	- - *	- - *	1 1% *	1 1% *	4 1% Z	- -	1 1% *	2 3% Z*	- -	- - *	3 2% Z	- - *	1 1% *	1 0%	- - *	- - *	2 1% *	- - **	1 1% *	1 1% *	- - *	2 1%	1 0%	2 2% *	1 1% *	- - *	- - *	2 3% *
NET: Yes	126 40%	126 40%	-	68 44%	34 49% *	34 39% *	53 36%	65 40%	47 39%	11 49% **	121 42% PQ	4 18% **	43 46% P*	53 40%	64 40%	45 33%	78 37%	30 55% KNOPQ*	32 41% *	45 49% PQ*	37 64% KMNOPQS*	126 40% b	-	34 44% *	27 39% *	49 36%	30 36% *	81 35%	28 60% VfZabde*	35 43% *	53 38%	27 50% b*	- - *	126 49% gj	11 34% **	21 25% g*	40 49% gj*	54 88% ghjkmn*	108 56% ghjn	110 51% gj	27 42% r*	33 54% r*	23 36% *	16 24% *	27 46% r*

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	55 18%	32 23% C	22 13%	33 35% EF*	11 12% *	11 9% *	26 15%	29 21%	40 21%	15 13%	19 18%	36 17%	11 23% *	14 16% *	16 18% *	11 17% *	14 15% *	16 18% *	16 18% *	10 19% *
Yes, this has happened to someone I care for	54 17%	31 22% C	21 13%	21 22% *	14 14% *	19 15% *	35 20%	19 13%	35 18%	19 15%	22 21%	31 15%	9 18% *	12 13% *	18 21% *	12 19% *	14 15% *	20 23% S*	8 9% *	12 23% S*
No	207 66%	79 56%	127 75% B	39 41% *	72 75% D*	96 77% D*	111 64%	96 68%	115 60%	91 74% I	66 61%	141 68%	30 61% *	66 73% *	51 58% *	41 66% *	63 71% *	56 63% *	60 70% *	29 55% *
Prefer not to say	10 3%	6 4%	3 2%	8 9% EF*	1 1% *	- - *	7 4%	2 2%	9 4%	1 1%	2 2%	7 4%	1 2% *	1 1% *	6 7% P*	- - *	1 1% *	- - *	5 6% R*	4 7% R*
NET: Yes	99 31%	57 40% C	40 24%	47 50% EF*	23 24% *	28 23% *	56 32%	43 31%	68 35%	31 25%	39 36%	60 29%	18 37% *	23 26% *	31 35% *	21 34% *	25 28% *	33 37% *	21 25% *	20 38% *

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	55	7	14	11	23	36	20	4	9	9	10	4	15	17
	18%	18%	12%	17%	23%	14%	32%	8%	10%	29%	27%	15%	14%	16%
		*	*	*	*		F*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	54	5	14	14	22	40	14	15	8	8	6	3	20	17
	17%	12%	12%	21%	22%	16%	23%	33%	10%	24%	18%	11%	18%	16%
		*	*	*	*		*	I*	*	**	**	**	*	*
No	207	28	87	36	56	180	25	28	61	17	23	19	73	72
	66%	70%	78%	56%	56%	71%	42%	62%	73%	53%	63%	74%	68%	70%
		*	DE*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	10	-	-	6	4	4	6	-	6	-	-	-	2	1
	3%	-	-	9%	4%	1%	10%	-	7%	-	-	-	2%	1%
		*	*	C*	C*		F*	*	*	**	**	**	*	*
NET: Yes	99	12	24	23	40	70	29	18	17	15	13	7	33	30
	31%	30%	22%	35%	40%	28%	48%	38%	20%	47%	37%	26%	30%	29%
		*	*	*	C*		F*	I*	*	**	**	**	*	*

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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									IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	55 18%	55 18%	- -	32 21%	14 20% *	18 21% *	20 14%	21 13%	26 22%	7 31% **	55 19%	- - **	22 23% *	20 15%	28 17%	20 15%	35 16%	19 35% KNOPQT*	20 25% NPQ*	20 21% *	19 33% KNOPQ*	55 18% z	- -	17 22% z*	12 18% z*	11 8%	10 12% *	37 16% z	12 26% z*	19 23% 2a*	22 16% z	12 23% z*	- - *	55 21% gj	- - **	4 5% *	18 22% gj*	33 53% ghjkmn*	55 29% ghjn	46 21% gj	18 27% qs*	15 24% *	7 11% *	10 15% *	6 10% *
Yes, this has happened to someone I care for	54 17%	54 17%	- -	27 17%	14 20% *	13 15% *	27 18%	29 18%	22 18%	3 12% **	50 17%	3 14% **	11 12% *	21 16%	25 16%	22 16%	32 15%	9 16% *	10 12% *	10 11% *	12 20% *	54 17%	- -	8 11% *	11 16% *	25 18%	9 11% *	39 17%	12 27% Xa*	16 20% X*	25 18%	8 16% *	- - *	54 21% gj	1 4% **	6 7% *	20 25% gj*	26 42% ghjkmn*	36 19% gj	54 25% ghjm	9 14% *	11 18% *	10 16% *	9 13% *	15 25% *
No	207 66%	207 66%	- -	98 63%	41 60% *	57 65% *	103 70%	111 68%	76 63%	14 62% **	186 64% RU	19 80% **	61 65% RU*	93 70% RU	112 70% KRU	99 73% KRU	146 69% KRU	27 50% *	52 67% RU*	63 69% RU*	26 46% *	207 66% c	- -	53 68% c*	45 65% *	97 71% cd	62 76% Vcd*	154 67% c	23 50% *	48 58% *	94 69% c	32 60% *	55 100% hjklmn*	151 59% l	32 96% **	70 86% hklmn*	40 49% l*	9 15% *	105 55% l	121 56% l	39 61% *	39 63% *	48 75% s*	48 73% *	32 55% *
Prefer not to say	10 3%	10 3%	- -	5 3%	3 4% *	2 2% *	2 1%	3 2%	4 3%	- - **	8 3% OPQ	1 5% **	4 4% OPS*	2 2% P	1 1%	- -	3 1% P	3 6% OPQS*	- - *	2 2% *	4 6% OPQS*	10 3% b	- -	1 2% *	2 2% *	4 3%	2 2% *	4 2%	2 5% *	2 3% *	3 2%	2 4% *	- - *	8 3%	- - **	2 2% *	4 5% *	2 3% *	6 3%	6 3%	1 2% *	2 3% *	- - *	1 2% *	6 10% q*
NET: Yes	99 31%	99 31%	-	53 34%	25 36% *	28 32% *	43 29%	49 30%	40 33%	9 38% **	95 33%	3 14% **	29 31% *	37 28%	47 29%	36 27%	62 30%	24 45% NOPQT*	26 33% *	27 30% *	28 48% KMNOPQT*	99 31%	-	24 31% *	23 33% *	35 26%	18 22% *	72 31%	21 45% V2ae*	32 39% 2a*	40 29%	20 36% *	- - *	99 38% gj	1 4% **	10 12% g*	37 45% gj*	51 82% ghjkmn*	81 42% ghj	90 41% ghj	24 37% *	22 35% *	16 25% *	17 26% *	20 34% *

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	50 16%	28 20%	21 12%	26 28% EF*	8 9% *	15 12% *	27 15%	23 16%	30 16%	20 16%	20 19%	30 14%	9 18% *	12 13% *	15 17% *	11 18% *	14 16% *	23 26% S*	5 6% *	8 16% *
Yes, this has happened to someone I care for	65 21%	32 23%	33 19%	31 33% EF*	14 14% *	20 16% *	39 22%	26 19%	47 24%	18 15%	29 27% L	36 17%	5 10% *	17 19% *	20 23% *	18 28% M*	17 19% *	17 20% *	15 18% *	16 31% *
No	201 64%	82 58%	116 68%	38 41% *	73 75% D*	90 73% D*	108 62%	93 66%	116 61%	85 69%	59 55%	142 68% K	35 72% *	64 71% *	52 58% *	35 56% *	63 70% *	49 56% *	61 71% *	29 55% *
Prefer not to say	9 3%	6 4%	4 2%	6 6% *	2 2% *	2 1% *	7 4%	3 2%	7 3%	3 2%	3 3%	6 3%	- - *	1 1% *	6 6% P*	- - *	1 1% *	1 1% *	6 7% Q*	2 3% *
NET: Yes	105 33%	54 38%	50 30%	50 53% EF*	22 23% *	32 26% *	59 34%	46 32%	69 36%	36 29%	45 42% L	60 29%	14 28% *	25 28% *	31 35% *	27 44% *	26 29% *	38 43% S*	19 22% *	22 42% S*

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UK Adults 16-75

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All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	50	5	18	10	17	37	13	7	6	6	6	7	20	13
	16%	13%	16%	15%	17%	15%	22%	15%	8%	20%	17%	28%	19%	13%
		*	*	*	*		*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	65	6	16	16	27	40	24	8	23	10	6	5	26	15
	21%	16%	14%	25%	27%	16%	40%	17%	27%	32%	15%	19%	24%	15%
		*	*	*	C*		F*	*	*	**	**	**	*	*
No	201	29	79	37	56	178	23	33	52	18	25	14	66	76
	64%	73%	71%	58%	56%	70%	38%	71%	62%	57%	69%	57%	61%	74%
		*	E*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	9	-	3	4	2	4	5	-	5	-	-	-	-	2
	3%	-	3%	6%	2%	2%	8%	-	6%	-	-	-	-	2%
		*	*	*	*		F*	*	*	**	**	**	*	*
NET: Yes	105	11	28	23	42	71	32	13	27	14	11	11	41	25
	33%	27%	26%	36%	43%	28%	54%	29%	32%	43%	31%	43%	39%	25%
		*	*	*	C*		F*	*	*	**	**	**	N*	*

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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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	50 16%	50 16%	-	29 18%	13 19% *	16 18% *	20 14%	21 13%	21 17%	7 29% **	50 17% N	- -	15 16% *	15 11%	26 16%	26 19% N	33 16%	13 24% N*	20 26% KMNOQ*	17 19% *	15 25% N*	50 16% Zb	-	13 17% *	15 21% Z*	15 11%	12 15% *	30 13%	11 23% Z*	13 16% *	24 17% Z	11 20% *	- - *	50 19% gj	- - **	4 5% *	15 18% gj*	31 50% ghjkmn*	50 26% ghjn	45 21% gj	15 24% q*	13 21% *	6 9% *	8 13% *	7 12% *
Yes, this has happened to someone I care for	65 21%	65 21%	-	28 18% F	19 28% DF*	8 9% *	33 23% F	35 21%	26 22%	3 12% **	61 21% OQ	4 15% **	18 19% *	23 17%	20 12%	25 18% O	35 16%	13 25% O*	16 21% O*	15 16% *	13 22% *	65 21%	-	18 23% *	17 25% *	24 18%	13 16% *	41 18%	18 40% VXZabe*	26 31% VZabe*	29 21%	13 24% *	- - *	65 25% gj	* 1% **	9 12% g*	25 30% gj*	30 49% ghjkmn*	47 24% gj	65 30% ghjm	11 17% *	18 29% *	9 14% *	16 25% *	11 20% *
No	201 64%	201 64%	-	98 63% E	35 50% *	63 73% DE*	99 67% E	109 67%	76 63%	14 59% **	181 62% R	21 85% **	59 63% R*	93 70% KRSU	116 72% KRSTU	89 66% RS	141 67% KRS	26 48% *	42 54% *	56 62% *	32 55% *	201 64% c	-	50 64% c*	37 54% *	97 71% VYcdf	59 72% Ycdf*	156 68% VYcd	18 39% *	45 55% *	87 64% c	30 55% *	55 100% hjklmn*	146 57% lmn	33 99% **	65 80% hklmn*	42 52% l*	6 10% *	98 51% l	114 52% l	38 59% *	34 54% *	49 77% op*	43 65% *	37 64% *
Prefer not to say	9 3%	9 3%	-	6 4% FG	6 9% DFG*	- - *	- -	3 2%	4 3%	- - **	9 3%	- - **	4 4% *	4 3%	4 2%	2 1%	6 3%	4 8% OP*	3 4% *	5 5% P*	2 3% *	9 3%	-	1 1% *	2 3% *	4 3%	- - *	8 3%	2 3% *	2 2% *	2 2%	1 2% *	- - *	7 3% n	- - **	4 5% n*	2 2% *	1 2% *	7 4% n	3 2%	3 5% *	2 3% *	- - *	2 2% *	3 5% *
NET: Yes	105 33%	105 33%	-	51 33%	28 41% *	23 27% *	48 33%	51 31%	41 34%	9 41% **	100 35% NOQ	4 15% **	31 33% *	36 27%	41 25%	45 33% O	64 30%	24 44% NOQ*	33 42% NOQ*	30 33% *	25 43% NO*	105 33% Zb	-	27 35% *	30 43% Zab*	36 26%	23 28% *	66 29%	26 57% VXZabe*	35 42% Zab*	48 35% Z	23 43% Zb*	- - *	105 41% gj	* 1% **	12 15% g*	37 46% gj*	55 88% ghjkmn*	86 45% ghj	100 46% ghj	23 36% *	27 44% q*	15 23% *	22 33% *	17 30% *

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	86 27%	32 23%	52 31%	34 36% F*	24 25% *	27 22% *	53 31%	32 23%	53 28%	33 26%	35 33%	51 24%	12 25% *	29 32% *	23 26% *	15 23% *	24 27% *	27 31% *	20 23% *	15 29% *
Yes, this has happened to someone I care for	121 38%	54 38%	65 38%	42 44% *	36 38% *	42 34% *	66 38%	54 38%	79 41%	42 34%	52 49% L	69 33%	15 30% *	33 37% *	30 33% *	34 55% MNO*	33 37% *	35 39% *	29 34% *	24 47% *
No	126 40%	56 40%	68 40%	24 25% *	45 46% D*	58 47% D*	64 37%	62 44%	72 37%	55 44%	33 31%	94 45% K	25 51% P*	33 37% *	39 44% *	19 31% *	40 45% *	32 37% *	37 43% *	17 33% *
Prefer not to say	7 2%	6 4%	2 1%	3 3% *	2 2% *	2 2% *	3 2%	4 3%	4 2%	3 2%	1 1%	6 3%	1 3% *	2 2% *	4 5% *	- - *	- - *	2 2% *	5 6% Q*	1 1% *
NET: Yes	181 58%	80 56%	100 59%	68 71% EF*	50 52% *	63 51% *	106 61%	75 53%	116 60%	66 53%	73 68% L	108 52%	23 47% *	55 61% *	46 51% *	43 69% MO*	49 55% *	54 61% *	44 52% *	34 66% *

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	86	9	24	17	36	62	24	8	23	5	12	5	31	24
	27%	23%	21%	27%	36%	24%	39%	17%	27%	15%	33%	21%	29%	23%
		*	*	*	C*		F*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	121	14	36	23	47	92	28	19	30	22	11	9	47	32
	38%	36%	33%	36%	47%	36%	46%	40%	36%	69%	30%	37%	44%	31%
		*	*	*	C*		*	*	*	**	**	**	*	*
No	126	18	58	24	26	115	12	22	35	8	14	10	40	48
	40%	45%	53%	37%	26%	45%	20%	49%	42%	24%	38%	39%	37%	47%
		E*	E*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	7	-	3	4	1	5	2	-	4	-	-	1	-	3
	2%	-	3%	6%	1%	2%	4%	-	5%	-	-	5%	-	3%
		*	*	*	*		*	*	*	**	**	**	*	*
NET: Yes	181	22	49	37	73	134	46	24	44	24	22	14	68	52
	58%	55%	45%	57%	73%	53%	76%	51%	53%	76%	62%	55%	63%	51%
		*	*	*	CD*		F*	*	*	**	**	**	*	*

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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
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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	86 27%	86 27%	- -	46 30%	15 21% *	31 36% *	38 26%	33 20%	40 33% H	11 49% **	86 30%	- -	32 34% *	45 34%	51 32%	40 30%	67 32%	18 34% *	29 37% *	34 37% *	18 31% *	86 27%	- -	23 29% *	23 34% *	33 24%	24 29% *	59 26%	12 25% *	24 30% *	41 30%	19 36% *	- - *	86 33% gjn	4 13% **	18 23% g*	28 35% g*	35 56% ghjkmn*	86 45% ghjn	65 30% g	20 30% *	19 31% *	18 28% *	13 20% *	16 27% *
Yes, this has happened to someone I care for	121 38%	121 38%	- -	59 38%	30 44% *	29 33% *	57 39%	62 38%	48 40%	8 33% **	113 39% O	8 32% **	37 40% *	56 42% O	54 33%	54 40%	77 36%	25 46% *	29 37% *	30 33% *	31 54% KOQST*	121 38%	- -	34 43% *	30 44% *	51 38%	30 36% *	85 37%	24 52% e*	43 52% VZabe*	48 35%	20 37% *	- - *	121 47% gjm	4 11% **	29 35% g*	53 66% ghjmn*	35 57% gjm*	80 42% g	121 56% ghjm	22 34% *	24 39% *	20 31% *	29 44% *	26 45% *
No	126 40%	126 40%	- -	60 39%	28 41% *	32 37% *	61 42%	75 46% I	39 33%	9 39% **	109 38%	16 68% **	31 33% *	43 32%	70 44% KMNRU	55 41% R	80 38%	14 26% *	28 36% *	32 35% *	17 29% *	126 40% cd	- -	28 36% *	21 31% *	62 46% Ycd	35 43% cd*	97 42% Ycd	11 24% *	20 24% *	58 42% cd	18 33% *	55 100% hjklmn*	71 28% klmn	26 77% **	32 39% hklmn*	10 13% *	3 5% *	46 24% kl	53 25% kl	26 41% *	20 33% *	31 49% *	30 45% *	19 33% *
Prefer not to say	7 2%	7 2%	- -	4 3%	4 5% *	1 1% *	1 1%	1 0%	5 4% H	- - **	7 3% P	- - **	3 3% *	4 3% P	4 2%	1 0%	7 3% P	3 6% P*	3 4% P*	4 4% P*	1 2% *	7 2%	- -	2 3% *	3 4% Z*	1 1%	1 1% *	6 3%	3 7% Z*	1 1% *	3 2%	1 1% *	- - *	5 2%	- - **	5 6% hkn*	- - *	1 1% *	5 3%	3 1%	3 5% *	2 3% *	1 1% *	- - *	2 3% *
NET: Yes	181 58%	181 58%	- -	91 59%	37 54% *	54 62% *	85 57%	88 54%	76 63%	14 61% **	174 60% O	8 32% **	59 63% *	87 65% O	87 54%	79 59%	125 59%	37 68% O*	47 60% *	56 61% *	40 69% O*	181 58%	- -	48 61% *	44 64% *	72 53%	46 57% *	127 55%	32 69% Z*	61 74% VXZabe*	76 56%	35 66% *	- - *	181 70% gj	8 23% **	45 55% g*	71 87% ghjmn*	58 94% ghjmn*	140 73% gj	161 74% ghj	35 55% *	40 64% *	32 50% *	37 55% *	37 64% *

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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)

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	92 29%	40 29%	50 29%	43 45% EF*	18 19% *	32 26% *	55 32%	38 27%	62 32%	30 24%	34 32%	58 28%	13 26% *	33 37% *	21 24% *	19 31% *	22 24% *	31 35% *	21 25% *	18 35% *
Yes, this has happened to someone I care for	96 30%	36 25%	57 34%	27 28% *	34 35% *	35 28% *	58 34%	38 27%	61 32%	35 29%	44 41% L	52 25%	12 24% *	29 33% *	27 30% *	20 32% *	31 35% *	23 26% *	27 31% *	15 29% *
No	141 45%	67 48%	73 43%	24 26% *	48 50% D*	68 55% D*	70 40%	71 50%	73 38%	67 55% I	41 38%	100 48%	28 57% *	35 39% *	42 48% *	24 38% *	41 47% *	40 45% *	39 45% *	21 39% *
Prefer not to say	6 2%	4 3%	2 1%	6 6% EF*	- - *	- - *	5 3%	1 1%	5 2%	1 1%	3 3%	3 1%	- - *	2 2% *	4 4% *	- - *	1 1% *	1 1% *	3 3% *	1 3% *
NET: Yes	169 54%	70 50%	95 56%	65 68% EF*	48 50% *	56 45% *	99 57%	70 49%	114 59% J	55 45%	64 60%	105 50%	21 43% *	54 59% *	43 48% *	39 62% *	47 53% *	48 54% *	44 51% *	30 58% *

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Administrative NHS Polling

UK Adults 16-75

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All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	92	7	27	19	39	69	23	7	20	15	18	5	36	27
	29%	18%	24%	30%	39%	27%	39%	16%	24%	47%	48%	21%	33%	26%
		*	*	*	BC*		*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	96	15	32	12	38	77	18	18	24	9	11	8	35	33
	30%	37%	29%	18%	38%	30%	30%	39%	28%	30%	30%	31%	32%	32%
		*	*	*	D*		*	*	*	**	**	**	*	*
No	141	20	61	32	28	121	19	23	42	9	11	14	47	48
	45%	49%	55%	50%	28%	48%	32%	51%	51%	29%	31%	55%	44%	47%
		E*	E*	E*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	6	-	1	4	1	2	4	1	3	-	-	-	-	-
	2%	-	1%	6%	1%	1%	6%	2%	3%	-	-	-	-	-
		*	*	*	*		F*	*	*	**	**	**	*	*
NET: Yes	169	20	49	28	71	131	37	22	39	23	25	11	60	55
	54%	51%	44%	44%	71%	51%	62%	47%	46%	71%	69%	45%	56%	53%
		*	*	*	BCD*		*	*	*	**	**	**	*	*

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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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	92	92	-	53	23	30	34	39	41	11	92	-	34	44	46	44	65	23	22	29	27	92	-	28	23	31	26	65	15	27	39	17	-	92	4	15	32	42	92	75	18	27	14	14	20
	29%	29%	-	34%	33%	35%	23%	24%	34%	47%	32%	-	37%	33%	29%	33%	31%	41%	28%	32%	46%	29%	-	36%	34%	23%	32%	28%	32%	28%	31%	31%	-	36%	12%	18%	39%	68%	48%	35%	28%	43%	21%	21%	35%
					*	*				**		**	*					*	*	*	KOQS*	Z		Z*	Z*		*		*	*		*	*	gj	**	g*	gj*	ghjkmn*	ghjn	gj	*	qr*	*	*	*
Yes, this has happened to someone I care for	96	96	-	42	22	20	53	49	40	7	87	9	21	46	45	45	65	17	27	28	19	96	-	27	25	42	23	73	17	30	54	18	-	96	4	29	39	25	59	96	16	14	20	32	15
	30%	30%	-	27%	32%	23%	36%	30%	33%	29%	30%	38%	22%	35%	28%	34%	31%	31%	34%	30%	33%	30%	-	35%	36%	31%	29%	32%	37%	37%	39%	33%	-	37%	12%	35%	48%	40%	31%	44%	25%	22%	31%	48%	26%
					*	*				**		**	*	M		M		*	M*	*	*			*	*		*		*	*	Vb	*	*	gm	**	g*	ghm*	g*	g	ghm	*	*	*	ops*	*
No	141	141	-	70	27	43	67	83	47	7	126	14	41	56	84	55	95	20	35	41	18	141	-	28	26	73	39	104	19	32	56	22	55	85	26	39	20	1	57	63	34	23	36	26	22
	45%	45%	-	45%	39%	50%	45%	51%	39%	30%	43%	58%	44%	42%	52%	41%	45%	37%	45%	45%	30%	45%	-	35%	38%	54%	47%	45%	40%	40%	41%	40%	100%	33%	77%	48%	25%	1%	30%	29%	52%	37%	56%	38%	39%
					*	*				**	U	**	*		KNPQRU		U	*	*	*	*			*	*	VXYbde	*		*	*	*	hjklmn*	ln	**	hklmn*	i*	*	l	i	*	p*	*	*
Prefer not to say	6	6	-	3	3	-	1	2	2	-	5	1	2	1	1	-	3	-	1	2	1	6	-	2	1	-	-	4	-	1	1	1	-	4	-	2	2	-	3	3	1	1	-	-	3
	2%	2%	-	2%	4%	-	1%	1%	2%	-	2%	4%	3%	1%	0%	-	1%	-	1%	2%	1%	2%	-	2%	2%	-	-	2%	-	1%	1%	2%	-	1%	-	2%	2%	-	2%	1%	2%	2%	-	-	5%
				F	*	*				**	OP	**	p*				p	*	*	*	*	Z		*	*		*		*	*	*	*	*	**	*	*	*	*	*	*	*	*	*	*
NET: Yes	169	169	-	82	39	44	80	79	72	16	160	9	50	76	76	80	113	35	42	49	40	169	-	49	41	63	43	121	27	48	79	31	-	169	8	41	59	61	132	152	30	38	28	41	32
	54%	54%	-	53%	56%	50%	54%	48%	60%	70%	55%	38%	54%	57%	48%	59%	54%	63%	54%	53%	69%	54%	-	63%	60%	46%	53%	53%	60%	59%	58%	58%	-	65%	23%	50%	73%	99%	69%	70%	46%	61%	44%	62%	56%
					*	*				**	O	**	*	O		O		O*	*	*	*	Z		Z*	Z*		*		*	Z*	Z	*	*	gj	**	g*	gj*	ghjkmn*	gj	ghj	*	*	*	*	*

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	66 21%	23 16%	42 25%	35 37% EF*	15 16% *	15 12% *	35 20%	31 22%	46 24%	19 16%	25 24%	40 19%	10 21% *	16 18% *	18 20% *	17 28% *	19 22% *	18 21% *	19 23% *	9 16% *
Yes, this has happened to someone I care for	87 28%	39 28%	47 28%	39 41% EF*	22 23% *	26 21% *	53 31%	34 24%	57 30%	30 24%	37 34%	51 24%	12 24% *	23 25% *	24 27% *	20 31% *	20 23% *	24 27% *	24 27% *	19 37% *
No	165 52%	76 54%	86 50%	21 22% *	60 62% D*	84 68% D*	82 47%	83 59%	87 45%	78 63% I	48 45%	117 56% K	31 63% P*	52 58% *	43 49% *	26 41% *	50 57% *	47 54% *	45 53% *	22 42% *
Prefer not to say	8 3%	7 5% C	1 1%	7 7% EF*	* 0% *	1 1% *	8 4% H	* 0%	8 4%	* 0%	3 3%	5 2%	- - *	1 1% *	6 7% *	2 3% *	1 1% *	2 3% *	2 2% *	3 6% *
NET: Yes	142 45%	58 41%	83 49%	67 71% EF*	36 37% *	39 31% *	84 49%	58 41%	97 51% J	45 36%	56 52%	86 41%	18 37% *	37 41% *	40 45% *	35 56% *	37 42% *	39 44% *	39 45% *	27 52% *

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	66	9	19	13	25	47	18	4	10	5	11	8	16	21
	21%	22%	17%	20%	25%	19%	30%	8%	12%	16%	30%	31%	14%	20%
		*	*	*	*		*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	87	10	21	14	42	63	24	14	24	12	5	8	32	21
	28%	26%	19%	22%	42%	25%	39%	30%	29%	37%	15%	30%	29%	20%
		*	*	*	CD*		F*	*	*	**	**	**	*	*
No	165	22	76	33	34	150	15	28	44	15	22	12	59	65
	52%	56%	68%	51%	34%	59%	24%	62%	52%	46%	61%	49%	55%	63%
		E*	DE*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	8	-	-	6	2	2	6	1	5	1	-	-	4	-
	3%	-	-	10%	2%	1%	10%	2%	6%	3%	-	-	3%	-
		*	*	CE*	*		F*	*	*	**	**	**	*	*
NET: Yes	142	18	35	26	64	102	40	17	35	16	14	13	45	38
	45%	44%	32%	40%	64%	40%	66%	36%	42%	50%	39%	51%	42%	37%
		*	*	*	BCD*		F*	*	*	**	**	**	*	*

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	66	66	-	39	15	24	25	26	29	10	66	-	27	33	34	27	45	17	23	22	21	66	-	22	20	19	16	45	12	20	23	18	-	66	-	13	19	33	66	49	22	18	9	9	9
	21%	21%	-	25%	22%	27%	17%	16%	24%	46%	23%	-	29%	25%	21%	20%	21%	31%	30%	24%	37%	21%	-	28%	29%	14%	19%	20%	26%	24%	17%	34%	-	25%	-	16%	23%	54%	34%	22%	34%	28%	14%	13%	15%
					*	*				**		**	*					*	*	*	KOPQ*	Z		Za*	Zbe*		*	Z	Z*	Z*		VZbe*	*	gjn	**	g*	g*	ghjkmn*	ghjkn	g	qrs*	r*	*	*	*
Yes, this has happened to someone I care for	87	87	-	37	21	16	43	52	32	1	82	4	22	37	37	33	55	13	16	21	16	87	-	24	20	36	17	58	19	28	39	14	-	87	1	17	40	30	58	87	16	18	16	23	14
	28%	28%	-	24%	31%	18%	29%	32%	26%	3%	28%	18%	24%	28%	23%	25%	26%	24%	21%	23%	27%	28%	-	31%	29%	26%	21%	25%	41%	34%	28%	26%	-	34%	2%	21%	49%	49%	30%	40%	25%	28%	24%	35%	25%
					*	*				**	O	**	*					*	*	*	*			*	*		*		VZab*	a*		*	*	gjm	**	g*	ghjm*	ghjm*	g	ghjm	*	*	*	*	*
No	165	165	-	80	32	48	83	84	66	12	146	19	45	66	95	75	113	24	41	52	20	165	-	39	31	83	51	126	13	34	78	21	55	110	32	50	23	5	75	86	27	29	42	36	30
	52%	52%	-	51%	46%	55%	56%	51%	55%	51%	50%	78%	48%	49%	59%	55%	53%	44%	52%	56%	34%	52%	-	50%	45%	61%	62%	55%	29%	42%	57%	38%	100%	42%	95%	61%	28%	8%	39%	40%	42%	46%	65%	54%	53%
					*	*				**	U	**	*	U	KNRU	U	U	*	U*	U*	*	cdf		c*	*	VYcdf	Ycdf*	cdf	*	*	cdf	*	hjklmn*	kln	**	hklmn*	i*	*	kl	kl	*	o*	*	*	*
Prefer not to say	8	8	-	5	2	3	1	6	1	-	7	1	3	2	2	2	4	2	1	-	3	8	-	-	1	1	-	5	2	4	1	3	-	6	1	1	3	*	4	6	3	1	-	-	4
	3%	3%	-	3%	3%	4%	1%	4%	0%	-	3%	4%	4%	1%	1%	1%	2%	4%	1%	-	5%	3%	-	-	1%	1%	-	2%	5%	5%	1%	6%	-	2%	3%	2%	4%	1%	2%	3%	5%	2%	-	-	7%
					*	*				**	OT	**	T*					T*	*	*	OT*			*	*		*		X*	X2ae*		X2ae*	*		**	*	*	*		*	*	*	*	r*
NET: Yes	142	142	-	71	35	35	63	73	54	11	137	4	45	66	65	59	94	29	36	40	35	142	-	39	37	51	31	98	30	43	58	30	-	142	1	30	55	56	112	125	34	32	22	30	23
	45%	45%	-	45%	51%	41%	43%	45%	45%	49%	47%	18%	48%	49%	40%	43%	45%	53%	46%	44%	60%	45%	-	50%	54%	38%	38%	43%	66%	53%	42%	55%	-	55%	2%	37%	68%	91%	59%	58%	53%	51%	35%	46%	40%
					*	*				**	O	**	*	O				*	*	*	OQPQT*	Z		*	Zab*		*		VZabe*	Za*		Za*	*	gj	**	g*	ghjn*	ghjkmn*	gj	gj	*	*	*	*	*

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	41 13%	24 17%	16 9%	23 25% EF*	10 10% *	8 7% *	20 12%	21 15%	27 14%	15 12%	10 9%	31 15%	7 15% *	13 14% *	12 13% *	7 12% *	14 16% *	9 10% *	10 12% *	8 16% *
Yes, this has happened to someone I care for	62 20%	32 23%	28 16%	28 30% F*	18 19% *	16 13% *	36 21%	26 19%	48 25% J	14 11%	19 18%	43 21%	11 23% *	17 19% *	16 17% *	14 23% *	17 19% *	22 25% *	11 13% *	13 24% *
No	212 67%	86 61%	124 73% B	43 45% *	69 72% D*	100 81% D*	117 67%	95 67%	117 61%	95 77% I	76 71%	135 65%	30 62% *	62 68% *	59 67% *	41 66% *	58 65% *	58 65% *	63 73% *	33 63% *
Prefer not to say	5 1%	3 2%	2 1%	5 5% EF*	- - *	- - *	4 2%	1 1%	5 2%	- -	3 3%	2 1%	- - *	- - *	5 5% N*	- - *	1 1% *	- - *	2 2% *	2 3% *
NET: Yes	99 31%	52 37%	44 26%	47 50% EF*	27 28% *	24 19% *	53 30%	46 33%	70 37% J	29 23%	28 26%	71 34%	19 38% *	28 32% *	25 28% *	21 34% *	30 33% *	31 35% *	21 24% *	18 34% *

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	41	5	13	5	19	28	14	4	6	8	4	3	12	12
	13%	11%	12%	7%	19%	11%	23%	9%	7%	26%	11%	14%	11%	12%
		*	*	*	*		F*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	62	5	12	18	27	43	19	8	17	11	9	5	27	18
	20%	13%	11%	28%	27%	17%	32%	17%	21%	34%	25%	20%	26%	17%
		*	*	C*	C*		F*	*	*	**	**	**	*	*
No	212	30	87	41	54	184	27	35	58	15	23	16	68	76
	67%	74%	79%	63%	54%	72%	45%	75%	70%	47%	63%	64%	63%	74%
		E*	DE*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	5	1	-	3	1	2	3	-	3	-	-	1	1	-
	1%	2%	-	5%	1%	1%	5%	-	3%	-	-	3%	1%	-
		*	*	C*	*		F*	*	*	**	**	**	*	*
NET: Yes	99	10	23	21	45	68	31	11	23	17	13	8	39	27
	31%	24%	21%	32%	45%	27%	51%	25%	27%	53%	37%	33%	36%	26%
		*	*	*	BC*		F*	*	*	**	**	**	*	*

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	41 13%	41 13%	-	18 11%	7 10% *	11 13% *	22 15%	16 10%	17 14%	7 30% **	41 14% Q	- -	18 19% Q*	18 14%	20 13%	16 12%	24 11%	14 26% KNOPQT*	12 16% *	13 14% *	14 25% KNOPQ*	41 13% b	- -	15 20% YZbe*	6 9% *	12 9%	12 14% *	22 10%	8 18% *	17 20% VYZbe*	14 10%	9 16% *	- - *	41 16% gk	- - **	8 10% g*	5 6% *	28 45% ghjkmn*	41 22% ghjkn	35 16% gk	10 16% *	13 21% *	5 8% *	7 11% *	6 10% *
Yes, this has happened to someone I care for	62 20%	62 20%	-	32 20%	18 26% *	14 16% *	26 18%	35 22%	23 19%	2 11% **	56 19% T	5 19% **	19 20% T*	19 15%	25 15%	23 17%	35 17%	13 24% T*	14 18% *	10 11% *	16 28% NOPQT*	62 20% b	- -	21 27% Zb*	16 23% *	22 16%	14 18% *	35 15%	15 32% VZb*	16 20% *	30 22% b	11 21% *	- - *	62 24% gj	1 4% **	2 3% *	28 35% ghjm*	30 49% ghjmn*	45 23% gj	62 29% ghjm	12 18% *	13 20% *	14 22% *	15 22% *	9 16% *
No	212 67%	212 67%	-	105 68%	44 64% *	61 70% *	102 69%	112 69%	82 68%	14 59% **	192 66% RU	20 81% **	56 61% *	95 71% MRU	115 72% KMRU	98 73% KMRU	150 71% KMRU	29 52% *	54 70% RU*	68 74% MRU*	28 49% *	212 67% X	- -	42 54% *	45 66% *	101 75% VXcd	57 69% X*	169 74% VXcd	26 57% *	49 59% *	94 69% X	35 64% *	55 100% hjklmn*	156 61% lmn	32 96% **	70 86% hklmn*	47 58% i*	7 12% *	107 56% l	123 57% l	43 66% *	38 61% *	45 70% *	45 68% *	41 71% *
Prefer not to say	5 1%	5 1%	-	3 2%	2 3% G*	1 1% *	- -	1 0%	2 2%	- - **	5 2% OP	- - **	2 2% *	1 1%	1 0%	- -	2 1%	2 3% P*	- - *	2 2% *	2 3% P*	5 1%	- -	1 1% *	2 3% *	1 1%	- - *	3 1%	- - *	1 1% *	1 1%	- - *	- - *	3 1%	- - **	1 1% *	1 1% *	1 1% *	3 1%	2 1%	1 2% *	2 3% *	- - *	- - *	2 3% *
NET: Yes	99 31%	99 31%	-	47 31%	22 33% *	25 29% *	45 31%	50 31%	37 31%	9 41% **	93 32% Q	5 19% **	35 38% OQT*	37 28%	45 28%	37 27%	59 28%	24 45% NOPQT*	24 30% *	22 24% *	28 49% KNOPQST*	99 31% Zb	- -	35 45% VZabe*	21 31% *	34 25%	25 31% *	57 25%	20 43% Zb*	33 40% Zb*	41 30%	19 36% *	- - *	99 38% gj	1 4% **	11 13% g*	33 41% gj*	54 87% ghjkmn*	82 43% ghj	92 42% ghj	21 32% *	23 37% *	19 30% *	21 32% *	15 26% *

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	49 16%	25 18%	24 14%	31 33% EF*	7 8% *	11 9% *	32 18%	18 12%	31 16%	18 15%	19 18%	30 15%	8 17% *	13 15% *	13 15% *	10 16% *	15 17% *	14 16% *	9 10% *	12 23% *
Yes, this has happened to someone I care for	57 18%	28 20%	28 16%	34 36% EF*	11 12% *	12 9% *	34 20%	23 16%	47 25% J	9 8%	27 25% L	30 15%	8 16% *	15 16% *	15 16% *	17 28% *	11 13% *	19 21% *	13 16% *	13 26% *
No	211 67%	87 61%	121 71%	32 34% *	76 79% D*	102 82% D*	109 63%	102 72%	116 61%	94 76% I	65 61%	145 70%	32 67% *	65 72% *	59 66% *	37 59% *	65 73% T*	59 67% *	60 70% *	27 52% *
Prefer not to say	7 2%	7 5% C	- -	3 3% *	2 2% *	2 2% *	5 3%	2 1%	5 2%	2 2%	1 1%	6 3%	2 4% *	- - *	5 5% N*	- - *	1 1% *	- - *	4 4% *	2 5% *
NET: Yes	98 31%	48 34%	49 29%	59 63% EF*	18 19% *	20 16% *	60 34%	38 27%	71 37% J	27 22%	41 38%	57 27%	14 30% *	26 28% *	25 28% *	25 41% *	24 27% *	29 33% *	22 26% *	23 43% *

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Administrative NHS Polling

UK Adults 16-75

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All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	49	3	11	12	23	28	22	4	11	3	7	8	12	16
	16%	7%	10%	19%	23%	11%	36%	10%	13%	10%	20%	31%	11%	16%
		*	*	*	BC*		F*	*	*	**	**	**	*	*
Yes, this has happened to someone I care for	57	6	17	7	27	37	19	8	18	10	2	6	25	11
	18%	15%	15%	11%	27%	15%	32%	18%	22%	30%	5%	24%	23%	11%
		*	*	*	CD*		F*	*	*	**	**	**	N*	*
No	211	32	85	43	51	188	22	32	54	22	28	12	73	78
	67%	80%	77%	67%	51%	74%	36%	70%	65%	68%	76%	47%	68%	76%
		E*	E*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	7	-	2	5	-	5	2	2	4	-	-	-	-	2
	2%	-	2%	8%	-	2%	3%	4%	4%	-	-	-	-	2%
		*	*	E*	*		*	*	*	**	**	**	*	*
NET: Yes	98	8	24	17	49	61	37	12	26	10	9	13	34	24
	31%	20%	22%	26%	49%	24%	61%	26%	31%	32%	24%	53%	32%	23%
		*	*	*	BCD*		F*	*	*	**	**	**	*	*

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24-089497-50 - 12th - 18th of December 2025
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Administrative NHS Polling
UK Adults 16-75

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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										IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	49 16%	49 16%	- -	28 18%	10 15% *	18 21% *	18 12%	27 17%	14 12%	7 29% **	49 17% OQ	- -	22 23% OPQ*	21 16%	19 12%	19 14%	29 14%	11 20% *	19 24% OPQT*	13 14% *	17 29% KNOPQT*	49 16% Zb	- -	15 19% Zb*	13 19% Zb*	14 10%	13 16% *	25 11%	13 28% VZbe*	16 20% Zb*	17 13%	20 37% VXYZabde*	- - *	49 19% gj	1 2% **	6 8% *	12 14% g*	31 50% ghjkmn*	49 26% ghjkn	41 19% gj	12 19% *	15 24% q*	5 7% *	8 12% *	10 17% *
Yes, this has happened to someone I care for	57 18%	57 18%	- -	25 16%	15 21% *	11 12% *	31 21%	30 18%	24 20%	3 12% **	54 19%	3 12% **	22 24% OQ*	23 17%	25 15%	23 17%	33 16%	15 28% OQT*	14 18% *	14 16% *	14 23% *	57 18% b	- -	20 26% Zb*	19 28% VZb*	20 15%	13 16% *	34 15%	13 29% Zb*	19 23% b*	25 18%	11 21% *	- - *	57 22% gj	- - **	10 12% g*	20 24% g*	28 45% ghjkmn*	43 22% gj	57 26% ghj	10 16% *	14 22% *	14 21% *	11 16% *	8 15% *
No	211 67%	211 67%	- -	103 66%	44 64% *	59 69% *	101 68%	108 66%	84 70%	14 60% **	189 65% M	21 88% **	51 55% *	88 66%	116 72% KMRSU	96 71% KMRSU	148 70% KMRSU	30 54% *	47 60% *	64 69% MR*	31 54% *	211 67% Ycf	- -	47 61% *	37 54% *	103 76% VXYcdf	59 72% Ycf*	169 74% VXYcdf	21 46% *	48 59% *	99 72% XYcdf	25 46% *	55 100% hjklmn*	155 60% lm	33 98% **	64 79% hlmn*	52 64% l*	7 11% *	105 55% l	125 58% l	42 65% *	36 58% *	47 73% *	50 76% p*	36 63% *
Prefer not to say	7 2%	7 2%	- -	5 3% G	3 4% G*	2 2% *	- -	- -	5 4% H	- - **	7 2% P	- - **	2 2% P*	5 4% P	4 3% P	- -	6 3% P	2 3% P*	2 2% P*	4 5% P*	1 1% *	7 2%	- -	1 1% *	1 2% *	2 1%	- - *	6 3% e	2 4% e*	2 3% *	1 0%	- - *	- - *	5 2% n	- - **	3 4% n*	2 2% *	- - *	3 1%	2 1%	2 4% *	1 1% *	- - *	- - *	4 7% *
NET: Yes	98 31%	98 31%	- -	47 30%	22 32% *	25 29% *	46 32%	55 34%	32 26%	9 41% **	95 33% OQ	3 12% **	40 43% KNOPQT*	41 31%	41 25%	39 29%	58 27%	23 42% OQT*	30 38% OQT*	24 26% *	26 45% KNOPQT*	98 31% Zb	- -	30 38% Zbe*	30 44% VZabe*	31 23%	23 28% *	55 24%	23 50% VZabe*	31 38% Zbe*	37 27%	29 54% VZabe*	- - *	98 38% gj	1 2% **	15 18% g*	27 34% gj*	55 89% ghjkmn*	84 44% ghjk	90 41% ghj	21 32% *	26 42% *	18 27% *	16 24% *	17 30% *

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	315	138	173	96	104	115	189	126	197	118	161	154	47	80	89	76	87	95	80	53
Weighted base	315	141	170	95	97	124	174	142	192	123	107	208	48	90	89	62	89	88	86	52
Yes, this has happened to me	65 21%	28 20%	37 22%	40 42% EF*	16 17% F*	9 7% *	37 21%	28 20%	46 24%	19 16%	24 23%	40 19%	10 21% *	13 14% *	21 24% *	13 22% *	18 21% *	16 18% *	14 16% *	17 33% S*
Yes, this has happened to someone I care for	68 22%	35 25%	32 19%	31 33% EF*	17 17% *	21 17% *	37 22%	31 22%	47 24%	22 18%	28 26%	40 19%	9 18% *	17 18% *	20 23% *	18 29% *	17 19% *	23 26% *	16 19% *	12 23% *
No	184 58%	78 55%	104 61%	25 27% *	63 65% D*	96 77% D*	98 57%	86 61%	101 53%	83 67% I	56 52%	128 62%	30 61% *	64 71% OP*	44 49% *	31 50% *	57 64% T*	50 56% *	55 64% T*	22 43% *
Prefer not to say	5 2%	4 3%	2 1%	4 5% F*	1 1% *	- - *	4 3%	1 1%	4 2%	1 1%	2 2%	3 1%	- - *	- - *	4 5% *	1 1% *	1 1% *	- - *	3 3% *	2 4% *
NET: Yes	126 40%	60 43%	65 38%	65 68% EF*	33 34% *	28 23% *	71 41%	55 39%	86 45% J	40 32%	49 46%	77 37%	19 39% *	26 29% *	40 46% N*	30 48% N*	31 35% *	39 44% *	28 32% *	28 53% S*

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who care for someone who has used an NHS service

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	315	40	106	61	108	252	62	50	88	26	33	28	113	98
Weighted base	315	40	111	65	100	254	60	46	84	32	36	25	107	103
Yes, this has happened to me	65	6	12	18	28	43	22	2	21	3	10	4	14	21
	21%	14%	11%	28%	28%	17%	36%	5%	25%	10%	26%	17%	13%	20%
		*	*	C*	C*		F*	*	H*	**	**	**	*	*
Yes, this has happened to someone I care for	68	6	17	17	29	52	17	14	12	12	6	10	27	17
	22%	14%	15%	27%	29%	20%	28%	29%	14%	36%	17%	38%	25%	17%
		*	*	*	C*		*	I*	*	**	**	**	*	*
No	184	29	84	28	43	163	20	30	48	17	23	13	66	67
	58%	72%	76%	43%	44%	64%	34%	65%	57%	53%	63%	52%	61%	65%
		DE*	DE*	*	*	G	*	*	*	**	**	**	*	*
Prefer not to say	5	-	-	4	1	2	4	-	4	-	-	-	1	-
	2%	-	-	6%	1%	1%	6%	-	5%	-	-	-	1%	-
		*	*	C*	*		F*	*	*	**	**	**	*	*
NET: Yes	126	11	26	33	55	89	37	16	32	15	14	12	41	36
	40%	29%	24%	51%	55%	35%	61%	35%	38%	47%	37%	48%	38%	35%
		*	*	BC*	BC*		F*	*	*	**	**	**	*	*

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	315	315	-	152	71	81	152	170	116	21	291	23	92	140	159	133	209	51	78	94	56	315	-	81	74	138	79	222	46	84	135	56	53	261	34	80	85	62	190	219	65	65	60	70	55
Weighted base	315	315	-	155	69	87	147	163	120	23	290	24	93	133	161	135	211	55	78	92	58	315	-	78	69	136	82	230	46	82	137	54	55	258	33	82	81	62	191	217	65	63	64	66	57
Yes, this has happened to me	65 21%	65 21%	-	40 26% G	21 31% G*	19 22% *	20 13%	24 15%	33 27% H	6 28% **	65 22% O	- -	26 28% OQ*	35 26% OQ	26 16%	29 21%	41 20%	15 27% O*	24 30% OQ*	20 22% *	23 40% KNOPQT*	65 21% Zb	- -	21 27% Zab*	18 26% Z*	16 12%	12 15% *	39 17% Z	17 37% VZabde*	18 22% Z*	25 18%	18 34% VZabe*	- - *	65 25% gjn	2 7% **	11 14% g*	20 25% g*	31 51% ghjkmn*	65 34% ghjn	48 22% gj	18 28% *	15 24% *	10 15% *	13 19% *	10 17% *
Yes, this has happened to someone I care for	68 22%	68 22%	-	30 19%	14 21% *	15 18% *	37 25%	41 25%	20 17%	5 21% **	63 22% OPQ	4 18% **	23 25% OP*	25 19%	21 13%	20 15%	38 18% O	11 20% *	17 22% O*	20 22% O*	16 28% OP*	68 22%	- -	20 26% *	19 28% *	27 20%	17 21% *	46 20%	10 22% *	20 25% *	25 18%	11 21% *	- - *	68 27% gj	- - **	10 13% g*	28 34% gj*	31 50% ghjmn*	49 25% gj	68 32% ghjmn	14 22% *	16 25% *	14 21% *	18 27% *	8 13% *
No	184 58%	184 58%	-	87 56%	35 51% *	51 59% *	94 64%	100 61%	69 58%	12 52% **	165 57% U	19 78% **	47 50% U*	74 55% U	114 71% KMNQRSTU	89 66% KMNSU	130 62% KMU	29 53% U*	43 55% U*	52 57% U*	18 32% *	184 58% c	- -	41 52% *	34 49% *	92 68% VXYcdf	53 65% Ycf*	145 63% VXYcdf	19 41% *	43 52% *	88 64% XYcdf	25 46% *	55 100% hjklmn*	129 50% lm	31 93% **	59 73% hklmn*	34 41% l*	5 7% *	83 43% l	105 48% l	36 56% *	33 53% *	41 64% *	37 56% *	37 65% *
Prefer not to say	5 2%	5 2%	-	2 1%	1 1% *	1 1% *	1 1%	3 2%	1 0%	- - **	4 2% p	1 4% **	1 1% *	2 1%	2 1%	- -	4 2% p	1 2% *	- - *	1 1% *	1 2% *	5 2%	- -	- - *	1 1% *	1 1%	- - *	4 2%	1 3% *	2 2% *	1 1%	1 2% *	- - *	3 1%	- - **	2 3% *	1 1% *	- - *	3 1%	3 1%	1 2% *	1 1% *	- - *	- - *	3 5% *
NET: Yes	126 40%	126 40%	-	67 43%	33 48% *	34 39% *	52 36%	61 37%	50 42%	11 48% **	120 41% OPQ	4 18% **	46 49% OPQ*	58 43% OPQ	46 28%	46 34%	77 36% O	25 45% O*	35 45% OP*	39 42% O*	38 66% KMNOPQRST *	126 40% Zb	- -	38 48% Zbe*	34 50% Zabe*	43 31%	29 35% *	81 35%	26 56% VZabe*	37 46% Zb*	48 35%	28 53% Zabe*	- - *	126 49% gj	2 7% **	20 25% g*	46 57% gj*	57 93% ghjkmn*	106 55% ghj	109 50% gj	27 42% *	29 46% *	23 36% *	29 44% *	17 30% *

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5_NET. 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?

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

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
NET: Has had at least one negative experience personally or to someone they cared for	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
	66%	63%	69%	77%	62%	60%	68%	64%	67%	65%	66%	66%	63%	65%	66%	70%	64%	67%	66%	70%
			B	EF																

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

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Administrative NHS Polling

UK Adults 16-75

Q5_NET. 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?

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
NET: Has had at least one negative experience personally or to someone they cared for	1062 66%	187 57%	332 64% B	227 71% BC	316 73% BC	868 65%	187 77% F	145 62%	298 69%	92 66%	133 62%	61 71% *	343 64%	323 64%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q5_NET. 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?
All who have used/ someone they care for has used an NHS service P12M

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
NET: Has had at least one negative experience personally or to someone they cared for	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
	66%	81%	62%	74%	72%	77%	60%	63%	68%	81%	66%	55%	79%	73%	67%	64%	69%	81%	80%	76%	85%	82%	59%	85%	84%	77%	82%	82%	93%	87%	82%	84%	-	100%	100%	100%	100%	100%	100%	100%	66%	68%	64%	68%	66%
		C		G	G	G				HI*		**	KNOPQ	KOPQ			KP	KNOPQ	KNOPQ	KOPQ	KNOPQT		**	*	*		*		VZb*	Z*			g	g	g	g	g	g	g					

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have experienced an issue when using NHS service P12M

	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	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Unweighted base	1062	1062	1062	1062	1062	1062	1062	1062
Weighted base	1062	1062	1062	1062	1062	1062	1062	1062
A great deal (4)	288 27% BCDEFGH	200 19% DE	171 16%	166 16%	154 14%	221 21% CDEH	220 21% CDEH	186 18% E
A fair amount (3)	344 32% E	408 38% ACDE	348 33% DE	305 29%	287 27%	376 35% DE	381 36% DE	371 35% DE
Not very much (2)	237 22%	234 22%	337 32% ABDEFGH	262 25% F	272 26% BF	224 21%	265 25% F	270 25% F
Not at all (1)	133 12%	140 13%	154 15%	289 27% ABCFGH	273 26% ABCFGH	177 17% ABGH	148 14%	152 14%
Don't know	60 6% D	81 8% ACDG	51 5%	39 4%	76 7% CDG	64 6% D	48 4%	84 8% ACDFG
NET: A great deal/ A fair amount	632 60% CDEH	608 57% CDEH	519 49% DE	472 44%	440 41%	597 56% CDEH	602 57% CDEH	557 52% CDE
NET: Not very much/ Not at all	369 35%	373 35%	491 46% ABFGH	551 52% ABCFGH	545 51% ABCFGH	401 38%	413 39% AB	421 40% AB
Mean	2.79 BCDEFGH	2.68 CDEH	2.53 DE	2.34	2.33	2.64 CDE	2.66 CDEH	2.60 CDE

cordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

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ColumnMeans (5%): A/B/C/D/E/F/G/H Minimum Base: 30(**) Small Base: 100(*)

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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 NHS money is being wasted

All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	288 27%	146 32% C	141 24%	87 23%	92 26%	110 33% D	167 26%	121 29%	185 26%	103 29%	104 28%	184 27%	33 22%	74 28%	68 25%	88 31%	86 31%	87 27%	72 26%	43 24%
A fair amount (3)	344 32%	156 34%	186 32%	136 36%	115 32%	94 28%	219 34%	125 30%	241 34%	103 29%	123 33%	221 32%	40 27%	87 33%	102 37% M	95 33%	91 32%	105 33%	91 33%	57 32%
Not very much (2)	237 22%	99 21%	136 23%	93 24%	82 23%	62 19%	147 23%	90 22%	150 21%	86 24%	88 23%	148 22%	37 25%	57 21%	60 22%	68 23%	54 19%	74 23%	65 23%	44 24%
Not at all (1)	133 12%	45 10%	85 14% B	44 11%	46 13%	43 13%	83 13%	49 12%	89 13%	44 12%	43 12%	89 13%	26 17% P	33 12%	34 12%	29 10%	34 12%	39 12%	37 13%	23 13%
Don't know	60 6%	18 4%	39 7%	21 5%	19 5%	21 6%	32 5%	28 7%	37 5%	23 7%	18 5%	42 6%	14 9% P	18 7%	12 4%	9 3%	16 6%	17 5%	13 5%	14 8%
NET: A great deal/ A fair amount	632 60%	302 65% C	327 56%	223 59%	206 58%	203 62%	387 60%	246 60%	426 61%	206 57%	227 60%	405 59%	73 49%	162 60% M	170 61% M	183 63% M	177 63%	192 60%	163 59%	100 55%
NET: Not very much/ Not at all	369 35%	144 31%	221 38% B	136 36%	127 36%	105 32%	230 35%	139 34%	239 34%	130 36%	132 35%	237 35%	63 42%	89 33%	94 34%	97 34%	88 31%	113 35%	102 37%	67 37%
Mean	2.79	2.90 C	2.70	2.74	2.76	2.87	2.76	2.82	2.79	2.79	2.80	2.78	2.59	2.81	2.77	2.87 M	2.87	2.79	2.75	2.72

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R,S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

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PUBLIC
Administrative NHS Polling
UK Adults 16-75

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
All who have experienced an issue when using NHS service P12M

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	288 27%	51 27%	100 30%	58 25%	79 25%	242 28%	44 24%	52 36% I	75 25%	22 24% *	50 37% I	14 23% *	93 27%	114 35% M
A fair amount (3)	344 32%	58 31%	101 30%	80 35%	105 33%	288 33%	55 29%	54 37%	91 30%	38 41% *	45 34%	18 29% *	114 33%	108 33%
Not very much (2)	237 22%	33 18%	72 22%	47 21%	86 27% B	182 21%	51 27%	22 15%	76 26% H	22 24% *	22 16%	17 27% H*	73 21%	57 18%
Not at all (1)	133 12%	30 16%	43 13%	26 11%	34 11%	109 13%	23 13%	15 10%	42 14%	9 10% *	15 11%	8 14% *	47 14%	35 11%
Don't know	60 6%	15 8%	16 5%	17 8%	12 4%	47 5%	14 7%	3 2%	13 4%	1 1% *	1 1%	5 8% K*	15 5%	9 3%
NET: A great deal/ A fair amount	632 60%	109 58%	201 60%	137 61%	185 58%	530 61%	99 53%	105 73% IL	166 56%	60 65% *	95 71% IL	32 52% *	207 60%	222 69% M
NET: Not very much/ Not at all	369 35%	63 34%	115 35%	72 32%	119 38%	292 34%	74 40%	36 25%	119 40% HK	31 34% *	37 28%	25 41% H*	120 35%	92 29%
Mean	2.79	2.76	2.81	2.81	2.76	2.81	2.69	3.00 IL	2.70	2.80 *	2.98 I	2.66 *	2.77	2.95 M

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
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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 NHS money is being wasted

All who have experienced an issue when using NHS service P12M

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	288 27%	73 27%	207 28%	131 28%	62 28%	69 29%	144 27%	129 24%	122 31% H	31 33% *	283 27%	5 40% **	91 31%	146 28%	157 28%	113 26%	229 30% KP	58 31%	72 32%	97 29%	39 24%	72 28%	- - **	21 32% *	19 34% *	29 27% *	16 24% *	58 31%	11 26% *	26 37% *	33 29% *	10 23% *	-	288 27% i	37 13%	94 25% i	103 37% hijmn	54 44% hijmn	271 27% i	62 29% i	38 19%	61 26%	59 28%	72 31% o	58 31% o
A fair amount (3)	344 32%	89 33%	241 32%	143 31%	79 35%	64 27%	186 34%	179 33%	135 34%	24 26% *	340 32% Q	4 28% **	89 30%	168 32% Q	182 33% Q	153 35% Q	214 28%	58 31%	70 31%	100 30%	52 32%	86 33%	2 40% **	22 33% *	19 33% *	42 40% b*	30 45% b*	60 32%	16 37% *	22 31% *	36 32% *	18 39% *	-	344 32%	97 34%	113 31%	98 35%	36 29%	323 32%	72 33%	61 31%	79 33%	66 31%	80 34%	58 32%
Not very much (2)	237 22%	56 21%	166 22%	107 23%	52 23%	55 23%	117 22%	127 24%	88 22%	18 19% *	235 22%	2 15% **	57 19%	126 24%	119 22%	97 22%	181 24% M	39 21%	45 20%	83 25% M	36 22%	52 20% Z	2 43% **	12 18% *	15 26% Za*	14 14% *	8 12% *	35 19%	9 21% *	15 21% *	24 22% Z*	11 25% *	-	237 22% k	67 23%	95 26% k	49 17%	26 21%	225 23% k	44 20%	58 29% pr	46 20%	46 22%	47 20%	40 22%
Not at all (1)	133 12%	35 13%	91 12%	59 13%	24 11%	36 15%	66 12%	79 15%	42 11%	9 9% *	132 13%	1 6% **	45 15% N	58 11%	64 12%	51 12%	94 12%	26 14%	28 13%	37 11%	22 13%	35 13% Y	- - **	11 16% Y*	2 4% *	13 13% Y*	8 12% *	24 13% Y	6 15% Y*	8 11% *	13 11% *	4 10% *	-	133 12% kl	68 24% hjklmn	42 11% l	21 7% l	1 1%	121 12% kl	28 13% kl	28 14%	38 16%	22 10%	22 10%	22 12%
Don't know	60 6%	14 5%	40 5%	21 5%	7 3%	15 6%	29 5%	27 5%	13 3%	12 13% HI*	59 6% Q	1 10% **	15 5%	31 6%	29 5%	19 4%	35 5%	8 4%	11 5%	17 5%	14 8% PQ	13 5% d	1 17% **	1 1% *	2 3% *	6 6% d*	5 7% d*	9 5%	- - *	1 1% *	6 5% *	2 4% *	-	60 6%	19 7%	25 7%	9 3%	6 5%	55 6%	11 5%	11 6%	12 5%	19 9% s	12 5%	6 3%
NET: A great deal/ A fair amount	632 60%	162 61%	448 60%	274 59%	141 63%	133 56%	330 61%	308 57%	257 64% H	55 59% *	622 59%	9 69% **	180 61%	314 59%	339 61%	265 61%	443 59%	117 61%	142 63%	197 59%	91 56%	158 61%	2 40% **	43 65% *	39 67% *	70 67% *	46 68% *	119 63%	27 64% *	48 67% *	69 62% *	28 62% *	-	632 60% i	134 46%	207 56% i	202 72% hijmn	90 73% hijmn	594 60% i	134 62% i	99 50%	140 59%	126 59%	152 65% o	116 63% o
NET: Not very much/ Not at all	369 35%	91 34%	257 35%	167 36%	76 34%	90 38%	184 34%	206 38%	130 33%	26 28% *	366 35%	3 22% **	102 34%	184 35%	183 33%	148 34%	275 37% O	65 34%	74 33%	120 36%	58 36%	87 34% Z	2 43% **	23 34% *	17 30% *	27 26% *	16 25% *	60 32%	15 36% *	23 32% *	37 33% *	16 34% *	-	369 35% kl	135 47% hjklmn	137 37% kl	70 25%	27 22%	346 35% kl	72 33% kl	86 44% qr	85 36%	68 32%	69 30%	61 34%
Mean	2.79	2.79	2.80	2.78	2.82	2.74	2.79	2.70	2.87 H	2.95 *	2.78	3.14 **	2.80	2.81	2.83	2.79	2.81	2.82	2.86	2.81	2.73	2.80	2.49 **	2.82 *	3.00 *	2.88 *	2.86 *	2.86	2.75 *	2.94 *	2.84 *	2.78 *	-	2.79 i	2.38	2.75 i	3.05 hijmn	3.22 hijmn*	2.79 i	2.82 i	2.58	2.73	2.84 o	2.91 o	2.86 o

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

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All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	200 19%	98 21%	100 17%	78 21%	61 17%	61 19%	122 19%	78 19%	136 19%	65 18%	68 18%	133 19%	22 14%	46 17%	50 18%	70 24% M	59 21%	56 18%	50 18%	35 19%
A fair amount (3)	408 38%	189 41%	214 37%	155 41%	136 39%	116 35%	267 41% H	141 34%	273 39%	134 37%	153 41%	254 37%	57 38%	97 36%	119 43%	112 39%	111 40%	130 40%	101 36%	65 36%
Not very much (2)	234 22%	103 22%	129 22%	85 22%	76 22%	73 22%	136 21%	97 24%	147 21%	87 24%	82 22%	152 22%	31 21%	67 25%	61 22%	57 20%	48 17%	71 22%	73 26% Q	41 22%
Not at all (1)	140 13%	51 11%	86 15%	35 9%	50 14% D	55 17% D	86 13%	54 13%	96 14%	43 12%	49 13%	91 13%	22 14%	36 14%	33 12%	37 13%	40 14%	40 12%	35 13%	25 14%
Don't know	81 8%	21 5%	57 10% B	27 7%	29 8%	25 7%	38 6%	43 10% G	50 7%	31 8%	25 7%	55 8%	18 12% OP	22 8%	13 5%	13 4%	22 8%	25 8%	19 7%	15 8%
NET: A great deal/ A fair amount	608 57%	287 62% C	314 54%	233 61%	197 56%	178 54%	389 60%	219 53%	409 58%	199 55%	221 59%	387 56%	79 53%	143 53%	169 61%	182 63% MN	170 61%	186 58%	150 54%	100 55%
NET: Not very much/ Not at all	373 35%	154 33%	215 37%	120 32%	126 36%	127 39%	223 34%	151 37%	243 35%	130 36%	131 35%	243 35%	53 35%	103 38%	94 34%	94 33%	88 31%	111 34%	108 39%	66 36%
Mean	2.68	2.76 C	2.62	2.78 F	2.64	2.60	2.69	2.66	2.69	2.67	2.68	2.68	2.60	2.62	2.71	2.78	2.73	2.68	2.64	2.66

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		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	200 19%	33 18%	62 19%	37 16%	69 22%	163 19%	36 19%	33 23%	56 19%	14 15% *	30 22%	10 17% *	58 17%	67 21%
A fair amount (3)	408 38%	69 37%	121 36%	97 43%	121 38%	330 38%	74 40%	60 42%	116 39%	40 43% *	52 39%	24 39% *	135 40%	126 39%
Not very much (2)	234 22%	37 20%	81 24%	45 20%	71 23%	193 22%	39 21%	31 21%	62 21%	21 23% *	29 22%	15 24% *	70 21%	77 24%
Not at all (1)	140 13%	23 12%	54 16%	23 10%	39 12%	119 14%	20 11%	18 13%	43 14%	13 14% *	16 12%	8 13% *	53 16%	38 12%
Don't know	81 8%	25 13% CE	15 4%	25 11% CE	16 5%	64 7%	17 9%	2 2%	21 7% H	4 4% *	6 5%	4 7% *	25 7%	15 5%
NET: A great deal/ A fair amount	608 57%	102 55%	183 55%	133 59%	189 60%	493 57%	110 59%	93 64%	172 58%	54 58% *	82 62%	35 56% *	194 57%	193 60%
NET: Not very much/ Not at all	373 35%	60 32%	135 41% D	68 30%	111 35%	312 36%	59 32%	49 34%	105 35%	35 37% *	45 34%	23 37% *	124 36%	115 36%
Mean	2.68	2.69	2.60	2.73	2.73	2.67	2.74	2.76	2.67	2.61 *	2.75 *	2.65 *	2.62	2.72

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		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	200 19%	54 20%	137 18%	94 20%	49 22%	46 19%	97 18%	94 17%	80 20%	23 25% *	197 19%	3 23% **	72 24% KNOT	96 18%	99 18%	82 19%	151 20% T	38 20%	42 19%	53 16%	33 21%	54 21%	- - **	16 23% *	18 30% Z*	18 17% *	12 18% *	38 20%	12 27% *	20 28% Z*	22 19% *	12 27% *	-	200 19% ij	23 8%	55 15% i	75 27% hijm	47 38% hijkmn	193 19% ij	46 21% i	30 15%	46 19%	37 17%	44 19%	43 24%
A fair amount (3)	408 38%	97 36%	290 39%	168 36%	82 37%	86 36%	219 40%	217 40%	150 37%	32 35% *	402 38%	6 43% **	118 40%	204 38%	213 39%	152 35%	275 36%	74 39%	87 38%	125 38%	59 36%	95 37%	2 40% **	33 50% Vu*	21 36% *	49 47% Vb*	27 41% *	72 38%	17 39% *	29 40% *	41 37% *	17 37% *	-	408 38% i	87 30%	153 41% i	123 44% hi	45 36%	386 39% i	80 37%	81 41%	81 34%	77 36%	99 42%	70 38%
Not very much (2)	234 22%	61 23%	162 22%	106 23%	52 23%	53 22%	115 21%	120 22%	90 22%	18 19% *	231 22%	2 11% **	57 19%	120 23%	119 22%	102 24%	166 22%	49 26% M	52 23%	92 27% KMNOQ	36 22%	56 22% X	2 43% **	7 11% *	11 20% *	20 19% *	14 21% *	39 21% X	6 14% *	11 15% *	28 25% X*	10 22% *	-	234 22%	79 28% hklm	85 23%	52 18%	18 15%	216 22%	48 22%	41 21%	52 22%	50 24%	50 22%	40 22%
Not at all (1)	140 13%	32 12%	106 14%	60 13%	27 12%	33 14%	76 14%	83 15%	46 11%	8 8% *	138 13%	2 13% **	36 12%	62 12%	81 15% N	57 13%	106 14%	20 10%	30 13%	40 12%	20 12%	32 12%	- - **	7 11% *	5 8% *	11 11% *	7 11% *	23 12%	5 12% *	8 11% *	14 12% *	2 4% *	-	140 13% kl	72 25% hjkimn	43 12% k	16 6%	8 7%	129 13% kl	26 12% k	30 15%	39 17% s	29 13%	24 10%	17 9%
Don't know	81 8%	22 8%	51 7%	34 7%	13 6%	21 9%	36 7%	26 5%	35 9% H	13 14% H*	79 8% M	1 10% **	14 5%	47 9% M	39 7%	39 9% M	57 8%	10 5%	15 7%	23 7%	14 9%	21 8%	1 17% **	3 5% *	3 6% *	7 7% *	6 10% *	16 9%	3 8% *	4 6% *	8 7% *	5 10% *	-	81 8% m	26 9%	33 9%	16 6%	6 5%	71 7%	17 8%	14 7%	18 8%	20 10%	16 7%	12 7%
NET: A great deal/ A fair amount	608 57%	151 57%	426 57%	262 57%	131 59%	132 55%	316 58%	311 58%	230 57%	55 59% *	599 57%	9 66% **	190 64% KNOPQST	300 57%	312 57%	234 54%	426 56%	112 59%	129 57%	178 53%	92 57%	149 58%	2 40% **	49 73% Vbe*	38 66% *	66 64% *	39 58% *	110 58%	28 66% *	48 68% *	63 56% *	29 64% *	-	608 57% i	110 38%	208 56% i	198 70% hijmn	91 74% hijmn	579 58% hi	125 58% i	111 57%	128 54%	113 53%	142 61%	113 62%
NET: Not very much/ Not at all	373 35%	93 35%	268 36%	165 36%	79 36%	86 36%	191 35%	203 38%	136 34%	25 27% *	369 35%	3 24% **	93 31%	182 34%	200 36%	160 37%	271 36%	69 36%	82 36%	132 40% M	56 35%	88 34% X	2 43% **	14 22% *	16 28% *	31 29% *	21 32% *	62 33% X	11 26% *	19 26% *	42 37% X*	12 26% *	-	373 35% kl	152 53% hjkimn	128 35% kl	68 24%	26 21%	345 35% kl	74 34% kl	71 36%	91 38%	79 37%	74 32%	58 31%
Mean	2.68	2.71	2.66	2.70	2.73	2.67	2.67	2.63	2.72	2.88 *	2.68	2.85 **	2.80 KOPQT	2.69	2.64	2.66	2.68	2.72	2.67	2.61	2.71	2.72	2.49 **	2.90 *	2.94 *	2.75 *	2.72 *	2.73	2.88 *	2.89 *	2.68 *	2.97 *	-	2.68 i	2.23	2.65 i	2.97 hijmn	3.11 hijmn*	2.70 i	2.72 i	2.61	2.62	2.63	2.75	2.82

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	171 16%	76 16%	95 16%	63 17%	63 18%	46 14%	96 15%	75 18%	114 16%	58 16%	71 19%	101 15%	24 16%	37 14%	44 16%	56 19%	45 16%	62 19%	38 14%	26 15%
A fair amount (3)	348 33%	149 32%	194 33%	141 37% F	122 35% F	85 26%	214 33%	133 32%	246 35% J	102 28%	122 33%	225 33%	44 29%	92 34%	100 36%	93 32%	85 30%	101 31%	98 35%	64 35%
Not very much (2)	337 32%	146 32%	185 31%	118 31%	108 31%	111 34%	208 32%	129 31%	210 30%	127 35%	116 31%	221 32%	46 31%	86 32%	84 30%	90 31%	97 34%	95 30%	93 33%	53 29%
Not at all (1)	154 15%	72 16%	82 14%	37 10%	44 13%	73 22% DE	102 16%	52 13%	101 14%	54 15%	56 15%	98 14%	24 16%	38 14%	36 13%	43 15%	41 15%	47 15%	43 15%	24 13%
Don't know	51 5%	19 4%	31 5%	20 5%	16 5%	15 5%	28 4%	23 6%	31 4%	20 6%	11 3%	40 6% K	12 8% P	15 5%	13 5%	8 3%	14 5%	17 5%	6 2%	14 8% S
NET: A great deal/ A fair amount	519 49%	226 49%	289 49%	204 54% F	184 52% F	130 40%	311 48%	209 51%	359 51%	160 44%	193 51%	326 48%	68 45%	130 48%	143 52%	148 51%	130 46%	163 51%	136 49%	91 50%
NET: Not very much/ Not at all	491 46%	219 47%	267 45%	155 41%	152 43%	184 56% DE	311 48%	181 44%	311 44%	180 50%	172 46%	319 47%	70 47%	125 46%	120 43%	133 46%	137 49%	142 44%	136 49%	76 42%
Mean	2.53	2.52	2.54	2.64 F	2.60 F	2.33	2.49	2.60	2.56	2.48	2.57	2.51	2.49	2.51	2.57	2.57	2.50	2.58	2.48	2.56

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All who have experienced an issue when using NHS service P12M

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	171 16%	23 12%	53 16%	36 16%	59 19%	136 16%	33 18%	22 15%	47 16%	12 13% *	23 17%	8 12% *	52 15%	55 17%
A fair amount (3)	348 33%	69 37% C	81 24%	91 40% C	107 34% C	277 32%	70 37%	50 35%	99 33%	32 35% *	48 36%	23 37% *	106 31%	108 33%
Not very much (2)	337 32%	55 30%	120 36% D	60 26%	102 32%	277 32%	56 30%	39 27%	97 33%	33 36% *	40 30%	16 26% *	110 32%	103 32%
Not at all (1)	154 15%	27 15%	66 20% DE	28 12%	33 10%	141 16% G	13 7%	26 18%	44 15%	13 14% *	19 14%	11 18% *	59 17%	51 16%
Don't know	51 5%	13 7%	12 4%	12 5%	15 5%	38 4%	14 7%	7 5%	11 4%	2 2% *	3 2%	4 6% *	16 5%	7 2%
NET: A great deal/ A fair amount	519 49%	92 49%	134 40%	127 56% C	166 52% C	412 47%	103 55%	73 50%	146 49%	44 48% *	72 54%	31 50% *	158 46%	162 50%
NET: Not very much/ Not at all	491 46%	83 44%	186 56% BDE	88 39%	135 43%	418 48% G	70 37%	65 45%	141 47%	46 50% *	59 44%	27 45% *	169 49%	154 48%
Mean	2.53	2.51	2.38	2.63 C	2.64 C	2.49	2.71 F	2.50	2.52	2.48 *	2.58	2.46 *	2.46	2.53

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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
All who have experienced an issue when using NHS service P12M

		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	171 16%	60 22% C	103 14%	66 14%	28 12%	38 16%	97 18%	69 13%	74 19% H	22 24% H*	167 16% T	4 30% **	55 19% PT	76 14%	80 14%	59 14%	121 16% T	31 16%	41 18% T	38 11%	25 15%	60 23%	- - **	17 25% *	19 32% b*	24 23% *	15 23% *	40 21%	10 23% *	19 27% *	27 24% *	15 32% *	-	171 16% ij	15 5%	39 11% i	65 23% hijm	52 42% hijkmn	159 16% ij	54 25% hijm	36 18%	36 15%	31 15%	35 15%	34 19%
A fair amount (3)	348 33%	82 31%	247 33%	158 34%	81 36%	77 33%	168 31%	182 34%	128 32%	32 34% *	344 33%	4 29% **	99 33%	161 31%	169 31%	135 31%	237 31%	58 31%	81 36%	99 30%	63 39% NOT	81 31%	1 28% **	20 30% *	20 35% *	33 31% *	20 30% *	61 32%	14 32% *	24 34% *	30 27% *	18 40% *	-	348 33% i	68 24%	113 31%	128 45% hijkmn	39 32%	332 33% i	66 30%	55 28%	84 36%	74 35%	79 34%	56 31%
Not very much (2)	337 32%	72 27%	255 34% B	150 32%	73 33%	77 32%	171 31%	179 33%	126 31%	25 27% *	332 32%	4 32% **	87 29%	177 33% U	187 34% U	151 35% SU	249 33% U	61 32%	63 28%	120 36% MSU	41 25%	70 27%	- - **	19 28% *	13 22% *	25 25% *	17 25% *	53 28%	9 21% *	14 20% *	34 30% *	9 21% *	-	337 32% kl	107 37% hklmn	147 40% hklmn	55 19%	28 23%	312 31% kl	61 28% k	63 32%	73 31%	78 37%	70 30%	53 29%
Not at all (1)	154 15%	42 16%	109 15%	67 15%	32 14%	35 15%	81 15%	91 17% J	54 14%	7 7% *	154 15%	- - **	47 16%	84 16%	95 17% K	69 16%	119 16%	30 16%	36 16%	63 19% K	24 15%	38 15% f	3 55% **	10 15% f*	5 8% *	18 18% f*	13 20% Yf*	30 16% f	6 15% f*	10 14% f*	18 16% f*	1 2% *	-	154 15% kl	88 30% hjklmn	47 13% kl	18 6% l	1 1%	144 15% kl	29 13% kl	27 14%	40 17% q	20 10%	40 17% q	26 14%
Don't know	51 5%	11 4%	31 4%	20 4%	9 4%	11 5%	26 5%	19 4%	18 5%	7 8% *	50 5% Q	1 10% **	9 3%	30 6% MOQS	20 4%	17 4%	28 4%	11 6%	6 2%	13 4%	10 6%	10 4%	1 17% **	2 2% *	2 3% *	4 3% *	1 2% *	5 3%	4 9% be*	4 6% *	3 2% *	2 5% *	-	51 5%	11 4%	23 6%	15 5%	2 2%	47 5%	8 4%	15 7% p	4 2%	10 5%	9 4%	14 8% p
NET: A great deal/ A fair amount	519 49%	141 53%	350 47%	224 49%	109 49%	115 48%	265 49%	251 46%	202 51%	55 59% *	511 49% NOT	8 59% **	154 52% NOPT	237 45%	248 45%	194 45%	358 48% T	89 47%	121 54% NOPT	137 41%	88 54% NOPT	140 54%	1 28% **	36 55% *	39 67% Vbe*	57 54% *	35 53% *	101 54%	23 55% *	43 61% *	58 51% *	33 73% VkZabe*	-	519 49% ij	83 29%	152 41% i	193 69% hijmn	91 74% hijmn	491 49% ij	120 55% ij	91 46%	120 51%	104 49%	114 49%	90 49%
NET: Not very much/ Not at all	491 46%	114 43%	364 49%	217 47%	105 47%	112 47%	251 46%	270 50% J	180 45%	32 34% *	486 46%	4 32% **	134 45%	261 49% U	282 51% KMSU	220 51% KU	368 49% KU	90 48%	100 44%	184 55% KMNQSU	64 40%	108 42% Yf	3 55% **	29 43% f*	18 30% *	44 42% f*	30 45% f*	83 44% Yf	15 36% *	24 34% *	52 46% Ydf*	10 23% *	-	491 46% kl	195 68% hjklmn	194 53% hklmn	73 26%	30 24%	457 46% kl	90 41% kl	91 46%	113 48%	98 46%	110 47%	79 43%
Mean	2.53	2.62	2.48	2.50	2.49	2.52	2.55	2.44	2.58 H	2.81 H*	2.53 NOPT	2.98 **	2.56 OT	2.46 T	2.44	2.45	2.50 T	2.50 T	2.57 T	2.35	2.59 T	2.65	1.69 **	2.66 *	2.93 VZabe*	2.62 *	2.56 *	2.60	2.69 *	2.78 *	2.61 *	3.07 VXZabe*	-	2.53 ij	2.04	2.42 i	2.90 hijmn	3.17 hijkmn*	2.53 ij	2.69 hijm	2.54	2.50	2.57	2.49	2.58

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All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	166 16%	67 15%	99 17%	76 20% F	60 17% F	31 9%	90 14%	77 19%	112 16%	54 15%	50 13%	117 17%	13 8%	48 18% M	43 16%	53 18% M	47 17%	57 18%	33 12%	29 16%
A fair amount (3)	305 29%	131 28%	168 29%	146 38% EF	101 29% F	59 18%	188 29%	117 29%	224 32% J	82 23%	115 30%	191 28%	43 29%	72 27%	81 29%	86 30%	71 25%	96 30%	76 27%	62 34%
Not very much (2)	262 25%	125 27%	135 23%	97 25%	87 25%	78 24%	164 25%	98 24%	174 25%	88 25%	96 26%	165 24%	40 27%	53 20%	66 24%	79 27% N	70 25%	71 22%	83 30% R	38 21%
Not at all (1)	289 27%	131 28%	155 26%	48 13%	93 26% D	147 45% DE	192 30%	97 24%	172 24%	117 33% I	106 28%	183 27%	41 27%	88 33% P	76 27%	69 24%	86 31% T	87 27%	78 28%	39 21%
Don't know	39 4%	9 2%	30 5% B	14 4%	11 3%	14 4%	16 3%	23 6% G	21 3%	19 5%	11 3%	29 4%	14 9% NOP	9 3% P	10 4% P	2 1%	8 3%	11 3%	8 3%	12 7%
NET: A great deal/ A fair amount	472 44%	198 43%	267 46%	221 58% EF	160 45% F	90 27%	277 43%	194 47%	336 48% J	136 38%	164 44%	308 45%	56 37%	119 44%	124 45%	139 48% M	118 42%	153 48%	109 39%	92 51% S
NET: Not very much/ Not at all	551 52%	256 55%	290 49%	145 38%	181 51% D	225 68% DE	356 55% H	195 47%	346 49%	205 57% I	202 54%	349 51%	81 54%	140 52%	142 51%	148 51%	156 55% T	158 49%	160 58% RT	77 43%
Mean	2.34	2.30	2.38	2.68 EF	2.37 F	1.92	2.28	2.45 G	2.41 J	2.21	2.29	2.37	2.20	2.31	2.34	2.43	2.29	2.40	2.24	2.49 S

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All who have experienced an issue when using NHS service P12M

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	166 16%	21 11%	41 12%	39 17%	66 21% BC	131 15%	36 19%	18 13%	47 16%	8 9% *	22 17%	10 16% *	46 13%	49 15%
A fair amount (3)	305 29%	54 29%	80 24%	71 31%	100 32%	227 26%	74 40% F	44 31%	80 27%	32 34% *	36 27%	19 30% *	100 29%	84 26%
Not very much (2)	262 25%	44 24%	87 26%	59 26%	72 23%	214 25%	45 24%	35 24%	76 26%	20 22% *	35 26%	13 21% *	85 25%	78 24%
Not at all (1)	289 27%	55 30%	115 35% DE	49 22%	70 22%	265 30% G	24 13%	44 30%	89 30%	32 35% *	38 28%	19 31% *	105 31%	106 33%
Don't know	39 4%	13 7% CE	9 3%	8 4%	9 3%	32 4%	8 4%	3 2%	7 2%	- - *	2 2%	2 2% *	7 2%	6 2%
NET: A great deal/ A fair amount	472 44%	75 40%	121 37%	110 49% C	166 52% BC	358 41%	110 59% F	63 43%	126 42%	40 43% *	58 44%	28 46% *	146 43%	133 41%
NET: Not very much/ Not at all	551 52%	99 53%	202 61% DE	108 48%	141 45%	479 55% G	69 37%	79 54%	165 55%	52 57% *	72 54%	32 52% *	190 55%	184 57%
Mean	2.34	2.23	2.15	2.46 BC	2.53 BC	2.27	2.68 F	2.26	2.29	2.18 *	2.33	2.31 *	2.26	2.24

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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All who have experienced an issue when using NHS service P12M

		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	166 16%	46 17%	108 14%	65 14%	27 12%	38 16%	87 16%	68 13%	66 16%	24 26% H*	165 16%	1 10% **	64 22% KNOPQRT	87 16%	79 14%	66 15%	117 16%	29 15%	44 20% OT	46 14%	34 21% OT	44 17%	2 40% **	12 18% *	14 25% Za*	12 12% *	7 10% *	30 16%	11 26% Za*	13 18% *	20 18% *	11 23% *	-	166 16% ij	24 8%	41 11%	62 22% hijm	39 32% hijmn	161 16% ij	37 17% ij	34 17%	40 17%	31 14%	38 16%	24 13%
A fair amount (3)	305 29%	75 28%	216 29%	144 31%	73 33%	71 30%	152 28%	147 27%	123 31%	28 30% *	302 29% NOPQT	2 16% **	98 33% NOPQT	132 25%	143 26%	102 24%	201 27%	55 29%	69 30% P	81 24%	59 37% KNOPQT	75 29% be	- - **	22 33% e*	16 29% *	23 22% *	19 29% *	44 24%	11 26% *	25 35% Zbe*	20 18% *	17 37% Zbe*	-	305 29% ij	49 17%	91 25% i	112 40% hijmn	53 43% hijmn	294 30% ij	65 30% i	62 31%	69 29%	64 30%	59 26%	51 28%
Not very much (2)	262 25%	54 20%	195 26%	110 24%	53 24%	57 24%	133 24%	140 26%	93 23%	24 25% *	258 25% M	4 30% **	59 20%	134 25% M	129 23%	103 24%	179 24%	43 23%	45 20%	85 26%	34 21%	52 20%	1 28% **	11 16% *	11 18% *	23 23% *	10 14% *	39 21%	11 26% *	11 16% *	27 24% *	8 18% *	-	262 25% k	76 26%	110 30% hkimn	55 20%	21 17%	246 25% k	44 20%	48 25%	59 25%	52 24%	60 26%	42 23%
Not at all (1)	289 27%	83 31%	201 27%	128 28%	64 29%	63 27%	153 28%	174 32% u	102 25% J	10 10% *	283 27% U	6 44% **	67 23% U	152 29% MU	180 33% KMNU	143 33% KMNU	231 31% KMU	54 28% U	61 27% U	116 35% KMNSU	25 15%	81 32% f	1 14% **	20 31% f*	14 24% *	42 40% VYcf*	30 46% VYcdf*	68 36% VYcf	8 20% *	21 30% f*	43 38% Ycf*	6 13% *	-	289 27% klm	123 43% hjklmn	113 30% klm	44 16% l	9 7%	257 26% kl	67 31% kl	40 21%	61 26%	58 27%	68 29%	61 33% o
Don't know	39 4%	8 3%	25 3%	15 3%	7 3%	8 3%	18 3%	11 2%	18 4%	8 9% H*	39 4% T	- - **	8 3%	25 5% QT	21 4%	17 4%	25 3%	9 5%	8 4%	7 2%	10 6% T	7 3%	1 17% **	2 2% *	3 5% *	3 3% *	1 1% *	7 4%	1 3% *	1 1% *	3 2% *	4 9% Vde*	-	39 4% n	16 6% n	15 4%	7 2%	1 1%	37 4%	3 1%	12 6%	7 3%	9 4%	7 3%	5 2%
NET: A great deal/ A fair amount	472 44%	121 45%	324 44%	209 45%	100 45%	109 46%	239 44%	215 40%	189 47% H	52 56% H*	467 45% NOPQT	4 26% **	163 55% KNOPQRT	219 41%	222 40%	168 39%	318 42%	84 44%	113 50% NOPQT	126 38%	93 58% KNOPQRT	118 46% Zbe	2 40% **	34 51% Ze*	31 53% Zbe*	35 34% *	26 38% *	74 40%	22 52% Ze*	38 53% Zbe*	40 36% *	27 60% VZabe*	-	472 44% ij	73 25%	132 36% i	175 62% hijmn	92 75% hijkmn	455 46% hij	103 47% ij	95 49%	109 46%	94 44%	97 42%	75 41%
NET: Not very much/ Not at all	551 52%	137 51%	395 53%	238 52%	117 52%	121 51%	286 53%	314 58% u	194 49% J	33 36% *	541 52% MU	10 74% **	126 43%	285 54% MSU	309 56% KMSU	247 57% KMSU	410 54% KMSU	97 51% MU	106 47% U	201 60% KMNQRSU	59 36%	133 52% f	2 43% **	31 47% *	24 42% *	65 63% VXYcdf*	40 60% YI*	107 57% VYf	19 46% *	33 46% *	69 62% VXYcdf*	14 31% *	-	551 52% klm	199 69% hjklmn	222 60% hklmn	100 35% l	30 24%	503 51% kl	111 51% kl	89 45%	121 51%	109 51%	128 55%	104 57% o
Mean	2.34	2.33	2.32	2.33	2.29	2.36	2.33	2.20	2.40 H	2.78 H*	2.35 OPQT	1.93 **	2.55 KNOPQRT	2.31 T	2.23	2.22	2.28 T	2.33	2.44 OPQT	2.17	2.67 KNOPQRST	2.32 Zab	2.80 **	2.39 Za*	2.57 Zabe*	2.06 *	2.03 *	2.20	2.59 Zabe*	2.42 Za*	2.16 *	2.77 VXZabe*	-	2.34 ij	1.90	2.17 i	2.70 hijmn	3.01 hijkmn	2.37 hij	2.34 ij	2.48 s	2.38	2.33	2.30	2.21

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

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		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	154 14%	73 16%	81 14%	67 18% F	58 16% F	29 9%	80 12%	73 18% G	105 15%	48 13%	52 14%	102 15%	19 12%	38 14%	36 13%	50 17%	45 16%	49 15%	37 13%	23 13%
A fair amount (3)	287 27%	128 28%	156 27%	131 35% EF	95 27% F	61 18%	188 29%	99 24%	211 30% J	76 21%	108 29%	179 26%	43 29%	65 24%	74 27%	88 30%	64 23%	86 27%	81 29%	56 31%
Not very much (2)	272 26%	124 27%	143 24%	96 25%	101 29%	74 23%	169 26%	103 25%	182 26%	90 25%	115 30% L	157 23%	31 20%	70 26%	67 24%	82 29%	77 27%	85 26%	70 25%	40 22%
Not at all (1)	273 26%	109 24%	161 27%	59 16%	75 21%	139 42% DE	183 28% H	91 22%	157 22%	116 32% I	87 23%	187 27%	38 25%	67 25%	82 30% P	62 21%	77 27%	72 22%	79 29%	45 25%
Don't know	76 7%	29 6%	46 8%	27 7%	23 7%	26 8%	30 5%	47 11% G	47 7%	30 8%	16 4%	61 9% K	20 14% OP	29 11% P	16 6%	7 3%	19 7%	30 9% S	11 4%	17 9% S
NET: A great deal/ A fair amount	440 41%	201 43%	237 40%	198 52% EF	153 43% F	90 27%	268 41%	172 42%	316 45% J	124 34%	160 42%	280 41%	62 41%	104 39%	110 40%	138 48% N	108 39%	135 42%	118 42%	79 44%
NET: Not very much/ Not at all	545 51%	234 50%	305 52%	155 41%	177 50% D	213 65% DE	352 54% H	194 47%	339 48%	206 57% I	201 53%	344 50%	68 45%	136 51%	150 54%	144 50%	154 55%	157 49%	149 54%	85 47%
Mean	2.33	2.38	2.29	2.58 EF	2.41 F	1.93	2.27	2.42 G	2.40 J	2.17	2.35	2.31	2.33	2.31	2.25	2.45 O	2.29	2.38	2.28	2.35

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	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	154 14%	17 9%	35 10%	44 19% BC	58 18% BC	116 13%	37 20% F	13 9%	43 15%	13 14% *	25 19% H	5 8% *	52 15%	39 12%
A fair amount (3)	287 27%	57 31% C	68 20%	69 30% C	92 29% C	219 25%	64 34% F	46 32%	80 27%	24 26% *	48 36%	15 25% *	90 26%	91 28%
Not very much (2)	272 26%	43 23%	94 28%	49 22%	85 27%	223 26%	47 25%	40 28%	75 25%	18 20% *	28 21%	24 40% IJK*	78 23%	83 26%
Not at all (1)	273 26%	48 26%	115 35% DE	49 22%	62 20%	249 29% G	23 12%	36 25%	87 29%	35 38% KL*	26 20%	11 18% *	103 30%	88 27%
Don't know	76 7%	21 11% E	21 6%	15 7%	19 6%	61 7%	15 8%	10 7%	13 5%	3 3% *	6 4%	6 10% *	20 6%	22 7%
NET: A great deal/ A fair amount	440 41%	74 40%	103 31%	113 50% C	150 47% C	335 39%	101 54% F	59 41%	123 41%	37 40% *	73 55% HIJL	20 32% *	142 41%	130 40%
NET: Not very much/ Not at all	545 51%	92 49%	208 63% BDE	98 43%	147 47%	473 54% G	71 38%	76 52%	162 54% K	53 57% K*	54 41%	36 58% K*	180 53%	171 53%
Mean	2.33	2.26	2.07	2.51 BC	2.49 BC	2.25	2.67 F	2.26	2.28	2.16 *	2.57 HIJ	2.24 *	2.28	2.27

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		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	154 14%	44 16%	105 14%	64 14%	37 16%	28 12%	83 15%	62 11%	65 16% H	21 23% H*	151 14% OT	3 20% **	52 18% OQT	77 15% O	65 12%	62 14%	103 14%	29 15%	38 17% OT	37 11%	30 18% OT	44 17% b	- - **	11 17% *	14 24% Zab*	14 13% *	7 11% *	25 14%	10 24% *	13 19% *	22 20% b*	10 22% *	-	154 14% ij	22 8%	31 8%	57 20% hijm	43 35% hijkmn	147 15% ij	37 17% ij	24 12%	37 16%	29 14%	37 16%	27 15%
A fair amount (3)	287 27%	71 27%	200 27%	118 26%	56 25%	62 26%	154 28%	148 27%	106 26%	25 27% *	285 27% NPQT	2 12% **	86 29% NPT	125 24%	136 25%	90 21%	186 25% P	46 24%	61 27% P	73 22%	53 33% NOPQT	67 26%	3 69% **	20 31% *	16 28% *	29 28% *	17 25% *	50 27%	15 34% e*	21 30% *	22 20% *	15 33% *	-	287 27% i	63 22%	89 24%	86 31% i	49 40% hijmn	274 28% i	60 28%	56 29%	72 30%	53 25%	60 26%	46 25%
Not very much (2)	272 26%	58 22%	207 28%	109 24%	51 23%	58 24%	146 27%	142 26%	101 25%	21 23% *	269 26% U	2 16% **	70 23%	154 29% KMU	152 28% U	114 26% U	197 26% U	50 26% U	57 25%	99 30% MU	28 17%	58 22%	- - **	13 19% *	13 23% *	17 17% *	12 18% *	38 20%	5 12% *	13 18% *	21 19% *	8 17% *	-	272 26% l	73 25%	117 32% hklmn	62 22%	20 16%	255 26% l	49 23%	51 26%	49 21%	64 30% p	67 29%	41 22%
Not at all (1)	273 26%	75 28%	192 26%	135 29%	69 31%	67 28%	130 24%	158 29% J	102 26% J	10 10% *	269 26%	4 32% **	72 24%	144 27%	165 30% KM	138 32% KMNU	218 29% K	48 25%	61 27%	112 33% KMNRU	37 23%	73 28%	1 14% **	21 32% *	12 21% *	36 34% Ycf*	26 39% Ycf*	63 33% Ycf	8 18% *	18 26% *	39 34% Ycf*	9 19% *	-	273 26% klm	116 40% hjklmn	107 29% kl	44 16% l	7 5%	248 25% kl	58 27% kl	44 22%	62 26%	54 26%	59 25%	54 30%
Don't know	76 7%	18 7%	42 6%	35 8% E	11 5%	24 10% G	30 6%	30 6%	26 7%	16 17% HI*	74 7% T	3 19% **	17 6%	29 6%	34 6%	28 7%	49 7% T	17 9% ST	11 5%	14 4%	14 9% T	17 6%	1 17% **	1 2% *	2 3% *	8 8% *	5 7% *	12 6%	5 12% X*	5 8% *	8 7% *	4 9% X*	-	76 7%	15 5%	26 7%	32 11% hilmn	4 4%	71 7%	13 6%	20 10% r	17 7%	13 6%	11 5%	16 9%
NET: A great deal/ A fair amount	440 41%	115 43%	304 41%	183 40%	93 42%	90 38%	237 44%	210 39%	171 43%	46 50% *	436 42% NOPQT	4 32% **	138 47% NOPQT	202 38% T	201 36%	152 35%	289 38% T	75 40%	99 44% OPT	109 33%	83 51% KNOPQRT	111 43%	3 69% **	32 47% *	30 52% ab*	43 41% *	24 36% *	76 40%	25 58% V2abe*	35 48% *	45 40% *	25 54% *	-	440 41% ij	85 29%	120 32%	144 51% hijm	92 75% hijkmn	421 42% hij	97 45% ij	80 41%	109 46%	81 38%	96 41%	73 40%
NET: Not very much/ Not at all	545 51%	133 50%	399 54%	244 53%	119 53%	124 52%	276 51%	300 55% J	203 51% J	31 33% *	538 51% U	7 48% **	142 48%	297 56% KMU	316 57% KMU	251 58% KMU	415 55% KMU	98 51% U	117 52% U	210 63% KMNOQRSU	65 40%	131 51% cf	1 14% **	34 51% c*	26 44% *	53 51% c*	38 57% cf*	101 53% cf	13 30% *	31 44% *	59 53% cf*	16 36% *	-	545 51% kl	189 66% hklmn	224 61% hklmn	106 38% l	26 21%	503 51% kl	107 49% kl	95 49%	111 47%	118 56%	126 54%	95 52%
Mean	2.33	2.33	2.31	2.26	2.29	2.24	2.37	2.22	2.36	2.75 HI*	2.33 OPQT	2.25 **	2.42 NOPQT	2.27 T	2.19	2.19	2.25 T	2.33 T	2.35 OPT	2.11	2.51 KNOPQT	2.34 b	2.66 **	2.33 *	2.57 Zab*	2.22 *	2.09 *	2.22	2.74 V2abe*	2.45 a*	2.28 *	2.63 Zab*	-	2.33 ij	1.96	2.13	2.63 hijmn	3.09 hijkmn*	2.35 hij	2.37 ij	2.35	2.38	2.28	2.34	2.27

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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
All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	221 21%	94 20%	124 21%	84 22%	67 19%	70 21%	130 20%	91 22%	140 20%	81 23%	78 21%	143 21%	22 15%	63 24%	57 21%	61 21%	54 19%	73 23%	62 22%	33 18%
A fair amount (3)	376 35%	159 34%	213 36%	138 36%	127 36%	111 34%	236 36%	140 34%	256 36%	120 33%	143 38%	233 34%	58 39%	82 30%	103 37%	109 38%	94 34%	115 36%	93 34%	74 41%
Not very much (2)	224 21%	114 25% C	109 18%	89 24%	76 22%	59 18%	140 22%	84 20%	152 22%	72 20%	84 22%	140 20%	36 24%	58 21%	50 18%	64 22%	62 22%	62 19%	63 23%	37 20%
Not at all (1)	177 17%	76 16%	99 17%	49 13%	63 18%	64 20% D	106 16%	71 17%	117 17%	61 17%	56 15%	122 18%	23 15%	48 18%	50 18%	44 15%	52 18%	54 17%	43 16%	29 16%
Don't know	64 6%	20 4%	42 7%	19 5%	19 5%	26 8%	38 6%	26 6%	38 5%	26 7%	17 5%	47 7%	11 7%	18 7%	17 6%	11 4%	19 7%	19 6%	16 6%	9 5%
NET: A great deal/ A fair amount	597 56%	252 55%	337 57%	222 58%	194 55%	180 55%	366 56%	231 56%	395 56%	201 56%	221 59%	376 55%	80 53%	145 54%	160 58%	170 59%	148 53%	187 58%	155 56%	107 59%
NET: Not very much/ Not at all	401 38%	191 41%	207 35%	139 37%	139 39%	123 37%	246 38%	155 38%	269 38%	132 37%	139 37%	262 38%	59 39%	106 39%	100 36%	108 37%	114 41%	115 36%	106 38%	66 36%
Mean	2.64	2.61	2.67	2.71	2.59	2.61	2.64	2.65	2.63	2.67	2.68	2.62	2.57	2.64	2.64	2.68	2.57	2.68	2.66	2.64

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All who have experienced an issue when using NHS service P12M

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	221 21%	38 20%	68 20%	49 22%	66 21%	182 21%	38 20%	30 21%	59 20%	23 25% *	30 23%	13 21% *	74 22%	70 22%
A fair amount (3)	376 35%	64 34%	110 33%	87 38%	115 36%	300 35%	73 39%	55 38%	110 37%	35 38% *	51 38%	21 35% *	115 33%	123 38%
Not very much (2)	224 21%	41 22%	61 18%	50 22%	72 23%	181 21%	42 22%	28 19%	62 21%	20 22% *	30 22%	13 21% *	77 23%	61 19%
Not at all (1)	177 17%	28 15%	73 22% DE	28 12%	49 15%	154 18%	23 12%	24 16%	55 18%	11 12% *	16 12%	9 15% *	58 17%	53 16%
Don't know	64 6%	16 9%	21 6%	13 6%	14 4%	51 6%	12 6%	8 6%	12 4%	3 3% *	6 5%	5 8% *	19 6%	17 5%
NET: A great deal/ A fair amount	597 56%	102 54%	178 54%	136 60%	181 57%	482 55%	111 59%	85 58%	169 57%	58 63% *	81 61%	34 56% *	188 55%	192 60%
NET: Not very much/ Not at all	401 38%	69 37%	134 40%	77 34%	121 38%	335 39%	65 35%	52 36%	117 39%	31 34% *	46 34%	22 36% *	135 39%	114 35%
Mean	2.64	2.65	2.55	2.74	2.66	2.62	2.72	2.66	2.61	2.78 *	2.75 *	2.68 *	2.63	2.68

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All who have experienced an issue when using NHS service P12M

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	221 21%	66 25%	147 20%	101 22% E	39 17%	62 26% DE	106 19%	102 19%	84 21%	26 28% *	216 21%	4 32% **	70 24% N	96 18%	111 20%	83 19%	163 22% N	45 24%	53 24%	70 21%	40 25%	66 25%	- - **	22 33% *	19 32% *	27 26% *	19 28% *	48 26%	15 36% *	23 33% *	26 23% *	21 46% VZabe*	-	221 21% ij	17 6%	62 17% i	89 32% hijm	53 43% hijmn	208 21% ij	59 27% hijm	32 16%	54 23%	35 16%	59 25% oq	41 22%
A fair amount (3)	376 35%	92 35%	259 35%	158 34%	79 35%	79 33%	196 36%	186 34%	150 38%	32 34% *	370 35%	5 36% **	104 35%	199 38% O	181 33%	155 36%	262 35%	64 34%	89 39% O	121 36%	50 31%	92 36%	- - **	20 30% *	18 31% *	38 36% *	23 35% *	67 36%	11 25% *	22 31% *	44 40% *	13 28% *	-	376 35% i	82 28%	133 36%	124 44% hijmn	37 30%	349 35% i	79 36%	64 33%	90 38%	86 40% r	67 29%	68 37%
Not very much (2)	224 21%	57 21%	162 22%	97 21%	50 22%	47 20%	122 22%	122 23%	80 20%	18 19% *	222 21% S	2 11% **	51 17%	115 22% S	125 23% MS	87 20%	159 21%	33 18%	36 16%	63 19%	28 18%	54 21%	2 43% **	15 22% *	13 22% *	19 18% *	12 17% *	38 20%	11 25% *	14 20% *	24 22% *	6 14% *	-	224 21% k	69 24% k	87 24% k	44 16%	24 20%	213 21% k	45 21%	55 28% pqs	43 18%	36 17%	57 24%	33 18%
Not at all (1)	177 17%	41 15%	130 17%	81 18%	43 19%	38 16%	89 16%	97 18%	69 17%	11 12% *	174 17%	3 20% **	58 20%	86 16%	101 18%	85 20% K	128 17%	41 21%	39 17%	64 19%	33 20%	39 15%	2 40% **	8 12% *	6 11% *	16 16% *	11 17% *	29 16%	6 14% *	11 16% *	15 13% *	4 9% *	-	177 17% kl	94 33% hjklmn	59 16% kl	17 6%	7 6%	163 16% kl	31 14% kl	37 19%	40 17%	39 18%	38 16%	24 13%
Don't know	64 6%	11 4%	46 6%	25 5%	13 6%	12 5%	31 6%	34 6%	18 5%	7 8% *	64 6%	- - **	14 5%	33 6%	33 6%	21 5%	42 6%	6 3%	9 4%	16 5%	11 7%	7 3%	1 17% **	2 3% *	2 4% *	5 4% *	2 3% *	6 3%	- - *	1 1% *	2 2% *	1 2% *	-	64 6% kln	26 9% hklmn	29 8% kln	7 3%	1 1%	63 6% kln	3 1%	8 4%	9 4%	17 8%	12 5%	17 9% p
NET: A great deal/ A fair amount	597 56%	158 59%	406 55%	259 56%	117 53%	141 59%	301 55%	288 53%	234 58%	58 62% *	586 56% O	9 69% **	174 59%	295 56%	291 53%	238 55%	425 56% O	110 58%	142 63% KNOPQ	191 57%	90 56%	158 61%	- - **	42 62% *	37 64% *	65 62% *	42 63% *	115 61%	26 61% *	45 64% *	71 63% *	34 75% V*	-	597 56% i	99 34%	194 53% i	213 76% hijmn	90 73% hijmn	557 56% i	137 63% hijm	96 49%	144 61% o	121 57%	126 54%	109 59%
NET: Not very much/ Not at all	401 38%	98 37%	292 39%	178 38%	93 42%	85 36%	211 39%	219 41%	148 37%	29 31% *	397 38%	4 31% **	109 37%	201 38%	226 41% KS	172 40%	286 38%	74 39%	75 33%	127 38%	61 38%	93 36% f	4 83% **	23 34% *	19 33% *	35 34% *	23 35% *	67 36%	17 39% *	25 36% *	40 35% *	10 23% *	-	401 38% kl	163 57% hjklmn	146 39% kl	61 22%	32 26%	375 38% kl	76 35% kl	91 47% pqs	84 35%	75 35%	94 40%	57 31%
Mean	2.64	2.71	2.61	2.64	2.54	2.73	2.62	2.58	2.65	2.85 H*	2.64	2.81 **	2.66	2.61	2.58	2.58	2.65	2.62	2.72 Ó	2.62	2.65	2.73	1.51 **	2.86 *	2.89 *	2.76 *	2.75 *	2.73	2.82 *	2.81 *	2.74 *	3.15 VZabe*	-	2.64 i	2.08	2.58 i	3.04 hijmn	3.11 hijmn	2.65 i	2.77 hij	2.49	2.69	2.60	2.67	2.76 o

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All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	220 21%	94 20%	123 21%	89 23% F	80 23% F	51 15%	140 22%	80 20%	149 21%	71 20%	88 23%	132 19%	29 19%	53 20%	54 20%	66 23%	59 21%	72 22%	56 20%	34 19%
A fair amount (3)	381 36%	185 40% C	192 33%	160 42% EF	121 34%	100 30%	230 35%	152 37%	269 38% J	113 31%	136 36%	246 36%	49 33%	88 33%	106 38%	115 40%	101 36%	113 35%	98 35%	69 38%
Not very much (2)	265 25%	115 25%	148 25%	76 20%	90 26%	98 30% D	175 27%	90 22%	167 24%	98 27%	94 25%	170 25%	39 26%	68 25%	64 23%	77 27%	69 25%	76 24%	75 27%	44 24%
Not at all (1)	148 14%	60 13%	86 15%	38 10%	41 12%	69 21% DE	84 13%	64 16%	90 13%	58 16%	49 13%	99 14%	20 13%	48 18% P	40 14%	29 10%	42 15%	46 14%	37 13%	23 13%
Don't know	48 4%	8 2%	38 7% B	16 4%	20 6%	11 3%	21 3%	26 6% G	28 4%	20 5%	10 3%	38 6% K	14 9% P	12 4% P	12 5% P	3 1%	10 4%	15 5%	11 4%	11 6%
NET: A great deal/ A fair amount	602 57%	279 60% C	315 54%	249 66% EF	201 57% F	151 46%	370 57%	232 56%	418 60% J	184 51%	224 59%	378 55%	78 52%	140 52%	160 58%	181 62% MN	160 57%	185 58%	154 56%	102 57%
NET: Not very much/ Not at all	413 39%	175 38%	233 40%	114 30%	131 37%	167 51% DE	259 40%	154 37%	256 37%	156 43% I	143 38%	269 39%	59 39%	117 43%	104 38%	105 36%	111 40%	122 38%	112 40%	68 37%
Mean	2.66	2.69	2.64	2.83 F	2.72 F	2.42	2.68	2.64	2.71	2.58	2.72	2.63	2.64	2.56	2.66	2.76 N	2.65	2.69	2.65	2.66

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	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	220 21%	41 22%	51 15%	49 22%	79 25% C	176 20%	43 23%	24 17%	58 19%	15 16% *	32 24%	15 24% *	72 21%	63 19%
A fair amount (3)	381 36%	58 31%	110 33%	85 38%	128 41% B	303 35%	75 40%	59 40%	106 35%	29 32% *	51 39%	19 31% *	112 33%	123 38%
Not very much (2)	265 25%	45 24%	99 30% E	56 25%	64 20%	222 26%	40 22%	40 27%	82 28%	30 33% *	34 25%	15 25% *	97 28%	85 26%
Not at all (1)	148 14%	27 14%	64 19% DE	27 12%	30 9%	134 15% G	14 8%	19 13%	47 16%	16 17% *	15 11%	8 14% *	53 15%	47 14%
Don't know	48 4%	16 8% C	8 2%	9 4%	15 5%	33 4%	14 8% F	4 3%	6 2%	2 2% *	1 1%	4 7% K*	9 3%	6 2%
NET: A great deal/ A fair amount	602 57%	99 53%	161 48%	134 59% C	207 66% BC	479 55%	118 63%	83 57%	164 55%	44 48% *	83 62%	34 55% *	184 54%	186 58%
NET: Not very much/ Not at all	413 39%	72 39%	163 49% BDE	83 37%	93 30%	356 41% G	54 29%	58 40%	129 43%	46 50% *	49 37%	24 38% *	150 44%	131 41%
Mean	2.66	2.66 C	2.45	2.72 C	2.85 C	2.62	2.85 F	2.63	2.60	2.47 *	2.75	2.70 *	2.61	2.64

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
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Administrative NHS Polling
UK Adults 16-75

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
All who have experienced an issue when using NHS service P12M

		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						IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	220	71	138	93	44	49	114	84	99	30	217	3	79	107	114	71	165	43	54	64	36	69	2	24	19	24	15	50	10	22	35	19	-	220	25	59	82	54	210	58	35	53	41	49	43
	21%	27% C	18%	20%	20%	21%	21%	15%	25% H	32% H*	21% P	22% **	27% KNOPQT	20%	21% P	16%	22% P	23% P	24% P	19%	22%	27%	40% **	36% Z*	32% *	23% *	22% *	26%	22% *	22% *	30% *	32% *	VZab*	-	21% ij	9%	16% i	29% hijm	44% hijkmn	21% ij	27% hijm	18%	22%	19%	21%	23%
A fair amount (3)	381	93	273	168	85	83	191	191	156	31	377	5	117	187	188	160	251	75	83	112	57	93	-	24	24	41	23	66	22	24	32	15	-	381	83	125	127	46	361	81	72	80	86	86	58
	36%	35%	37%	36%	38%	35%	35%	35%	39%	33% *	36% Q	36% **	39% Q	35%	34%	37%	33%	40%	37%	34%	35%	36% e	- **	36% *	41% *	39% a*	35% *	35%	52% Vbde*	34% *	29% *	33% *	-	36% i	29%	34%	45% hijm	38%	36% i	37%	37%	34%	40%	37%	32%
Not very much (2)	265	58	196	117	54	63	138	158	87	13	260	4	53	138	137	112	193	39	51	97	32	52	3	10	8	23	12	40	4	12	27	7	-	265	84	117	52	12	243	43	48	54	49	61	53
	25%	22%	26%	25%	24%	26%	25%	29% U	22%	14% *	25% M	27% **	18%	26% M	25% M	26% M	26% M	20%	23%	29% MRU	20%	20%	60% **	15% *	14% *	22% *	18% *	21%	9% *	17% *	24% c*	16% *	-	25% kl	29% klmn	32% hklmn	18% l	9%	24% kl	20% l	24%	23%	23%	26%	29%
Not at all (1)	148	37	109	64	32	31	77	89	49	8	146	2	37	73	88	69	114	26	29	51	24	37	-	6	6	16	13	30	7	12	18	4	-	148	85	49	9	5	134	30	28	40	28	30	22
	14%	14%	15%	14%	14%	13%	14%	16%	12%	8% *	14%	14% **	12%	14%	16%	16%	15%	14%	13%	15%	15%	14%	- **	9% *	10% *	15% *	19% *	16%	16% *	17% *	16% *	10% *	-	14% kl	29% hjklmn	13% kl	3%	4%	13% kl	14% kl	14%	17%	13%	13%	12%
Don't know	48	8	29	20	8	12	21	18	10	11	48	-	12	24	24	20	31	7	8	10	13	7	-	3	1	1	4	2	-	1	-	-	-	48	11	19	12	5	48	5	13	11	9	7	8
	4%	3%	4%	4%	4%	5%	4%	3%	2%	12% HI*	5%	- **	4%	5%	4%	5%	4%	4%	4%	3%	8% KQST	3% be	- **	4% e*	2% *	1% *	5% be*	1%	- *	2% *	- *	- *	-	4%	4%	5%	4%	4%	5%	3%	7%	4%	4%	3%	4%
NET: A great deal/ A fair amount	602	164	411	261	128	132	306	275	255	61	594	8	196	295	302	231	416	118	138	176	93	162	2	48	43	64	38	116	32	46	68	34	-	602	108	184	209	101	571	139	107	132	127	134	101
	57%	62%	55%	57%	57%	56%	56%	51%	64% H	66% H*	57%	59% **	66% KNOPQT	56%	55%	53%	55%	62% OPT	61% PT	53%	57%	63%	40% **	72% *	74% abe*	62% *	57% *	62%	75% *	64% *	60% *	74% *	-	57% ij	37%	50% i	74% hijmn	82% hijmn	57% ij	64% hijm	55%	56%	60%	58%	55%
NET: Not very much/ Not at all	413	94	305	181	87	94	216	247	136	21	406	6	89	210	225	181	307	65	81	147	56	89	3	16	14	38	25	70	11	24	45	12	-	413	169	166	60	17	377	72	76	94	77	91	75
	39%	35%	41%	39%	39%	39%	40%	46% u	34%	23% *	39% M	41% **	30%	40% M	41% M	42% MR	41% M	34%	36%	44% KMRSU	35%	34%	60% **	24% *	24% *	37% XY*	38% *	37% xy	25% *	34% *	40% XY*	26% *	-	39% klm	59% hjklmn	45% hklmn	21%	14%	38% kl	33% kl	39%	40%	36%	39%	41%
Mean	2.66	2.77 C	2.61	2.66	2.65	2.66	2.66	2.52	2.78 H	3.01 H*	2.67 P	2.67 **	2.84 KNOPQT	2.65	2.62	2.57	2.65	2.74 P	2.75 PT	2.59	2.70	2.78	2.80 **	3.02 VZab*	2.99 Zab*	2.71 *	2.63 *	2.73	2.82 *	2.79 *	2.76 *	3.06 VZab*	-	2.66 ij	2.17	2.55 i	3.05 hijmn	3.27 hijkmn*	2.68 hij	2.79 hij	2.63	2.64	2.69	2.68	2.69

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
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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
All who have experienced an issue when using NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1062	471	579	375	372	315	712	350	700	362	565	497	145	239	278	327	285	327	270	180
Weighted base	1062	463	587	380	353	329	650	412	702	360	377	685	150	269	276	289	281	322	278	181
A great deal (4)	186 18%	73 16%	109 19%	81 21% F	61 17%	44 13%	112 17%	74 18%	122 17%	64 18%	66 18%	120 17%	20 14%	42 16%	46 16%	61 21%	39 14%	55 17%	55 20%	37 20%
A fair amount (3)	371 35%	171 37%	199 34%	143 38%	114 32%	114 35%	237 36%	134 33%	254 36%	117 33%	132 35%	239 35%	57 38%	83 31%	109 40%	100 35%	95 34%	121 38%	90 33%	64 35%
Not very much (2)	270 25%	123 27%	144 25%	93 25%	100 28%	76 23%	157 24%	113 27%	180 26%	90 25%	100 26%	170 25%	34 23%	75 28%	64 23%	79 27%	80 29%	71 22%	77 28%	42 23%
Not at all (1)	152 14%	62 13%	87 15%	41 11%	49 14%	62 19% D	95 15%	57 14%	99 14%	52 15%	50 13%	102 15%	20 13%	46 17%	39 14%	35 12%	43 15%	52 16%	33 12%	24 13%
Don't know	84 8%	34 7%	47 8%	22 6%	29 8%	33 10% D	49 8%	34 8%	48 7%	36 10%	30 8%	54 8%	19 13% P	22 8%	18 7%	15 5%	23 8%	23 7%	23 8%	15 8%
NET: A great deal/ A fair amount	557 52%	243 53%	308 53%	224 59% EF	175 50%	158 48%	349 54%	208 50%	375 53%	181 50%	198 53%	359 52%	77 52%	125 47%	155 56% N	161 56%	134 48%	176 55%	146 52%	101 56%
NET: Not very much/ Not at all	421 40%	185 40%	231 39%	134 35%	149 42%	138 42%	252 39%	170 41%	279 40%	142 40%	149 40%	272 40%	54 36%	121 45%	103 37%	114 39%	123 44%	123 38%	109 39%	66 36%
Mean	2.60	2.59	2.61	2.74 EF	2.58	2.47	2.61	2.60	2.61	2.60	2.62	2.60	2.59	2.49	2.63	2.68 N	2.51	2.60	2.66	2.68

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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
All who have experienced an issue when using NHS service P12M

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1062	190	323	226	323	863	192	153	313	90	123	67	377	302
Weighted base	1062	187	332	227	316	868	187	145	298	92	133	61	343	323
A great deal (4)	186 18%	30 16%	51 15%	35 16%	70 22% C	143 16%	42 23%	19 13%	50 17%	13 14% *	23 17%	9 15% *	51 15%	53 17%
A fair amount (3)	371 35%	70 37%	108 32%	89 39%	103 33%	296 34%	73 39%	58 40%	98 33%	33 36% *	61 46% I	23 37% *	116 34%	124 38%
Not very much (2)	270 25%	39 21%	88 26%	59 26%	84 27%	227 26%	39 21%	32 22%	94 31% K	25 27% *	23 17%	18 29% *	105 31% N	73 23%
Not at all (1)	152 14%	23 12%	60 18%	28 12%	40 13%	132 15%	18 10%	27 19%	41 14%	13 15% *	16 12%	6 10% *	47 14%	49 15%
Don't know	84 8%	25 13% DE	26 8%	15 7%	18 6%	70 8%	14 7%	9 7%	16 5%	8 8% *	11 8%	5 9% *	24 7%	23 7%
NET: A great deal/ A fair amount	557 52%	100 53%	159 48%	124 55%	174 55%	439 51%	116 62% F	77 53%	148 50%	46 50% *	84 63% I	32 51% *	167 49%	177 55%
NET: Not very much/ Not at all	421 40%	62 33%	148 45% B	87 38%	125 39%	360 41% G	57 31%	59 41%	135 45% K	39 42% *	38 29%	24 40% *	152 44%	122 38%
Mean	2.60	2.66	2.49	2.62	2.68 C	2.56	2.81 F	2.51	2.56	2.54 *	2.74 *	2.61 *	2.53	2.60

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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All who have experienced an issue when using NHS service P12M

		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1062	269	747	458	225	233	550	557	392	85	1047	14	297	539	555	439	749	188	226	340	154	261	4	70	64	110	63	184	43	74	114	49	-	1062	290	369	285	118	991	219	185	227	218	242	190
Weighted base	1062	266	745	462	224	238	543	540	400	93	1047	13	297	529	551	432	753	190	227	334	162	258	5	67	58	104	67	188	43	71	112	46	-	1062	288	369	281	123	995	217	196	237	212	233	183
A great deal (4)	186 18%	55 21%	119 16%	80 17%	35 16%	45 19%	96 18%	78 14%	75 19%	25 27% H*	183 18%	3 20% **	67 23% KNOPT	80 15%	88 16%	74 17%	138 18% N	39 20%	49 22% NOT	48 15%	36 22% NT	55 21%	- - **	23 35% VZabe*	12 21% *	20 19% *	14 20% *	40 21%	9 22% *	19 27% *	25 22% *	15 34% VZb*	-	186 18% ij	19 7%	40 11%	77 27% hijm	49 40% hijkmn	174 18% ij	45 21% ij	28 14%	44 19%	34 16%	40 17%	40 22%
A fair amount (3)	371 35%	85 32%	265 36%	163 35%	81 36%	83 35%	187 34%	200 37%	137 34%	30 32% *	369 35%	2 16% **	91 31%	190 36%	189 34%	138 32%	253 34%	58 30%	77 34%	119 36%	49 30%	85 33%	- - **	19 29% *	24 42% Z*	29 27% *	23 34% *	58 31%	17 41% *	23 32% *	33 30% *	12 27% *	-	371 35% i	74 26%	135 36% i	119 42% him	43 35%	358 36% hi	76 35% i	59 30%	90 38%	83 39%	77 33%	61 33%
Not very much (2)	270 25%	61 23%	200 27%	108 23%	57 25%	51 21%	152 28%	150 28%	97 24%	17 18% *	260 25%	9 64% **	69 23%	139 26%	135 25%	112 26%	185 25%	45 24%	52 23%	86 26%	42 26%	59 23%	1 28% **	10 15% *	15 25% *	29 28% X*	13 20% *	42 22%	7 16% *	14 20% *	29 26% X*	9 19% *	-	270 25% k	84 29% k	105 28% k	57 20%	24 19%	249 25% k	51 23%	67 34% ps	51 22%	53 25%	65 28% s	34 19%
Not at all (1)	152 14%	43 16%	105 14%	68 15%	33 15%	35 15%	77 14%	77 14%	62 15%	9 10% *	152 14%	- - **	44 15%	73 14%	90 16%	75 17% K	118 16%	32 17%	30 13%	55 17%	23 14%	39 15%	3 55% **	10 15% *	5 9% *	14 14% *	12 18% *	32 17%	5 13% *	7 10% *	18 16% *	5 11% *	-	152 14% kl	87 30% hjklmn	50 14% kl	10 4%	4 4%	138 14% kl	30 14% kl	27 14%	38 16%	29 13%	32 14%	26 14%
Don't know	84 8%	23 8%	56 8%	42 9%	18 8%	24 10% G	32 6%	34 6%	30 7%	12 13% H*	84 8%	- - **	26 9%	46 9%	49 9%	33 8%	61 8%	16 9%	19 8%	25 8%	13 8%	21 8%	1 17% **	4 5% *	2 4% *	12 11% Y*	5 8% *	17 9%	4 9% *	8 12% *	7 6% *	4 9% *	-	84 8% l	23 8%	39 11% hlm	18 7%	3 2%	76 8% l	15 7% l	14 7%	14 6%	14 7%	20 8%	22 12% p
NET: A great deal/ A fair amount	557 52%	139 52%	384 52%	243 53%	116 52%	128 54%	282 52%	278 51%	212 53%	55 59% *	552 53%	5 36% **	158 53%	271 51%	277 50%	212 49%	390 52%	96 51%	126 56%	168 50%	85 52%	139 54%	- - **	43 64% Zb*	36 62% Z*	49 47% *	36 54% *	98 52%	27 62% *	42 59% *	58 52% *	28 61% *	-	557 52% ij	94 32%	175 47% i	196 70% hijmn	92 75% hijmn	532 53% hij	121 56% ij	87 44%	134 56% o	117 55% o	117 50%	101 55%
NET: Not very much/ Not at all	421 40%	105 39%	304 41%	176 38%	90 40%	86 36%	229 42%	228 42% J	159 40%	26 28% *	412 39%	9 64% **	113 38%	213 40%	225 41%	187 43% KS	302 40%	77 41%	82 36%	141 42%	65 40%	98 38%	4 83% **	20 31% *	20 34% *	44 42% *	25 38% *	74 39%	12 29% *	21 30% *	47 42% d*	14 31% *	-	421 40% kl	172 60% hjklmn	155 42% kl	67 24%	28 23%	387 39% kl	81 37% kl	95 48% ps	90 38%	81 38%	96 41%	60 33%
Mean	2.60	2.62	2.58	2.61	2.57	2.64	2.59	2.55	2.61	2.88 HI*	2.61	2.56 **	2.67	2.57	2.55	2.53	2.59	2.59	2.70 OPT	2.52	2.66	2.65	1.34 **	2.88 bK*	2.77 *	2.59 *	2.61 *	2.61	2.78 *	2.85 *	2.62 *	2.91 *	-	2.60 ij	2.10	2.50 i	3.00 hijmn	3.14 hijmn*	2.62 ij	2.67 ij	2.48	2.62	2.62	2.59	2.72 o

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.

ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you think that NHS money is being wasted

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	241 58%	185 74%	195 65%	407 67%	394 68%	312 68%	202 70%	194 68%	230 66%
NET: Not very much/ Not at all	150 36%	57 23%	86 29%	177 29%	163 28%	127 28%	67 23%	83 29%	107 30%

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ColumnProportions (5%): Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you think that NHS staff time is being wasted

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	242 58%	185 74%	202 68%	390 64%	375 64%	305 67%	195 68%	199 69%	239 68%
NET: Not very much/ Not at all	148 36%	57 23%	75 25%	182 30%	162 28%	122 27%	70 24%	74 26%	97 28%

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ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

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PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you think that the quality of care the NHS provides is poor

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	218 52%	175 70%	181 61%	357 58%	334 57%	285 63%	190 66%	187 65%	219 62%
NET: Not very much/ Not at all	175 42%	64 26%	99 33%	233 38%	221 38%	153 34%	83 29%	88 31%	114 32%

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ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

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PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you give up on seeking care or treatment for your condition on this occasion

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	213 51%	155 62%	185 62%	322 53%	301 52%	260 57%	172 60%	184 64%	212 60%
NET: Not very much/ Not at all	190 46%	95 38%	103 35%	274 45%	264 45%	184 40%	107 37%	97 34%	130 37%

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ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

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Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you less likely to seek care in the future

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	197 47%	149 60%	165 55%	285 47%	268 46%	242 53%	158 55%	162 56%	200 57%
NET: Not very much/ Not at all	190 46%	86 34%	111 37%	289 47%	265 46%	180 39%	101 35%	101 35%	127 36%

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ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you think that the NHS doesn't understand what it's like for patients to experience this

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	234 56%	173 69%	205 69%	399 65%	384 66%	330 72%	196 68%	189 66%	232 66%
NET: Not very much/ Not at all	161 39%	73 29%	80 27%	187 30%	173 30%	114 25%	77 27%	85 30%	106 30%

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ColumnProportions (5%): Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you think that your time is being wasted

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	251 60%	186 74%	205 69%	404 66%	373 64%	322 71%	206 72%	206 72%	239 68%
NET: Not very much/ Not at all	149 36%	54 22%	76 25%	185 30%	178 31%	115 25%	68 24%	68 24%	97 28%

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ColumnProportions (5%): Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

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Administrative NHS Polling

UK Adults 16-75

Q5 x Q6. Negative experience (personally or to someone they care for) x Opinion of the NHS - Made you think that the NHS doesn't think it's important to prioritise these kinds of communications

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

	Received an invitation to an appointment by letter, text or on the app 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
	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes	NET: Yes
Unweighted base	416	250	292	622	580	449	279	280	343
Weighted base	415	251	298	612	582	456	287	287	352
NET: A great deal/ A fair amount	217 52%	174 70%	195 65%	385 63%	353 61%	301 66%	191 67%	186 65%	223 63%
NET: Not very much/ Not at all	164 40%	63 25%	85 29%	186 30%	191 33%	128 28%	78 27%	84 29%	104 30%

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ColumnProportions (5%): Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): Minimum Base: 30(**) Small Base: 100(*)

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Administrative NHS Polling

UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Summary

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

	Q9B. In which of the following ways have you communicated with these services?		
	Your GP practice	Your hospital	Other NHS services
	(A)	(B)	(C)
Unweighted base	1607	1607	1607
Weighted base	1600	1600	1600
Paper letters	156 10%	450 28% AC	187 12%
NHS App	515 32% BC	381 24% C	332 21%
Phone	792 49% BC	482 30% C	351 22%
Email	231 14%	242 15%	212 13%
Text	556 35% BC	309 19% C	267 17%
In-person	540 34% BC	393 25% C	195 12%
Online platform	343 21% BC	150 9% C	106 7%
Other (please specify)	5 0%	5 0%	4 0%
None of these	95 6%	329 21% A	422 26% AB
Don't know / can't remember	23 1%	57 4% A	142 9% AB

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ColumnProportions (5%): A/B/C Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A/B/C Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your GP practice
All who have used/ someone they care for has used an NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Paper letters	156 10%	75 10%	79 9%	49 10%	61 11%	46 8%	85 9%	70 11%	98 9%	58 10%	65 11%	91 9%	22 9%	31 8%	50 12%	47 11%	41 9%	45 9%	40 10%	29 11%
NHS App	515 32%	224 30%	286 34%	148 30%	181 32%	186 34%	317 33%	198 30%	330 31%	185 34%	193 34%	322 31%	78 33%	125 30%	139 33%	146 35%	128 29%	148 31%	154 37% Q	84 33%
Phone	792 49%	349 48%	435 51%	196 40%	299 53% D	297 54% D	465 49%	326 50%	489 47%	303 55% I	279 49%	513 50%	117 49%	232 56% P	204 49%	177 43%	221 50%	242 50%	210 50%	119 46%
Email	231 14%	109 15%	120 14%	96 20% EF	68 12%	66 12%	148 16%	83 13%	156 15%	75 14%	104 18% L	126 12%	41 17%	54 13%	59 14%	60 15%	61 14%	55 11%	63 15%	52 20% QR
Text	556 35%	248 34%	301 35%	160 33%	185 33%	211 39%	325 34%	231 36%	369 35%	188 34%	190 33%	367 36%	85 36%	130 32%	162 39% P	129 31%	153 35%	169 35%	143 34%	91 35%
In-person	540 34%	246 33%	287 34%	148 30%	193 34%	198 36%	326 34%	214 33%	339 32%	201 36%	188 33%	352 34%	84 35%	153 37%	137 33%	129 31%	158 36%	151 31%	146 35%	85 33%
Online platform	343 21%	137 19%	198 23% B	102 21%	131 23%	110 20%	218 23%	125 19%	230 22%	113 20%	135 24%	208 20%	47 20%	83 20%	82 20%	104 25%	77 17%	102 21%	104 25% Q	60 23%
Other (please specify)	5 0%	3 0%	1 0%	1 0%	2 0%	1 0%	1 0%	4 1%	3 0%	2 0%	1 0%	4 0%	1 0%	- -	1 0%	3 1%	- -	1 0%	2 0%	2 1%
None of these	95 6%	47 6%	48 6%	25 5%	41 7%	29 5%	56 6%	39 6%	67 6%	29 5%	31 6%	64 6%	10 4%	19 5%	28 7%	26 6%	30 7%	29 6%	20 5%	16 6%
Don't know / can't remember	23 1%	8 1%	13 1%	10 2%	8 1%	4 1%	9 1%	14 2%	12 1%	11 2%	6 1%	17 2%	3 1%	6 1%	4 1%	5 1%	6 1%	12 3% T	4 1%	1 0%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your GP practice

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Paper letters	156 10%	31 9%	50 10%	31 10%	43 10%	133 10%	22 9%	21 9%	47 11%	10 7%	13 6%	13 15% K*	53 10%	46 9%
NHS App	515 32%	92 28%	190 37% B	95 30%	138 32%	437 32%	72 29%	72 31%	143 33%	52 38%	66 30%	27 32% *	188 35%	154 30%
Phone	792 49%	160 48%	276 53% E	155 49%	200 46%	664 49%	121 50%	115 49%	225 52%	77 55%	108 50%	47 54% *	287 54%	255 50%
Email	231 14%	51 15%	63 12%	48 15%	69 16%	184 14%	46 19% F	30 13%	76 18% K	26 19% K	22 10%	14 17% *	85 16%	64 13%
Text	556 35%	114 35%	199 38%	99 31%	145 33%	477 35%	75 31%	95 40%	150 34%	43 31%	77 36%	32 37% *	184 35%	190 37%
In-person	540 34%	117 36%	176 34%	112 35%	135 31%	445 33%	88 36%	77 33%	151 35%	44 32%	67 31%	26 31% *	185 35%	170 33%
Online platform	343 21%	75 23%	110 21%	70 22%	88 20%	297 22%	43 18%	37 16%	107 25% H	29 21%	38 18%	19 22% *	129 24% N	95 19%
Other (please specify)	5 0%	- -	4 1%	- -	1 0%	3 0%	2 1%	1 0%	3 1%	- -	- -	- - *	2 0%	1 0%
None of these	95 6%	21 6%	30 6%	23 7%	20 5%	86 6%	8 3%	16 7%	19 4%	8 6%	12 6%	4 4% *	31 6%	27 5%
Don't know / can't remember	23 1%	5 2%	5 1%	3 1%	10 2%	16 1%	7 3%	4 2%	1 0%	2 2%	- -	1 1% *	5 1%	3 1%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your GP practice
All who have used/ someone they care for has used an NHS service P12M

		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										IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Paper letters	156 10%	45 14% C	107 9%	83 13% G	37 12%	46 15% G	72 8%	79 9%	56 10%	16 14% *	149 9%	7 28% **	51 14% KNPQ	68 9%	86 10%	63 9%	115 10%	36 15% KNOPQ	42 15% KNOPQ	62 14% KNOPQ	26 13%	44 14%	- - **	11 14% *	11 16% *	20 14%	12 15% *	33 14%	6 13% *	12 15% *	16 12%	13 23% e*	46 9%	110 10%	23 8%	31 8%	39 14% ghijm	17 14%	102 10%	28 13%	26 9%	38 11%	28 9%	34 10%	29 10%
NHS App	515 32%	106 32%	399 33%	257 41% G	123 40% G	133 43% G	233 26%	254 30%	204 35%	45 39% *	511 32%	3 13% **	146 39% KP	373 52% KMOPQRSTU	311 38% KP	211 31%	411 38% KP	88 38%	106 38% P	181 41% KP	74 39%	102 32%	2 24% **	24 31% *	38 55% VXZabde*	51 37%	22 27% *	75 33%	17 38% *	28 34% *	52 38%	25 47% VXab*	138 26%	377 35% g	101 35% g	132 36% g	103 37% g	40 32%	358 36% g	68 31%	79 26%	120 34%	108 33%	114 33%	95 34%
Phone	792 49%	180 55%	592 49%	352 57% EG	162 52%	191 62% DEG	405 45%	397 46%	310 53% H	66 57% *	781 50%	11 44% **	203 54%	392 54% K	471 57% KPR	360 54% K	624 57% KR	118 50%	178 63% KMNPQRU	269 62% KMNPQRU	100 52%	174 55%	4 48% **	38 49% *	34 50% *	79 58%	44 54% *	142 62% VXY	22 48% *	44 54% *	82 60%	35 65% X*	241 45%	551 52% g	134 47%	204 55% gi	154 55% g	59 48%	509 51% g	116 54% g	136 46%	174 50%	164 50%	170 50%	147 53%
Email	231 14%	63 19% C	157 13%	94 15%	45 14%	49 16%	126 14%	123 14%	83 14%	24 21% *	225 14% P	5 23% **	55 15%	103 14% P	120 15% P	76 11%	153 14% P	46 20% KNOPQ	41 15%	76 17% PQ	51 27% KMNOPQST	61 19%	1 17% **	19 24% *	15 22% *	33 24%	15 19% *	44 19%	13 29% *	19 23% *	30 22%	10 18% *	60 11%	171 16% g	41 14%	49 13%	53 19% g	28 23% gj	161 16% g	43 20% gj	44 15%	60 17%	49 15%	44 13%	35 12%
Text	556 35%	113 34%	433 36%	260 42% G	124 40% G	136 44% G	278 31%	271 32%	230 39% H	43 37% *	551 35%	6 25% **	133 36%	303 42% KMOP	311 38% K	235 35%	439 40% KP	89 38%	103 37%	180 41% KP	85 44% KMP	110 35%	2 24% **	27 34% *	20 30% *	51 37%	22 26% *	85 37% a	22 48% Ya*	33 40% a*	50 36%	20 37% *	165 31%	391 37% g	104 36%	137 37%	115 41% gl	36 29%	362 36% g	81 37%	93 31%	120 34%	113 34%	128 37%	102 37%
In-person	540 34%	122 37%	403 33%	255 41% G	116 37% G	139 45% G	253 28%	263 31%	216 37% H	47 41% H*	536 34%	3 13% **	140 37%	280 39% K	335 41% KP	245 36%	429 39% K	107 45% KMP	130 46% KMNPQ	194 44% KMNPQ	79 41% K	119 38%	3 41% **	29 37% *	25 37% *	56 41%	36 44% *	96 42% v	19 40% *	30 37% *	63 46% v	21 39% *	140 26%	398 38% g	104 36% g	132 36% g	119 42% g	43 35%	374 38% g	80 37% g	103 35%	112 32%	104 32%	118 34%	103 37%
Online platform	343 21%	80 24%	250 21%	158 25% G	80 26% G	78 25% G	158 18%	182 21%	129 22%	24 21% *	339 22%	4 15% **	105 28% KP	182 25% KP	202 25% KP	140 21%	264 24% KP	63 27% KP	69 24%	111 25% KP	54 28% KP	79 25%	1 17% **	21 27% *	19 27% *	31 23%	20 24% *	60 26%	11 24% *	29 35% VZ*	37 27%	18 33% *	79 15%	264 25% g	62 22% g	87 23% g	82 29% g	33 26% g	254 26% g	55 25% g	60 20%	72 21%	62 19%	74 21%	75 27% q
Other (please specify)	5 0%	3 1% C	2 0%	4 1%	1 0%	3 1% G	1 0%	5 1%	- -	- - *	5 0%	- - **	2 0%	2 0%	2 0%	1 0%	4 0%	- -	- -	1 0%	1 1%	2 1%	- - **	- - *	- - *	2 1%	- - *	2 1%	- - *	- - *	2 1%	- - *	3 1%	2 0%	1 0%	1 0%	- -	- -	2 0%	- -	-	-	3 1%	1 0%	1 0%
None of these	95 6%	11 3%	78 6% B	14 2%	9 3%	5 2%	74 8% DEF	61 7%	27 5%	4 3% *	91 6% MNOQRSTU	4 18% **	8 2%	20 3% QS	30 4% QS	53 8% KMNOQRSTU	17 2%	5 2%	3 1%	10 2%	3 2%	8 3%	1 18% **	2 2% *	2 3% *	4 3%	2 2% *	5 2%	- - *	1 1% *	3 3%	- - *	61 11% hijklmn	34 3% l	14 5% l	12 3%	8 3%	- -	29 3%	7 3% l	24 8%	17 5%	19 6%	23 7%	13 5%
Don't know / can't remember	23 1%	3 1%	15 1%	6 1%	1 0%	5 2%	14 2%	10 1%	9 2%	- - *	21 1% NOT	2 8% **	2 1%	5 1%	3 0%	11 2% NOT	11 1% OT	2 1%	4 1% T	1 0%	4 2% OT	2 1%	- - **	- - *	- - *	1 1%	1 2% *	1 0%	- - *	1 1% *	2 1%	- - *	9 2%	12 1%	6 2%	3 1%	1 0%	2 2%	10 1%	2 1%	4 1%	3 1%	5 2%	9 3%	2 1%

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your hospital
All who have used/ someone they care for has used an NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Paper letters	450	182	262	107	157	186	257	193	271	179	166	284	77	109	130	103	122	150	117	61
	28%	25%	31%	22%	28%	34%	27%	30%	26%	32%	29%	28%	32%	27%	31%	25%	28%	31%	28%	24%
			B		D	DE				I					P					
NHS App	381	169	210	120	126	136	217	165	246	136	135	246	59	100	106	96	107	99	108	67
	24%	23%	25%	24%	22%	25%	23%	25%	23%	25%	24%	24%	25%	24%	26%	23%	24%	21%	26%	26%
Phone	482	221	254	141	172	169	275	207	299	183	172	310	71	131	121	125	128	158	126	70
	30%	30%	30%	29%	30%	31%	29%	32%	29%	33%	30%	30%	30%	32%	29%	30%	29%	33%	30%	27%
Email	242	115	124	92	69	80	149	93	160	82	101	141	38	60	61	63	68	57	62	55
	15%	16%	15%	19%	12%	15%	16%	14%	15%	15%	18%	14%	16%	15%	15%	15%	15%	12%	15%	21%
				E							L									R
Text	309	132	174	96	108	106	183	126	187	122	123	186	48	74	91	72	93	98	67	52
	19%	18%	21%	20%	19%	19%	19%	19%	18%	22%	22%	18%	20%	18%	22%	17%	21%	20%	16%	20%
In-person	393	183	207	117	146	129	231	162	250	143	147	246	50	105	97	117	116	114	94	68
	25%	25%	24%	24%	26%	24%	24%	25%	24%	26%	26%	24%	21%	26%	23%	28%	26%	24%	23%	26%
Online platform	150	70	77	62	44	43	90	59	103	47	62	87	20	38	41	45	27	43	46	34
	9%	10%	9%	13%	8%	8%	10%	9%	10%	9%	11%	8%	8%	9%	10%	11%	6%	9%	11%	13%
				EF															Q	Q
Other (please specify)	5	2	3	2	-	3	2	3	4	1	-	5	1	2	1	1	-	3	2	-
	0%	0%	0%	0%	-	0%	0%	0%	0%	0%	-	0%	1%	0%	0%	0%	-	1%	0%	-
None of these	329	148	179	67	132	129	206	122	221	107	110	218	53	83	81	84	98	100	91	40
	21%	20%	21%	14%	23%	24%	22%	19%	21%	19%	19%	21%	22%	20%	19%	20%	22%	21%	22%	15%
					D	D											T			
Don't know / can't remember	57	25	30	17	21	20	30	27	31	27	18	40	9	15	14	9	21	19	9	8
	4%	3%	4%	3%	4%	4%	3%	4%	3%	5%	3%	4%	4%	4%	3%	2%	5%	4%	2%	3%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

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UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your hospital

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		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Paper letters	450 28%	96 29%	160 31% E	89 28%	106 24%	406 30% G	43 18%	73 31%	117 27%	39 28%	64 30%	25 29% *	150 28%	165 33%
NHS App	381 24%	73 22%	127 25%	69 22%	112 26%	315 23%	66 27%	45 19%	121 28% H	33 24%	52 24%	22 25% *	131 25%	107 21%
Phone	482 30%	85 26%	149 29%	119 38% BCE	128 30%	392 29%	90 37% F	62 26%	130 30%	50 36%	68 32%	24 28% *	156 29%	154 30%
Email	242 15%	45 14%	66 13%	50 16%	80 18% C	194 14%	47 19%	32 14%	67 15%	25 18%	30 14%	14 16% *	78 15%	67 13%
Text	309 19%	56 17%	105 20%	56 18%	92 21%	254 19%	55 22%	50 21%	94 22%	20 15%	42 19%	16 19% *	101 19%	97 19%
In-person	393 25%	65 20%	113 22%	94 29% BC	122 28% BC	329 24%	62 26%	59 25%	118 27%	33 24%	49 23%	15 17% *	130 24%	125 25%
Online platform	150 9%	33 10%	35 7%	25 8%	56 13% CD	117 9%	28 12%	16 7%	47 11%	20 14% HK	15 7%	7 9% *	56 11%	37 7%
Other (please specify)	5 0%	2 1%	2 0%	- -	1 0%	5 0%	- -	1 1%	1 0%	- -	2 1%	- - *	1 0%	2 0%
None of these	329 21%	86 26% E	123 24% E	61 19%	59 14%	295 22% G	32 13%	53 22%	73 17%	26 19%	48 22%	23 27% I*	119 22%	113 22%
Don't know / can't remember	57 4%	17 5% D	25 5% D	3 1%	13 3%	44 3%	10 4%	10 4%	13 3%	4 3%	6 3%	2 2% *	21 4%	11 2%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

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Q9B. In which of the following ways have you communicated with these services? - Your hospital
All who have used/ someone they care for has used an NHS service P12M

		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						IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Paper letters	450	110	330	236	103	133	201	220	186	34	444	6	125	250	282	200	360	95	114	213	66	106	1	29	24	56	31	87	17	35	56	19	120	330	79	120	104	26	305	75	81	79	106	103	82
	28%	33% C	27%	38% EG	33% G	43% DEG	22%	26%	32% H	30% *	28%	25% **	33% K	35% KP	34% KP	30%	33% K	40% KMPQ	40% KMOPQ	49% KMNOPQRSU	34%	34%	16% **	38% *	35% *	41% V	38% *	38% V	37% *	43% *	35% V	35% *	22%	31% gl	28%	33% gl	37% ghilm	21%	31% gl	34% gl	27%	32% p	30% p	29%
NHS App	381	86	277	195	95	100	171	188	140	45	376	5	110	252	218	160	276	71	84	161	52	86	-	16	28	42	21	66	20	26	38	15	79	301	74	97	88	42	288	54	77	88	74	79	64
	24%	26%	23%	31% G	30% G	32% G	19%	22%	24%	39% Hi*	24%	22% **	29% KP	35% KMOPQU	27% K	24%	25%	30% KP	30% KP	37% KMOPQSU	27%	27%	- **	20% *	40% VXabe*	31%	26% *	29%	44% VXabe*	31% *	27%	29% *	15%	28% g	26% g	26% g	31% ghilm	35% gn	29% g	25% g	23%	23%	23%
Phone	482	145	323	210	102	108	246	248	184	38	472	9	136	218	279	213	358	87	118	196	71	142	2	34	30	72	36	106	23	38	79	29	100	380	75	138	116	51	351	102	95	103	102	91	91
	30%	44% C	27%	34% G	33%	35% G	27%	29%	31%	33% *	30%	39% **	36% KN	30%	34% KN	32%	33% K	37% KN	42% KNOPQ	45% KMNOPQJR	37% K	45%	24% **	43% *	44% *	53% V	44% *	46%	50% *	47% *	57% VXYab	53% *	19%	36% gj	26% g	37% gj	41% ghim	41% gj	35% gj	47% ghijm	32%	30%	31%	26%	32%
Email	242	68	166	100	46	54	131	131	84	23	239	2	81	130	135	99	175	54	54	108	41	67	-	19	17	32	16	47	16	21	34	14	44	198	48	59	64	27	185	54	44	67	53	43	35
	15%	21% C	14%	16%	15%	17%	15%	15%	14%	20% *	15%	9% **	22% KOPQ	18% KP	16%	15%	16%	23% KOPQ	19%	25% KNOPQS	21% KP	21%	- **	24% *	25% *	24%	19% *	20%	35% Vb*	25% *	25% *	25% *	8%	19% g	17% g	16% g	23% gj	22% g	19% g	25% ghijm	15%	19% rs	16%	12%	12%
Text	309	72	225	157	71	85	146	142	131	32	308	1	90	179	164	129	240	55	70	134	54	70	1	22	21	31	15	52	13	18	33	14	69	241	55	87	72	27	224	49	55	63	71	71	49
	19%	22%	19%	25% G	23% G	28% G	16%	17%	22% H	28% H*	20%	6% **	24% KP	25% KOPQ	20%	19%	22% K	23%	25% KDP	31% KMNOPQR	28% KDPQ	22%	8% **	28% *	30% *	23%	19% *	23%	28% *	22% *	24%	26% *	13%	23% g	19% g	24% g	26% g	22% g	23% g	23% g	18%	18%	22%	21%	17%
In-person	393	107	271	170	82	88	204	203	139	44	389	4	124	195	232	183	298	90	130	158	67	107	1	25	24	47	30	86	20	35	49	28	90	303	54	110	101	38	283	75	75	84	79	81	74
	25%	33% C	22%	27%	26%	28%	23%	24%	24%	38% Hi*	25%	16% **	33% KNPQ	27%	28% K	27%	27% K	38% KNOPQ	46% KMNOPQRTU	36% KNOPQ	35% KNPQ	34%	10% **	32% *	34% *	34%	37% *	38% V	44% *	43% *	36%	51% VXYZbe*	17%	29% gi	19%	30% gi	36% ghim	31% gi	28% gi	35% ghi	25%	24%	24%	23%	27%
Online platform	150	44	97	73	34	39	65	79	53	17	150	-	54	82	85	57	105	32	41	63	25	44	-	9	13	14	10	35	6	13	15	7	23	126	26	31	48	21	120	35	18	40	37	28	27
	9%	13% C	8%	12% G	11%	13% G	7%	9%	9%	15% *	10%	- **	15% KOPQ	11% KP	10%	8%	10%	14% KPQ	15% KOPQ	14% KOPQ	13%	14%	- **	12% *	19% Z*	10%	12% *	15% Z	14% *	16% *	11%	13% *	4%	12% gj	9% g	8% g	17% ghijm	17% gij	12% gj	16% gij	6%	11% o	11% o	8%	10%
Other (please specify)	5	-	5	1	-	1	4	4	1	-	5	-	-	2	1	3	4	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	4	1	1	-	-	-	1	-	1	-	2	1	1
	0%	-	0%	0%	-	0%	0%	0%	0%	- *	0%	- **	-	0%	0%	0%	0%	-	0%	0%	-	-	- **	- *	- *	-	- *	-	- *	-	-	- *	1%	0%	0%	-	-	-	0%	-	0%	-	0%	0%	0%
None of these	329	28	292	89	57	32	221	177	132	16	319	9	27	115	150	139	211	11	7	12	15	24	3	4	2	9	6	20	1	4	8	-	192	136	66	49	18	3	126	15	48	72	60	88	62
	21%	9%	24% B	14% F	18% DF	10%	25% DEF	21%	23% J	14% *	20% MNRSTU	38% **	7% ST	16% MRSTU	18% MRSTU	21% MNRSTU	19% MNRSTU	5%	3%	3%	8% ST	8% f	42% **	5% *	2% *	6% f	7% f*	9% Yf	3% *	5% *	6%	- *	36% hijklmn	13% kln	23% hjklmn	13% kln	6%	2%	13% kln	7% l	16%	21%	18%	25% oq	22%
Don't know / can't remember	57	11	42	22	5	16	33	25	20	5	57	1	5	21	23	28	35	6	7	5	6	10	-	3	2	7	4	9	1	3	4	-	23	34	14	12	4	4	32	6	9	7	15	18	8
	4%	3%	3%	3% E	2%	5% DE	4%	3%	3%	5% *	4% MT	3% **	1%	3% T	3% T	4% MT	3% MT	3%	2%	1%	3%	3%	- **	3% *	2% *	5%	5% *	4%	3% *	4% *	3%	- *	4% k	3% k	5% k	3%	1%	3%	3%	3%	3%	2%	5%	5% p	3%

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ColumnsMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Other NHS services
All who have used/ someone they care for has used an NHS service P12M

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1607	744	847	494	592	521	1051	556	1053	554	855	752	228	361	415	488	451	491	407	258
Weighted base	1600	734	850	490	565	545	951	649	1049	551	568	1032	238	411	417	415	441	484	418	258
Paper letters	187	81	105	43	73	72	115	72	125	62	69	118	29	39	57	51	55	61	42	29
	12%	11%	12%	9%	13% D	13% D	12%	11%	12%	11%	12%	11%	12%	10%	14%	12%	13%	13%	10%	11%
NHS App	332	164	166	103	113	117	193	139	227	105	117	215	49	76	87	102	79	94	94	65
	21%	22%	20%	21%	20%	21%	20%	21%	22%	19%	21%	21%	21%	18%	21%	25% N	18%	19%	23%	25% Q
Phone	351	153	196	107	145	99	206	145	237	114	125	226	58	99	76	95	95	119	75	62
	22%	21%	23%	22%	26% F	18%	22%	22%	23%	21%	22%	22%	24%	24%	18%	23%	22%	25% S	18%	24%
Email	212	109	104	85	71	57	135	77	146	66	97	116	38	52	50	63	45	69	48	49
	13%	15%	12%	17% EF	13%	10%	14%	12%	14%	12%	17% L	11%	16%	13%	12%	15%	10%	14%	11%	19% QS
Text	267	119	147	91	86	90	156	111	187	80	97	170	39	68	71	67	77	90	54	45
	17%	16%	17%	19%	15%	16%	16%	17%	18%	15%	17%	17%	16%	17%	17%	16%	18%	19% S	13%	18%
In-person	195	90	103	58	68	69	114	81	127	68	80	115	25	58	45	55	51	62	44	38
	12%	12%	12%	12%	12%	13%	12%	12%	12%	12%	14%	11%	10%	14%	11%	13%	12%	13%	11%	15%
Online platform	106	46	60	40	42	24	70	37	81	25	53	54	6	30	21	44	30	19	34	24
	7%	6%	7%	8% F	7% F	4%	7%	6%	8% J	5%	9% L	5%	3%	7% M	5%	11% MO	7%	4%	8% R	9% R
Other (please specify)	4	1	2	1	1	2	2	2	2	2	1	2	-	1	1	1	1	1	1	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	-
None of these	422	192	225	100	161	162	265	157	272	150	142	281	68	105	117	100	125	127	128	43
	26%	26%	27%	20%	28% D	30% D	28%	24%	26%	27%	25%	27%	28%	25%	28%	24%	28% T	26% T	31% T	17%
Don't know / can't remember	142	55	85	48	42	52	80	63	71	72	50	92	19	36	36	26	43	47	33	19
	9%	7%	10%	10%	7%	10%	8%	10%	7%	13% I	9%	9%	8%	9%	9%	6%	10%	10%	8%	8%

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24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Other NHS services

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

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1607	324	507	325	451	1338	256	243	468	142	192	95	594	468
Weighted base	1600	331	519	317	434	1344	243	234	435	139	215	86	533	507
Paper letters	187 12%	33 10%	56 11%	41 13%	57 13%	169 13% G	17 7%	30 13%	45 10%	18 13%	36 17% I	8 9% *	56 10%	77 15% M
NHS App	332 21%	65 20%	120 23%	60 19%	87 20%	277 21%	51 21%	31 13%	103 24% H	28 20%	56 26% H	21 24% H*	112 21%	117 23%
Phone	351 22%	61 18%	100 19%	90 28% BC	101 23%	264 20%	84 35% F	54 23%	95 22%	31 22%	39 18%	14 17% *	121 23%	106 21%
Email	212 13%	39 12%	49 10%	44 14%	80 18% BC	164 12%	46 19% F	36 15%	61 14%	15 11%	26 12%	13 15% *	64 12%	60 12%
Text	267 17%	58 18%	73 14%	64 20% C	72 17%	222 17%	41 17%	45 19%	81 19%	21 15%	33 15%	12 14% *	85 16%	87 17%
In-person	195 12%	37 11%	55 11%	41 13%	61 14%	156 12%	35 14%	40 17% L	51 12%	16 12%	24 11%	5 6% *	67 13%	65 13%
Online platform	106 7%	25 8% C	17 3%	22 7% C	42 10% C	85 6%	19 8%	11 5%	30 7%	18 13% HIK	12 5%	5 6% *	40 7%	31 6%
Other (please specify)	4 0%	- -	1 0%	2 1%	1 0%	3 0%	1 0%	- -	1 0%	1 0%	- -	- - *	2 0%	- -
None of these	422 26%	104 32% DE	160 31% DE	74 23%	84 19%	391 29% G	32 13%	63 27%	110 25%	47 34%	54 25%	22 26% *	159 30%	132 26%
Don't know / can't remember	142 9%	27 8%	48 9%	24 8%	43 10%	115 9%	26 11%	18 8%	31 7%	7 5%	15 7%	11 12% *	36 7%	41 8%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
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Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Other NHS services
All who have used/ someone they care for has used an NHS service P12M

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1607	328	1222	612	315	297	921	890	569	107	1583	23	380	736	826	680	1099	237	280	446	184	315	7	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	283	339	331	360	294
Weighted base	1600	329	1211	620	312	308	899	857	586	116	1575	24	374	722	820	671	1095	235	282	437	192	315	8	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	297	350	329	344	280
Paper letters	187 12%	50 15%	132 11%	103 17% EG	40 13% G	63 20% DEG	74 8%	88 10%	76 13%	20 17% H*	185 12%	2 8% **	60 16% KP	90 13%	117 14% KP	77 12%	150 14% K	44 19% KNPQ	54 19% KNOPQ	80 18% KNOPQ	38 20% KNPQ	49 15%	- - **	12 15% *	8 11% *	25 19%	14 17% *	36 16%	13 28% VYbe*	14 17% *	21 15%	8 15% *	51 10%	136 13%	30 10%	40 11%	48 17% ghijm	17 14%	125 13%	34 16% g	25 9%	53 15% oq	30 9%	48 14%	31 11%
NHS App	332 21%	75 23%	245 20%	157 25% G	70 23%	86 28% G	162 18%	171 20%	124 21%	33 29% H*	330 21% P	2 10% **	106 28% KOPQ	235 33% KOPQRTU	191 23% KP	120 18%	238 22% P	58 25% P	76 27% KPQ	119 27% KPQ	46 24% P	74 24%	1 8% **	18 23% *	18 27% *	36 27%	20 25% *	52 23%	16 36% *	20 25% *	31 23%	18 34% *	90 17%	242 23% g	54 19%	86 23% g	71 25% g	30 24%	228 23% g	54 25% g	65 22%	77 22%	64 19%	72 21%	54 19%
Phone	351 22%	95 29% C	250 21%	137 22%	62 20%	75 24%	192 21%	184 21%	123 21%	31 27% *	346 22% N	4 18% **	105 28% KNQ	138 19%	198 24% KN	163 24% N	239 22% N	77 33% KNOPQT	88 31% KNOPQT	100 23%	62 32% KNOPQT	94 30%	- - **	30 38% Y*	16 23% *	39 29%	25 31% *	71 31%	18 39% *	24 29% *	40 29%	22 41% Y*	91 17%	258 24% gi	53 18%	77 21%	84 30% ghijm	44 36% ghijm	243 24% gi	65 30% ghij	81 27% r	79 23%	75 23%	58 17%	58 21%
Email	212 13%	48 15%	153 13%	88 14%	39 13%	48 16%	116 13%	113 13%	80 14%	18 15% *	210 13% Q	2 9% **	56 15%	103 14% Q	114 14% Q	96 14% Q	130 12%	40 17% Q	39 14%	71 16% KQ	45 23% KMNOPQST	48 15%	- - **	18 23% Vbe*	17 25% V2be*	22 16%	14 17% *	32 14%	10 22% *	14 18% *	19 14%	9 17% *	58 11%	154 14%	34 12%	50 13%	47 17% g	23 19% g	145 15%	38 17% g	41 14%	49 14%	41 12%	44 13%	38 14%
Text	267 17%	61 19%	198 16%	130 21% G	58 19%	73 24% G	130 15%	146 17%	98 17%	21 18% *	266 17%	1 4% **	70 19%	133 18%	154 19%	134 20% KQ	186 17%	42 18%	49 17%	91 21% KQ	56 29% KMNOPQRST	60 19%	- - **	17 21% *	15 21% *	31 23%	18 22% *	45 20%	13 29% *	17 21% *	23 17%	14 26% *	77 14%	190 18%	56 20%	54 15%	55 20%	25 20%	180 18%	42 20%	54 18%	49 14%	55 17%	61 18%	47 17%
In-person	195 12%	55 17% C	134 11%	82 13%	44 14%	39 12%	104 12%	106 12%	70 12%	17 15% *	194 12%	1 4% **	49 13%	93 13%	117 14% K	99 15% K	146 13%	43 18% KMNQ	63 22% KMNOPQT	63 14%	31 16%	53 17%	2 27% **	16 21% *	13 19% *	25 18%	18 22% *	41 18%	7 15% *	18 23% *	23 17%	7 13% *	53 10%	142 13% i	27 9%	46 13%	49 18% ghim	19 16%	131 13% i	40 18% ghijm	41 14%	50 14%	35 11%	41 12%	29 10%
Online platform	106 7%	40 12% C	66 5%	41 7%	21 7%	20 6%	54 6%	61 7%	36 6%	10 9% *	105 7%	1 5% **	46 12% KNOPQT	53 7%	54 7%	42 6%	67 6%	27 12% KNOPQ	34 12% KNOPQ	36 8%	17 9%	40 13%	- - **	9 12% *	12 17% Z*	11 8%	9 11% *	27 12%	8 18% *	11 13% *	17 12%	15 27% VXZabde*	25 5%	82 8% gi	13 5%	30 8% g	21 7%	18 14% ghikm	78 8% gi	31 14% ghijkm	19 6%	28 8%	22 7%	17 5%	19 7%
Other (please specify)	4 0%	1 0%	2 0%	1 0%	- -	1 0%	2 0%	2 0%	2 0%	- - *	4 0%	- - **	1 0%	4 0%	2 0%	1 0%	2 0%	1 0%	- -	2 0%	- -	1 0%	- - **	1 1% *	1 1% *	- -	- - *	1 1%	- - *	- - *	- -	1 2% *	2 0%	1 0%	- -	- -	1 0%	- -	1 0%	1 0%	- -	1 0%	- -	2 1%	- -
None of these	422 26%	67 20%	349 29% B	146 23%	83 27%	62 20%	259 29% DF	241 28%	148 25%	25 22% *	411 26% MNRSTU	11 47% **	64 17%	154 21% RU	204 25% MNRSTU	169 25% MNRSTU	301 28% MNORSTU	34 15%	48 17%	88 20% RU	24 12%	60 19% Xcf	5 65% **	6 8% *	8 11% c*	28 21% XYcf	11 13% c*	51 22% VXYacf	* 1% *	18 22% Xcf*	31 23%	4 8% *	181 34% hjklmn	241 23% l	86 30% hklmn	97 26% klm	54 19% l	5 4%	219 22% l	43 20% l	77 26%	70 20%	83 25%	102 30% p	90 32% p
Don't know / can't remember	142 9%	20 6%	107 9%	57 9%	23 8%	33 11%	71 8%	73 9%	50 9%	8 7% *	141 9%	1 5% **	28 7%	71 10% O	63 8%	67 10% O	108 10% O	21 9%	27 10%	48 11% O	16 8%	18 6% f	- - **	6 7% f*	8 11% f*	13 9% Vf	10 12% Vf*	15 6% f	3 8% f*	7 9% f*	12 9% f	- - *	40 8%	101 10% n	31 11% n	39 10% n	23 8%	9 7%	96 10% n	11 5%	17 6%	28 8%	38 11% o	32 9%	28 10%

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Column%means (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

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Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Summary
Exclude None of these

	Q9B. In which of the following ways have you communicated with these services?		
	Your GP practice	**Your hospital**	**Other NHS services**
	(A)	**(B)**	**(C)**
Unweighted base	1514	1277	1186
Weighted base	1505	1272	1178
Paper letters	156 10%	450 35% AC	187 16% A
NHS App	515 34% BC	381 30%	332 28%
Phone	792 53% BC	482 38% C	351 30%
Email	231 15%	242 19% A	212 18% A
Text	556 37% BC	309 24%	267 23%
In-person	540 36% BC	393 31% C	195 17%
Online platform	343 23% BC	150 12% C	106 9%
Other (please specify)	5 0%	5 0%	4 0%
Don't know / can't remember	23 2%	57 5% A	142 12% AB

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ColumnProportions (5%): A/B/C Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A/B/C Minimum Base: 30(**) Small Base: 100(*)

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PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your GP practice
Exclude None of these - Your GP practice

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1514	698	800	466	555	493	989	525	988	526	807	707	219	342	392	457	424	461	387	242
Weighted base	1505	687	802	465	524	516	896	610	982	523	537	969	228	391	389	390	411	454	398	242
Paper letters	156 10%	75 11%	79 10%	49 10%	61 12%	46 9%	85 10%	70 12%	98 10%	58 11%	65 12%	91 9%	22 9%	31 8%	50 13% N	47 12%	41 10%	45 10%	40 10%	29 12%
NHS App	515 34%	224 33%	286 36%	148 32%	181 35%	186 36%	317 35%	198 32%	330 34%	185 35%	193 36%	322 33%	78 34%	125 32%	139 36%	146 38%	128 31%	148 33%	154 39% Q	84 35%
Phone	792 53%	349 51%	435 54%	196 42%	299 57% D	297 58% D	465 52%	326 54%	489 50%	303 58% I	279 52%	513 53%	117 51%	232 59% P	204 53%	177 45%	221 54%	242 53%	210 53%	119 49%
Email	231 15%	109 16%	120 15%	96 21% EF	68 13%	66 13%	148 17%	83 14%	156 16%	75 14%	104 19% L	126 13%	41 18%	54 14%	59 15%	60 15%	61 15%	55 12%	63 16%	52 21% QR
Text	556 37%	248 36%	301 38%	160 34%	185 35%	211 41%	325 36%	231 38%	369 38%	188 36%	190 35%	367 38%	85 37%	130 33%	162 42% NP	129 33%	153 37%	169 37%	143 36%	91 38%
In-person	540 36%	246 36%	287 36%	148 32%	193 37%	198 38% D	326 36%	214 35%	339 35%	201 38%	188 35%	352 36%	84 37%	153 39%	137 35%	129 33%	158 38%	151 33%	146 37%	85 35%
Online platform	343 23%	137 20%	198 25% B	102 22%	131 25%	110 21%	218 24%	125 21%	230 23%	113 22%	135 25%	208 21%	47 21%	83 21%	82 21%	104 27%	77 19%	102 22%	104 26% Q	60 25%
Other (please specify)	5 0%	3 1%	1 0%	1 0%	2 0%	1 0%	1 0%	4 1%	3 0%	2 0%	1 0%	4 0%	1 0%	- -	1 0%	3 1%	- -	1 0%	2 0%	2 1%
Don't know / can't remember	23 2%	8 1%	13 2%	10 2%	8 2%	4 1%	9 1%	14 2%	12 1%	11 2%	6 1%	17 2%	3 1%	6 2%	4 1%	5 1%	6 1%	12 3% T	4 1%	1 0%

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your GP practice
Exclude None of these - Your GP practice

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1514	305	477	304	428	1254	249	228	444	135	181	91	562	442
Weighted base	1505	309	488	294	414	1258	236	218	416	131	203	83	502	480
Paper letters	156 10%	31 10%	50 10%	31 11%	43 10%	133 11%	22 9%	21 10%	47 11%	10 8%	13 6%	13 15% K*	53 11%	46 10%
NHS App	515 34%	92 30%	190 39% B	95 32%	138 33%	437 35%	72 30%	72 33%	143 34%	52 40%	66 32%	27 33% *	188 37%	154 32%
Phone	792 53%	160 52%	276 56% E	155 53%	200 48%	664 53%	121 51%	115 53%	225 54%	77 58%	108 53%	47 56% *	287 57%	255 53%
Email	231 15%	51 16%	63 13%	48 16%	69 17%	184 15%	46 19%	30 14%	76 18% K	26 20% K	22 11%	14 17% *	85 17%	64 13%
Text	556 37%	114 37%	199 41%	99 34%	145 35%	477 38%	75 32%	95 43%	150 36%	43 33%	77 38%	32 39% *	184 37%	190 40%
In-person	540 36%	117 38%	176 36%	112 38%	135 33%	445 35%	88 37%	77 35%	151 36%	44 34%	67 33%	26 32% *	185 37%	170 35%
Online platform	343 23%	75 24%	110 23%	70 24%	88 21%	297 24%	43 18%	37 17%	107 26% H	29 22%	38 19%	19 23% *	129 26% N	95 20%
Other (please specify)	5 0%	- -	4 1%	- -	1 0%	3 0%	2 1%	1 0%	3 1%	- -	- -	- - *	2 0%	1 0%
Don't know / can't remember	23 2%	5 2%	5 1%	3 1%	10 2%	16 1%	7 3%	4 2%	1 0%	2 2%	- -	1 1% *	5 1%	3 1%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your GP practice

Exclude None of these - Your GP practice

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1514	318	1145	599	306	293	846	829	545	104	1493	20	372	717	799	629	1082	231	278	437	180	307	6	78	72	135	77	218	46	83	131	56	483	1029	277	357	277	118	962	213	261	323	311	341	278
Weighted base	1505	318	1132	607	303	304	826	796	559	112	1484	20	366	702	790	618	1078	230	279	427	189	307	7	76	66	132	80	225	46	81	134	54	475	1028	274	357	273	123	966	210	274	333	311	321	266
Paper letters	156 10%	45 14% C	107 9%	83 14% G	37 12%	46 15% G	72 9%	79 10%	56 10%	16 14% *	149 10%	7 33% **	51 14% KNPQ	68 10%	86 11%	63 10%	115 11%	36 16% KNOPQ	42 15% KNOPQ	62 14% KNOPQ	26 14%	44 14%	- - **	11 14% *	11 17% *	20 15%	12 15% *	33 15%	6 13% *	12 15% *	16 12%	13 23% e*	46 10%	110 11%	23 8%	31 9%	39 14% hijm	17 14%	102 11%	28 13%	26 9%	38 11%	28 9%	34 11%	29 11%
NHS App	515 34%	106 33%	399 35%	257 42% G	123 41% G	133 44% G	233 28%	254 32%	204 37%	45 40% *	511 34%	3 16% **	146 40% KP	373 53% KMOPQJKSTU	311 39% KP	211 34%	411 38% KP	88 38%	106 38%	181 42% KP	74 39%	102 33%	2 29% **	24 31% *	38 57% VXZabcde*	51 39%	22 28% *	75 33%	17 38% *	28 35% *	52 39%	25 47% Vab*	138 29%	377 37% g	101 37% g	132 37% g	103 38% g	40 32%	358 37% g	68 32%	79 29%	120 36%	108 35%	114 36%	95 35%
Phone	792 53%	180 57%	592 52%	352 58% EG	162 53%	191 63% DEG	405 49%	397 50%	310 55%	66 59% *	781 53%	11 53% **	203 55%	392 56% K	471 60% KNR	360 58% KR	624 58% KR	118 51%	178 64% KMNRU	269 63% KMNQJRU	100 53%	174 57%	4 59% **	38 50% *	34 51% *	79 60%	44 55% *	142 63% VXYc	22 48% *	44 55% *	82 61%	35 65% *	241 51%	551 54% m	134 49%	204 57%	154 56%	59 48%	509 53%	116 55%	136 50%	174 52%	164 53%	170 53%	147 55%
Email	231 15%	63 20% C	157 14%	94 15%	45 15%	49 16%	126 15%	123 15%	83 15%	24 21% *	225 15% p	5 27% **	55 15%	103 15%	120 15% P	76 12%	153 14%	46 20% KNOPQ	41 15%	76 18% PQ	51 27% KMNOPQST	61 20%	1 20% **	19 25% *	15 23% *	33 25%	15 19% *	44 20%	13 29% *	19 23% *	30 23%	10 18% *	60 13%	171 17%	41 15%	49 14%	53 19% g	28 23% gj	161 17%	43 20% gj	44 16%	60 18%	49 16%	44 14%	35 13%
Text	556 37%	113 35%	433 38%	260 43% G	124 41% G	136 45% G	278 34%	271 34%	230 41% H	43 39% *	551 37%	6 30% **	133 36%	303 43% KMOPS	311 39%	235 38%	439 41% K	89 39%	103 37%	180 42% K	85 45% KM	110 36%	2 29% **	27 35% *	20 31% *	51 38% a	22 27% *	85 38% a	22 48% Ya*	33 41% a*	50 37%	20 37% *	165 35%	391 38% l	104 38%	137 38%	115 42% l	36 29%	362 37%	81 39% l	93 34%	120 36%	113 36%	128 40%	102 38%
In-person	540 36%	122 38%	403 36%	255 42% G	116 38% G	139 46% G	253 31%	263 33%	216 39%	47 42% *	536 36%	3 16% **	140 38%	280 40% K	335 42% K	245 40% K	429 40% K	107 46% KMQ	130 46% KMNPQ	194 45% KMNPQ	79 42%	119 39%	3 50% **	29 38% *	25 38% *	56 42%	36 45% *	96 43% v	19 40% *	30 37% *	63 48% v	21 39% *	140 29%	398 39% g	104 38% g	132 37% g	119 44% g	43 35%	374 39% g	80 38% g	103 38%	112 33%	104 34%	118 37%	103 39%
Online platform	343 23%	80 25%	250 22%	158 26% G	80 26% G	78 26% G	158 19%	182 23%	129 23%	24 21% *	339 23%	4 19% **	105 29% KP	182 26% K	202 26% K	140 23%	264 24% K	63 28%	69 25%	111 26%	54 29%	79 26%	1 20% **	21 28% *	19 28% *	31 23%	20 25% *	60 27%	11 24% *	29 36% VZ*	37 27%	18 33% *	79 17%	264 26% g	62 23%	87 24% g	82 30% g	33 26% g	254 26% g	55 26% g	60 22%	72 22%	62 20%	74 23%	75 28% q
Other (please specify)	5 0%	3 1% C	2 0%	4 1%	1 0%	3 1% G	1 0%	5 1%	- -	- - *	5 0%	- - **	2 0%	2 0%	2 0%	1 0%	4 0%	- -	- -	1 0%	1 1%	2 1%	- - **	- - *	- - *	2 1%	- - *	2 1%	- - *	- - *	2 1%	- - *	3 1%	2 0%	1 0%	1 0%	- -	- -	2 0%	- -	- -	- -	3 1%	1 0%	1 0%
Don't know / can't remember	23 2%	3 1%	15 1%	6 1%	1 0%	5 2%	14 2%	10 1%	9 2%	- - *	21 1% NOT	2 10% **	2 1%	5 1%	3 0%	11 2% NOT	11 1% OT	2 1%	4 1% T	1 0%	4 2% OT	2 1%	- - **	- - *	- - *	1 1%	1 2% *	1 0%	- - *	1 1% *	2 2%	- - *	9 2%	12 1%	6 2%	3 1%	1 0%	2 2%	10 1%	2 1%	4 1%	3 1%	5 2%	9 3%	2 1%

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24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Your hospital
Exclude None of these - Your hospital

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1277	590	673	424	455	398	823	454	837	440	682	595	178	289	333	388	357	386	315	219
Weighted base	1272	587	671	423	432	416	745	527	828	444	458	814	185	328	336	331	343	384	328	218
Paper letters	450 35%	182 31%	262 39% B	107 25%	157 36% D	186 45% DE	257 35%	193 37%	271 33%	179 40% I	166 36%	284 35%	77 41% P	109 33%	130 39% P	103 31%	122 36%	150 39% T	117 36%	61 28%
NHS App	381 30%	169 29%	210 31%	120 28%	126 29%	136 33%	217 29%	165 31%	246 30%	136 31%	135 29%	246 30%	59 32%	100 30%	106 32%	96 29%	107 31%	99 26%	108 33%	67 31%
Phone	482 38%	221 38%	254 38%	141 33%	172 40%	169 40%	275 37%	207 39%	299 36%	183 41%	172 38%	310 38%	71 38%	131 40%	121 36%	125 38%	128 37%	158 41% T	126 38%	70 32%
Email	242 19%	115 20%	124 19%	92 22% E	69 16%	80 19%	149 20%	93 18%	160 19%	82 18%	101 22% L	141 17%	38 20%	60 18%	61 18%	63 19%	68 20%	57 15%	62 19%	55 25% R
Text	309 24%	132 22%	174 26%	96 23%	108 25%	106 25%	183 25%	126 24%	187 23%	122 28%	123 27%	186 23%	48 26%	74 23%	91 27%	72 22%	93 27%	98 26%	67 20%	52 24%
In-person	393 31%	183 31%	207 31%	117 28%	146 34%	129 31%	231 31%	162 31%	250 30%	143 32%	147 32%	246 30%	50 27%	105 32%	97 29%	117 35%	116 34%	114 30%	94 29%	68 31%
Online platform	150 12%	70 12%	77 12%	62 15%	44 10%	43 10%	90 12%	59 11%	103 12%	47 11%	62 14%	87 11%	20 11%	38 12%	41 12%	45 14%	27 8%	43 11%	46 14% Q	34 16% Q
Other (please specify)	5 0%	2 0%	3 0%	2 1%	- -	3 1%	2 0%	3 1%	4 0%	1 0%	- -	5 1%	1 1%	2 0%	1 0%	1 0%	- -	3 1%	2 0%	- -
Don't know / can't remember	57 5%	25 4%	30 5%	17 4%	21 5%	20 5%	30 4%	27 5%	31 4%	27 6%	18 4%	40 5%	9 5%	15 5%	14 4%	9 3%	21 6%	19 5%	9 3%	8 4%

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	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1277	240	384	263	390	1043	224	189	381	114	152	69	455	369
Weighted base	1272	245	395	257	375	1050	211	182	362	113	167	63	414	394
Paper letters	450 35%	96 39% E	160 40% E	89 35%	106 28%	406 39% G	43 20%	73 40%	117 32%	39 34% *	64 38%	25 40% *	150 36%	165 42%
NHS App	381 30%	73 30%	127 32%	69 27%	112 30%	315 30%	66 31%	45 25%	121 33% H	33 30% *	52 31%	22 35% *	131 32%	107 27%
Phone	482 38%	85 35%	149 38%	119 46% BCE	128 34%	392 37%	90 42%	62 34%	130 36%	50 45% *	68 41%	24 39% *	156 38%	154 39%
Email	242 19%	45 19%	66 17%	50 20%	80 21%	194 18%	47 22%	32 18%	67 19%	25 23% *	30 18%	14 22% *	78 19%	67 17%
Text	309 24%	56 23%	105 27%	56 22%	92 24%	254 24%	55 26%	50 28%	94 26%	20 18% *	42 25%	16 26% *	101 24%	97 25%
In-person	393 31%	65 26%	113 29%	94 36% B	122 32%	329 31%	62 29%	59 32%	118 33%	33 29% *	49 29%	15 23% *	130 31%	125 32%
Online platform	150 12%	33 13%	35 9%	25 10%	56 15% C	117 11%	28 13%	16 9%	47 13%	20 17% H*	15 9%	7 12% *	56 14%	37 9%
Other (please specify)	5 0%	2 1%	2 0%	- -	1 0%	5 0%	- -	1 1%	1 0%	- - *	2 1%	- - *	1 0%	2 0%
Don't know / can't remember	57 5%	17 7% D	25 6% D	3 1%	13 4%	44 4%	10 5%	10 5%	13 4%	4 3% *	6 3%	2 3% *	21 5%	11 3%

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Exclude None of these - Your hospital

		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								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1277	301	927	519	255	264	699	702	445	94	1261	15	348	615	679	537	881	224	271	433	169	292	4	77	73	130	73	203	45	81	127	56	347	928	228	317	268	115	867	205	242	273	269	266	227
Weighted base	1272	301	919	531	255	276	678	680	454	100	1256	15	347	607	670	532	884	225	275	425	177	291	5	74	67	127	76	209	44	78	129	54	343	926	222	320	264	120	869	202	250	278	269	256	218
Paper letters	450 35%	110 36%	330 36%	236 44% G	103 40% G	133 48% G	201 30%	220 32%	186 41% H	34 34% *	444 35%	6 40% **	125 36%	250 41% K	282 42% KMP	200 38%	360 41% K	95 42% K	114 41% K	213 50% KMNOPQRSU	66 37%	106 36%	1 28% **	29 40% *	24 36% *	56 44% V	31 41% *	87 41% V	17 39% *	35 45% *	56 43% V	19 35% *	120 35% l	330 36% l	79 36% l	120 38% l	104 40% l	26 22% *	305 35% l	75 37% l	81 32%	79 28%	106 39% p	103 40% p	82 37% p
NHS App	381 30%	86 29%	277 30%	195 37% G	95 37% G	100 36% G	171 25%	188 28%	140 31%	45 45% HI*	376 30%	5 35% **	110 32%	252 41% KMOPQJKSU	218 33%	160 30%	276 31%	71 32%	84 31%	161 38% KMOPQS	52 30%	86 30%	- - **	16 21% *	28 41% VXa*	42 33% X	21 28% *	66 32%	20 45% VXa*	26 33% *	38 29%	15 29% *	79 23%	301 33% gl	74 33% gl	97 30% gl	88 33% gl	42 35% gl*	288 33% gl	54 27%	77 31%	88 32%	74 28%	79 31%	64 29%
Phone	482 38%	145 48% C	323 35%	210 39%	102 40%	108 39%	246 36%	248 36%	184 41%	38 38% *	472 38%	9 62% **	136 39%	218 36%	279 42% KN	213 40%	358 40% KN	87 39%	118 43% N	196 46% KMNPQR	71 40%	142 49%	2 40% **	34 46% *	30 45% *	72 56% V	36 47% *	106 51%	23 51% *	38 49% *	79 61% VXYab	29 53% *	100 29%	380 41% gi	75 34%	138 43% gi	116 44% gi	51 42% gi*	351 40% gi	102 50% ghim	95 38%	103 37%	102 38%	91 35%	91 42%
Email	242 19%	68 23%	166 18%	100 19%	46 18%	54 19%	131 19%	131 19%	84 18%	23 23% *	239 19%	2 15% **	81 23% K	130 21%	135 20%	99 19%	175 20%	54 24%	54 20%	108 25% KNOPQS	41 23%	67 23%	- - **	19 26% *	17 25% *	32 25%	16 21% *	47 22%	16 36% b*	21 27% *	34 26%	14 25% *	44 13%	198 21% gi	48 22% gi	59 18%	64 24% gi	27 22% gi*	185 21% gi	54 26% gi	44 18%	67 24% s	53 20%	43 17%	35 16%
Text	309 24%	72 24%	225 24%	157 30% G	71 28%	85 31% G	146 21%	142 21%	131 29% H	32 32% H*	308 25%	1 10% **	90 26%	179 30% KOP	164 24%	129 24%	240 27% KO	55 24%	70 26%	134 31% KOPQR	54 31%	70 24%	1 14% **	22 29% *	21 31% *	31 24%	15 20% *	52 25%	13 29% *	18 23% *	33 26%	14 26% *	69 20%	241 26% gi	55 25%	87 27% gi	72 27% gi	27 22% *	224 26% gi	49 24%	55 22%	63 23%	71 27%	71 28%	49 22%
In-person	393 31%	107 36%	271 29%	170 32%	82 32%	88 32%	204 30%	203 30%	139 31%	44 44% HI*	389 31%	4 25% **	124 36% K	195 32%	232 35% K	183 34% K	298 34% K	90 40% KNQ	130 47% KMNOPQTU	158 37% KN	67 38%	107 37%	1 17% **	25 34% *	24 35% *	47 37%	30 40% *	86 41% V	20 46% *	35 45% *	49 38%	28 51% VX*	90 26%	303 33% gi	54 24%	110 34% gi	101 38% ghim	38 32% *	283 33% gi	75 37% gi	75 30%	84 30%	79 29%	81 32%	74 34%
Online platform	150 12%	44 15%	97 11%	73 14% G	34 13%	39 14%	65 10%	79 12%	53 12%	17 17% *	150 12%	- - **	54 16% KPQ	82 13%	85 13%	57 11%	105 12%	32 14%	41 15%	63 15% KP	25 14%	44 15%	- - **	9 12% *	13 20% Z*	14 11%	10 13% *	35 17% Z	6 15% *	13 17% *	15 12%	7 13% *	23 7%	126 14% gj	26 12%	31 10%	48 18% ghjm	21 17% gj*	120 14% gj	35 17% gj	18 7%	40 14% o	37 14% o	28 11%	27 12%
Other (please specify)	5 0%	- -	5 1%	1 0%	- -	1 0%	4 1%	4 1%	1 0%	- - *	5 0%	- - **	- -	2 0%	1 0%	3 1%	4 0%	- -	1 0%	1 0%	- -	- -	- - **	- - *	- - *	- - *	- - *	- -	- - *	- - *	- -	- - *	4 1% hm	1 0%	1 0%	- -	- -	- - *	1 0%	- -	1 0%	- -	2 1%	1 0%	1 0%
Don't know / can't remember	57 5%	11 4%	42 5%	22 4% E	5 2%	16 6%	33 5%	25 4%	20 4%	5 5% *	57 5% MT	1 5% **	5 2%	21 4% MT	23 3% MT	28 5% MOST	35 4% MT	6 3%	7 2%	5 1%	6 4% T	10 3%	- - **	3 4% *	2 3% *	7 6%	4 6% *	9 4%	1 3% *	3 4% *	4 3%	- - *	23 7% hkm	34 4% k	14 6% hkm	12 4%	4 1%	4 3% *	32 4% k	6 3%	9 4%	7 3%	15 6%	18 7% p	8 4%

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Other NHS services
Exclude None of these - Other NHS services

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1186	553	622	395	422	369	763	423	781	405	637	549	165	268	297	371	326	359	285	216
Weighted base	1178	542	625	391	404	383	686	492	777	401	426	752	171	306	300	315	316	357	290	215
Paper letters	187	81	105	43	73	72	115	72	125	62	69	118	29	39	57	51	55	61	42	29
	16%	15%	17%	11%	18% D	19% D	17%	15%	16%	16%	16%	16%	17%	13%	19%	16%	17%	17%	14%	14%
NHS App	332	164	166	103	113	117	193	139	227	105	117	215	49	76	87	102	79	94	94	65
	28%	30%	27%	26%	28%	30%	28%	28%	29%	26%	27%	29%	29%	25%	29%	32%	25%	26%	33%	30%
Phone	351	153	196	107	145	99	206	145	237	114	125	226	58	99	76	95	95	119	75	62
	30%	28%	31%	27%	36% DF	26%	30%	30%	31%	28%	29%	30%	34%	32%	25%	30%	30%	33%	26%	29%
Email	212	109	104	85	71	57	135	77	146	66	97	116	38	52	50	63	45	69	48	49
	18%	20%	17%	22% F	18%	15%	20%	16%	19%	17%	23% L	15%	22%	17%	17%	20%	14%	19%	16%	23% Q
Text	267	119	147	91	86	90	156	111	187	80	97	170	39	68	71	67	77	90	54	45
	23%	22%	24%	23%	21%	23%	23%	23%	24%	20%	23%	23%	23%	22%	24%	21%	24%	25%	19%	21%
In-person	195	90	103	58	68	69	114	81	127	68	80	115	25	58	45	55	51	62	44	38
	17%	17%	17%	15%	17%	18%	17%	16%	16%	17%	19%	15%	15%	19%	15%	17%	16%	17%	15%	18%
Online platform	106	46	60	40	42	24	70	37	81	25	53	54	6	30	21	44	30	19	34	24
	9%	8%	10%	10%	10%	6%	10%	7%	10% J	6%	12% L	7%	4%	10% M	7%	14% MO	9%	5%	12% R	11% R
Other (please specify)	4	1	2	1	1	2	2	2	2	2	1	2	-	1	1	1	1	1	1	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	-
Don't know / can't remember	142	55	85	48	42	52	80	63	71	72	50	92	19	36	36	26	43	47	33	19
	12%	10%	14%	12%	10%	14%	12%	13%	9%	18% I	12%	12%	11%	12%	12%	8%	14%	13%	12%	9%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Other NHS services
Exclude None of these - Other NHS services

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1186	219	346	253	368	949	224	178	346	95	141	73	415	348
Weighted base	1178	226	358	243	350	954	212	171	325	92	161	64	375	375
Paper letters	187 16%	33 15%	56 16%	41 17%	57 16%	169 18% G	17 8%	30 18%	45 14%	18 20% *	36 22% I	8 12% *	56 15%	77 21%
NHS App	332 28%	65 29%	120 33% DE	60 25%	87 25%	277 29%	51 24%	31 18%	103 32% H	28 30% H*	56 35% H	21 33% H*	112 30%	117 31%
Phone	351 30%	61 27%	100 28%	90 37% BCE	101 29%	264 28%	84 40% F	54 32%	95 29%	31 33% *	39 24%	14 22% *	121 32%	106 28%
Email	212 18%	39 17%	49 14%	44 18%	80 23% C	164 17%	46 22%	36 21%	61 19%	15 16% *	26 16%	13 20% *	64 17%	60 16%
Text	267 23%	58 26%	73 20%	64 26%	72 21%	222 23%	41 19%	45 26%	81 25%	21 22% *	33 20%	12 19% *	85 23%	87 23%
In-person	195 17%	37 17%	55 15%	41 17%	61 17%	156 16%	35 16%	40 23% L	51 16%	16 17% *	24 15%	5 8% *	67 18%	65 17%
Online platform	106 9%	25 11% C	17 5%	22 9% C	42 12% C	85 9%	19 9%	11 6%	30 9%	18 20% HIKL*	12 7%	5 8% *	40 11%	31 8%
Other (please specify)	4 0%	- -	1 0%	2 1%	1 0%	3 0%	1 0%	- -	1 0%	1 1% *	- -	- - *	2 0%	- -
Don't know / can't remember	142 12%	27 12%	48 13%	24 10%	43 12%	115 12%	26 12%	18 10%	31 10%	7 7% *	15 10%	11 17% *	36 10%	41 11%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9B. In which of the following ways have you communicated with these services? - Other NHS services

Exclude None of these - Other NHS services

		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							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1186	263	872	467	229	238	661	642	427	86	1172	13	316	578	631	510	799	203	232	360	160	255	3	73	64	110	68	172	45	66	103	51	360	824	202	278	231	113	776	176	211	271	245	260	199
Weighted base	1178	262	861	475	229	246	640	616	438	91	1164	13	310	568	616	502	794	201	234	350	168	255	3	72	61	108	71	179	45	64	106	50	355	820	202	273	228	118	776	174	220	280	246	242	190
Paper letters	187 16%	50 19%	132 15%	103 22% EG	40 18% G	63 26% EG	74 12%	88 14%	76 17%	20 22% *	185 16%	2 15% **	60 19%	90 16%	117 19% KNP	77 15%	150 19% KNP	44 22% KNP	54 23% KNP	80 23% KNP	38 23% KNP	49 19%	- - **	12 17% *	8 13% *	25 23% Y*	14 20% *	36 20%	13 28% Y*	14 22% *	21 20% *	8 16% *	51 14%	136 17%	30 15%	40 15%	48 21% m	17 15% *	125 16%	34 20%	25 11%	53 19% o	30 12%	48 20% oq	31 17%
NHS App	332 28%	75 29%	245 28%	157 33% G	70 31%	86 35% G	162 25%	171 28%	124 28%	33 37% *	330 28% P	2 18% **	106 34% KP	235 41% KMOPQRSTU	191 31% KP	120 24%	238 30% P	58 29%	76 33% P	119 34% KP	46 28%	74 29%	1 24% **	18 25% *	18 30% *	36 34% *	20 28% *	52 29%	16 36% *	20 32% *	31 30% *	18 37% *	90 25%	242 29%	54 27%	86 32%	71 31%	30 25% *	228 29%	54 31%	65 30%	77 28%	64 26%	72 30%	54 29%
Phone	351 30%	95 36% C	250 29%	137 29%	62 27%	75 31%	192 30%	184 30%	123 28%	31 34% *	346 30% N	4 33% **	105 34% N	138 24%	198 32% N	163 33% N	239 30% N	77 38% KNQT	88 38% KNQT	100 29%	62 37% KN	94 37%	- - **	30 41% *	16 26% *	39 36% *	25 36% *	71 40% Y	18 39% *	24 38% *	40 38% *	22 44% Y*	91 26%	258 31%	53 26%	77 28%	84 37% ghim	44 37% g*	243 31%	65 37% gij	81 37% r	79 28%	75 31%	58 24%	58 30%
Email	212 18%	48 18%	153 18%	88 18%	39 17%	48 20%	116 18%	113 18%	80 18%	18 19% *	210 18% Q	2 17% **	56 18%	103 18%	114 19%	96 19%	130 16%	40 20%	39 17%	71 20% Q	45 27% KMNOPQS	48 19%	- - **	18 25% *	17 29% Vb*	22 20% *	14 20% *	32 18%	10 23% *	14 23% *	19 18% *	9 18% *	58 16%	154 19%	34 17%	50 18%	47 21%	23 19% *	145 19%	38 22%	41 19%	49 18%	41 17%	44 18%	38 20%
Text	267 23%	61 23%	198 23%	130 27% G	58 25%	73 29% G	130 20%	146 24%	98 22%	21 23% *	266 23%	1 7% **	70 22%	133 23%	154 25%	134 27% K	186 23%	42 21%	49 21%	91 26%	56 33% KMNOQRS	60 24%	- - **	17 23% *	15 24% *	31 29% *	18 25% *	45 25%	13 29% *	17 26% *	23 22% *	14 28% *	77 22%	190 23%	56 28%	54 20%	55 24%	25 21% *	180 23%	42 24%	54 25%	49 18%	55 22%	61 25% p	47 25%
In-person	195 17%	55 21%	134 16%	82 17%	44 19%	39 16%	104 16%	106 17%	70 16%	17 19% *	194 17%	1 8% **	49 16%	93 16%	117 19% K	99 20% K	146 18% K	43 21% M	63 27% KMNOPQTU	63 18%	31 18%	53 21%	2 76% **	16 23% *	13 21% *	25 23% *	18 26% *	41 23%	7 15% *	18 29% cf*	23 22% *	7 14% *	53 15%	142 17%	27 13%	46 17%	49 22% im	19 16% *	131 17%	40 23% ghim	41 19%	50 18%	35 14%	41 17%	29 15%
Online platform	106 9%	40 15% C	66 8%	41 9%	21 9%	20 8%	54 8%	61 10%	36 8%	10 11% *	105 9%	1 9% **	46 15% KNOPQ	53 9%	54 9%	42 8%	67 8%	27 14% KOPQ	34 14% KNOPQ	36 10%	17 10%	40 16%	- - **	9 13% *	12 19% *	11 11% *	9 13% *	27 15%	8 18% *	11 17% *	17 16% *	15 29% VkZabe*	25 7%	82 10%	13 7%	30 11%	21 9%	18 15% gj*	78 10%	31 18% ghijkm	19 9%	28 10%	22 9%	17 7%	19 10%
Other (please specify)	4 0%	1 1%	2 0%	1 0%	- -	1 1%	2 0%	2 0%	2 0%	- - *	4 0%	- - **	1 0%	4 1%	2 0%	1 0%	2 0%	1 0%	- -	2 1%	- -	1 1%	- - **	1 1% *	1 1% *	- - *	- - *	1 1%	- - *	- - *	- - *	1 3% *	2 1%	1 0%	- -	- -	1 1%	- - *	1 0%	1 0%	- -	1 0%	- -	2 1%	- -
Don't know / can't remember	142 12%	20 8%	107 12%	57 12%	23 10%	33 14%	71 11%	73 12%	50 11%	8 9% *	141 12% O	1 10% **	28 9%	71 13%	63 10%	67 13% MO	108 14% KMO	21 10%	27 11%	48 14% MO	16 10%	18 7% f	- - **	6 8% f*	8 12% f*	13 12% Vf*	10 14% Vf*	15 8% f	3 8% f*	7 11% f*	12 12% Vf*	- - *	40 11%	101 12% n	31 15% n	39 14% n	23 10%	9 7% *	96 12% n	11 6%	17 8%	28 10%	38 15% o	32 13%	28 15% o

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ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9BxQ5. In which of the following ways have you communicated with these services? x Which of the following, if any, have you/has someone you care for/have you or someone you care for experienced when receiving NHS care and treatment in the last 12 months? - Your GP practice

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

	Your GP practice : Q9B_NHS._SCALE						
	Paper letters	NHS App	Phone	Email	Text	In-person	Online platform
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
NET: Yes	110	377	551	171	391	398	264
	71%	73%	70%	74%	70%	74%	77%
						C	CE

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ColumnMeans (5%): A/B/C/D/E/F/G Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9BxQ5. In which of the following ways have you communicated with these services? x Which of the following, if any, have you/has someone you care for/have you or someone you care for experienced when receiving NHS care and treatment in the last 12 months?- Your hospital

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

	Your hospital : Q9B_NHS._SCALE						
	Paper letters	NHS App	Phone	Email	Text	In-person	Online platform
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
NET: Yes	330	301	380	198	241	303	126
	73%	79%	79%	82%	78%	77%	84%
		A	A	A			A

lance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

ColumnProportions (5%): A/B/C/D/E/F/G Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A/B/C/D/E/F/G Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Q9BxQ5. In which of the following ways have you communicated with these services? x Which of the following, if any, have you/has someone you care for/have you or someone you care for experienced when receiving NHS care and treatment in the last 12 months?- Other NHS services

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

	Other NHS services : Q9B_NHS._SCALE						
	Paper letters	NHS App	Phone	Email	Text	In-person	Online platform
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
NET: Yes	136 73%	242 73%	258 74%	154 72%	190 71%	142 73%	82 77% *

ance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos Terms and Conditions.

ColumnProportions (5%): A/B/C/D/E/F/G Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A/B/C/D/E/F/G Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9. Do you have any long-term physical or mental health conditions, disabilities or illnesses?
All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Yes, one condition, disability or illness	333 17%	147 16%	182 19%	109 18%	110 16%	114 19%	177 16%	156 19%	199 16%	134 21% I	113 17%	220 18%	62 21% NP	69 14%	103 21% NP	76 15%	80 16%	97 17%	106 21% Q	50 16%
Yes, more than one condition, disability or illness	320 17%	150 16%	162 17%	75 12%	103 15%	142 23% DE	163 15%	157 19% G	148 12%	172 27% I	91 14%	228 19% K	87 30% NOP	95 20% P	75 15% P	39 8%	87 17%	102 18%	79 16%	51 16%
No	1118 59%	564 60%	548 57%	357 58%	418 62% F	343 56%	700 64% H	418 51%	825 65% J	293 46%	426 63% L	692 56%	124 42%	288 60% M	278 57% M	346 69% MNO	323 62% S	339 59%	277 55%	180 57%
Don't know/can't say	74 4%	42 5%	31 3%	45 7% EF	25 4% F	4 1%	30 3%	44 5% G	54 4%	20 3%	23 3%	50 4%	12 4%	15 3%	18 4%	24 5%	14 3%	19 3%	22 4%	19 6% Q
Prefer not to say	64 3%	32 3%	30 3%	33 5% EF	19 3%	11 2%	25 2%	39 5% G	44 3%	20 3%	20 3%	44 4%	8 3%	17 4%	11 2%	16 3%	13 3%	17 3%	17 3%	17 5%

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ColumnProportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

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

All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Yes, one condition, disability or illness	333 17%	65 16%	121 20%	68 17%	79 16%	291 18% G	38 13%	48 17%	81 16%	34 22%	40 15%	19 19% *	96 16%	109 19%
Yes, more than one condition, disability or illness	320 17%	87 22% DE	112 19% E	61 15%	59 12%	284 18% G	33 11%	35 13%	85 17%	32 21% H	48 18%	19 20% *	95 16%	122 21% M
No	1118 59%	219 55%	349 58%	217 54%	334 66% BCD	924 58%	187 62%	186 67% JL	314 63% J	80 53%	159 62%	54 54% *	406 66% N	324 56%
Don't know/can't say	74 4%	10 2%	12 2%	29 7% BC	22 4% C	46 3%	25 8% F	4 1%	9 2%	2 1%	4 1%	3 3% *	9 1%	10 2%
Prefer not to say	64 3%	14 4%	10 2%	28 7% CE	12 2%	42 3%	21 7% F	3 1%	6 1%	4 3%	8 3%	4 4% I*	7 1%	12 2%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q9. Do you have any long-term physical or mental health conditions, disabilities or illnesses?
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 P12M											Use of NHS services in P12M person they care for										NHS service experience in P12M								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Yes, one condition, disability or illness	333 17%	72 21%	254 17%	333 51% FG	333 100% DFG	- -	- -	158 16%	143 21% H	26 19%	310 20% L	21 8%	82 22% L	157 22% L	182 22% KL	130 19% L	254 23% KLP	52 22% L	69 24% KL	103 24% KL	52 27% KLP	69 22%	2 13% **	20 26% *	17 25% *	32 23%	14 17% *	54 23%	10 21% *	17 21% *	29 22%	10 19% *	88 17%	224 21% g	50 17%	86 23% g	61 22%	26 21%	208 21%	52 24% g	65 17%	76 18%	65 17%	78 20%	49 15%
Yes, more than one condition, disability or illness	320 17%	92 27% C	209 14%	320 49% EG	- -	320 100% DEG	- -	133 13%	129 19% H	53 38% HI	308 20% L	11 4%	97 26% KLP	167 23% KLP	209 25% KLP	131 20% L	256 23% KLP	60 25% KLP	84 30% KLNPQ	120 28% KLNPQ	74 39% KLMNOPQRST	87 27%	3 18% **	19 25% *	19 28% *	41 30%	26 32% *	71 31%	13 27% *	26 32% *	36 26%	20 37% *	69 13%	238 22% gi	45 16%	81 22% g	80 29% ghim	32 26% gi	226 23% gi	51 23% gi	65 17%	66 16%	66 17%	72 18%	51 15%
No	1118 59%	158 47%	931 64% B	- -	- -	- -	1118 100% DEF	663 66% IJ	385 56% J	50 37%	878 56% MNOQRSTU	226 84% KMNOPQRSTU	170 45% U	362 50% STU	386 47% SU	384 57% MNOQRSTU	534 49% SU	112 48% SU	112 40% U	196 45% U	55 29%	147 47% b	10 62% **	38 49% *	31 45% *	60 45%	40 49% *	97 42%	22 48% *	38 46% *	68 49%	23 42% *	356 67% hjklmn	543 51% k	174 60% hjklmn	185 50%	127 45%	58 47%	505 51% k	107 49%	227 59%	239 58%	218 57%	221 56%	213 64% r
Don't know/can't say	74 4%	9 3%	27 2%	- -	- -	- -	- -	23 2%	16 2%	3 2%	41 3%	3 1%	17 5% KLOPQT	21 3%	22 3%	14 2%	23 2%	7 3%	10 4%	10 2%	5 2%	7 2%	1 6% **	1 1% *	2 2% *	2 1%	- - *	5 2%	2 3% *	1 1% *	1 1%	2 3% *	11 2%	30 3%	11 4%	11 3%	5 2%	4 3%	30 3%	5 2%	14 4%	18 4%	14 4%	16 4%	12 3%
Prefer not to say	64 3%	6 2%	30 2%	- -	- -	- -	- -	21 2%	18 3%	5 4%	39 2%	9 3%	7 2%	15 2%	22 3%	12 2%	27 2%	5 2%	6 2%	9 2%	5 3%	5 2%	- - **	- - *	- - *	1 1%	2 2% *	3 1%	- - *	- - *	3 3%	- - *	11 2%	27 3%	9 3%	7 2%	9 3%	3 3%	26 3%	3 2%	12 3%	12 3%	22 6% r	9 2%	10 3%

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ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Q10. Which of the following best describes your current financial situation?
All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Very comfortable (I have more than enough money for living expenses, and a lot spare to save or spend on extras or leisure)	166	100	66	61	53	52	126	40	122	44	66	100	9	22	51	76	40	50	38	38
	9%	11% C	7%	10%	8%	9%	12% H	5%	10%	7%	10%	8%	3%	5%	11% MN	15% MNO	8%	9%	8%	12%
Quite comfortable (I have enough money for living expenses, and a little spare to save or spend on extras or leisure)	832	424	403	257	246	329	522	310	558	274	329	503	86	200	224	252	226	262	215	129
	44%	45%	42%	42%	36%	53% DE	48% H	38%	44%	43%	49% L	41%	30%	41% M	46% M	50% MN	44%	46%	43%	41%
Just getting by (I have just enough money for living expenses and little else)	690	303	379	200	292	199	360	330	459	232	217	473	138	200	170	138	194	193	193	110
	36%	32%	40% B	32%	43% DF	32%	33%	41% G	36%	36%	32%	38% K	47% OP	41% P	35% P	28%	38%	34%	39%	35%
Really struggling (I don't have enough money for living expenses and sometimes run out of money)	138	63	73	46	66	26	54	84	79	59	34	104	47	50	20	14	38	39	35	25
	7%	7%	8%	7% F	10% F	4%	5%	10% G	6%	9% I	5%	8% K	16% NOP	10% OP	4%	3%	7%	7%	7%	8%
Prefer not to say	82	45	35	55	18	9	31	51	51	31	27	55	13	11	20	21	19	29	19	15
	4%	5%	4%	9% EF	3%	1%	3%	6% G	4%	5%	4%	4%	4%	2%	4%	4%	4%	5%	4%	5%
NET: Very/ Quite Comfortable	998	524	469	318	299	381	648	350	681	318	395	603	96	223	275	328	266	312	253	167
	52%	56% C	49%	51% E	44%	62% DE	59% H	43%	54%	50%	59% L	49%	33%	46% M	57% MN	66% MNO	51%	54%	51%	53%
NET: Just getting by/ Really struggling	828	366	451	246	358	224	414	413	538	290	251	576	184	250	190	152	232	232	228	135
	43%	39%	47% B	40%	53% DF	37%	38%	51% G	42%	45%	37%	47% K	63% NOP	52% OP	39% P	30%	45%	41%	46%	43%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R/S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Very comfortable (I have more than enough money for living expenses, and a lot spare to save or spend on extras or leisure)	166 9%	25 6%	53 9%	27 7%	61 12% BD	125 8%	40 13% F	32 12%	43 9%	13 8%	19 7%	9 9% *	59 10%	50 9%
Quite comfortable (I have enough money for living expenses, and a little spare to save or spend on extras or leisure)	832 44%	167 42%	300 50% BDE	171 42%	194 38%	714 45% G	113 37%	144 52% KL	234 47% K	80 53% KL	95 37%	37 37% *	296 48%	251 43%
Just getting by (I have just enough money for living expenses and little else)	690 36%	153 39%	207 34%	146 36%	184 36%	594 37% G	90 30%	90 33%	176 36%	46 30%	121 47% HIJ	42 42% *	216 35%	221 38%
Really struggling (I don't have enough money for living expenses and sometimes run out of money)	138 7%	44 11% C	23 4%	32 8% C	39 8% C	109 7%	27 9%	7 3%	31 6% H	13 8% H	17 6%	8 8% H*	33 5%	47 8%
Prefer not to say	82 4%	7 2%	21 3%	27 7% BC	28 5% B	45 3%	33 11% F	2 1%	10 2%	- -	7 3%	3 3% J*	9 2%	10 2%
NET: Very/ Quite Comfortable	998 52%	192 49%	354 59% BDE	197 49%	255 50%	839 53%	152 50%	177 64% IKL	277 56% K	93 61% KL	114 44%	46 47% *	354 58%	300 52%
NET: Just getting by/ Really struggling	828 43%	197 50% C	230 38%	178 44%	224 44%	703 44%	118 39%	97 35%	208 42%	59 39%	138 53% HIJ	50 50% H*	248 41%	268 46%

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ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

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

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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Very comfortable (I have more than enough money for living expenses, and a lot spare to save or spend on extras or leisure)	166 9%	26 8%	131 9%	38 6%	19 6%	20 6%	119 11% DEF	166 17% IJ	- -	- -	142 9% OQ	22 8%	34 9%	55 8%	62 8%	60 9%	80 7%	17 7%	21 7%	32 7%	11 6%	24 8% b	2 12% **	5 7% *	6 9% *	10 7%	6 7% *	13 6%	5 11% *	7 9% *	10 7%	5 10% *	49 9%	95 9%	29 10%	32 9%	21 8%	13 10%	90 9%	16 7%	30 8%	45 11%	29 7%	34 9%	29 9%
Quite comfortable (I have enough money for living expenses, and a little spare to save or spend on extras or leisure)	832 44%	143 42%	652 45%	253 39%	139 42%	114 36%	544 49% DEF	832 83% IJ	- -	- -	702 45% MRS	119 44% M	129 35%	310 43% MR	371 45% MRS	315 47% MQRSU	474 43% MRS	85 36%	105 37%	207 47% MRSU	74 38%	139 44%	2 16% **	32 41% *	32 46% *	65 48% e	42 51% e*	95 41%	19 41% *	38 47% *	53 39%	25 47% *	268 50% hklm	446 42% lm	128 44% l	163 44% l	118 42% l	37 30%	409 41% l	99 46% l	149 39%	160 39%	180 47% op	184 46%	160 48% op
Just getting by (I have just enough money for living expenses and little else)	690 36%	132 39%	535 37%	271 42% G	143 43% G	129 40%	385 34%	- -	690 100% HIJ	- -	578 37%	99 37%	155 41% KT	281 39%	299 36%	244 36%	432 39% KOT	100 42% T	116 41% T	151 35%	67 35%	120 38% f	9 61% **	33 43% f*	25 36% *	51 38% f	27 33% *	99 43% Vf	20 43% f*	30 37% *	63 46% Vaf	12 22% *	186 35%	400 38%	113 39%	128 35%	109 39%	50 41%	378 38%	83 38%	151 40%	150 36%	134 35%	145 37%	110 33%
Really struggling (I don't have enough money for living expenses and sometimes run out of money)	138 7%	25 7%	103 7%	79 12% EG	26 8% G	53 17% DEG	50 5%	- -	- -	138 100% HIJ	115 7%	20 7%	43 12% KNPQ	59 8% P	70 9% P	39 6%	88 8% P	30 13% KNOPQ	34 12% KNOPQ	41 9% P	32 17% KLNOPQT	23 7%	2 11% **	7 9% *	6 9% *	8 6%	6 7% *	18 8%	2 5% *	5 6% *	8 6%	9 16% V2de*	22 4%	93 9% gj	14 5%	36 10% gj	27 9% gj	17 14% gjn	92 9% gj	15 7%	34 9% r	40 10% rs	29 7%	17 4%	18 5%
Prefer not to say	82 4%	12 4%	28 2%	11 2%	6 2%	5 1%	20 2%	- -	- -	- -	39 2% Q	10 4%	13 3% QT	17 2%	19 2%	14 2%	21 2%	4 2%	6 2%	6 1%	7 4%	9 3%	- - **	1 1% *	- - *	3 2%	1 2% *	4 2%	- - *	1 1% *	3 2%	2 4% *	11 2%	28 3%	5 2%	9 3%	7 2%	6 5%	26 3%	4 2%	19 5%	16 4%	13 3%	17 4%	17 5%
NET: Very/ Quite Comfortable	998 52%	169 50%	784 54%	291 45%	158 47%	133 42%	663 59% DEF	998 100% IJ	- -	- -	844 54% MNQRSU	140 52%	163 44%	365 51% MR	433 53% MRSU	375 56% MNQRSU	554 51% MRS	102 43%	125 44%	239 55% MRSU	85 44%	163 52% b	4 28% **	37 47% *	38 55% *	74 55% b	48 58% be*	108 47%	24 52% *	46 56% *	63 46%	31 57% *	317 59% hklm	540 51% l	157 54% l	195 53% l	139 49%	49 40%	499 50% l	115 53% l	178 47%	205 50%	209 54%	218 55% o	189 57% o
NET: Just getting by/ Really struggling	828 43%	156 46%	639 44%	350 54% G	169 51% G	182 57% G	436 39%	- -	690 100% H	138 100% H	692 44%	119 44%	198 53% KLNOPQT	340 47% KP	369 45%	282 42%	521 48% KP	130 55% KLNOPQT	151 54% KLNOPQT	192 44%	100 52% KP	143 45%	11 72% **	40 52% *	31 45% *	59 43%	33 40% *	117 51% V2a	22 48% *	35 43% *	71 52%	21 38% *	208 39%	494 47% g	126 44%	165 45%	135 48% g	67 55% g	470 47% g	98 45%	185 48% rs	190 46%	163 42%	162 41%	129 38%

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ColumnProportions (5%): 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/Zla/b/c/d/e/f,g/h/i/j/k/l/m/n,o/p/q/r/s Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): 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/Zla/b/c/d/e/f,g/h/i/j/k/l/m/n,o/p/q/r/s Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile
All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Total	1908 100%	935 100%	955 100%	618 100%	675 100%	614 100%	1094 100%	814 100%	1270 100%	638 100%	673 100%	1235 100%	293 100%	484 100%	484 100%	501 100%	518 100%	573 100%	500 100%	317 100%
Gender	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Man	935 49%	935 100% C	- -	309 50%	331 49%	295 48%	526 48%	410 50%	660 52% J	275 43%	338 50%	598 48%	127 43%	229 47%	252 52% M	289 58% MN	246 48%	275 48%	253 51%	161 51%
Woman	955 50%	- -	955 100% B	299 48%	338 50%	317 52%	559 51%	396 49%	603 47%	352 55% I	327 49%	627 51%	159 54% P	249 52% P	231 48%	210 42%	267 52%	294 51%	241 48%	152 48%
Aggregated Age Breaks	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
16-34	618 32%	309 33%	299 31%	618 100% EF	- -	- -	384 35% H	234 29%	452 36% J	166 26%	257 38% L	362 29%	73 25%	136 28%	146 30%	204 41% MNO	138 27%	185 32%	146 29%	149 47% QRS
35-54	675 35%	331 35%	338 35%	- -	675 100% DF	- -	403 37%	272 33%	566 45% J	109 17%	269 40% L	407 33%	87 30%	156 32%	179 37%	221 44% MNO	194 38%	208 36%	174 35%	99 31%
55-75	614 32%	295 32%	317 33%	- -	- -	614 100% DE	306 28%	308 38% G	251 20%	364 57% I	148 22%	467 38% K	132 45% OP	192 40% P	159 33% P	76 15%	185 36% T	181 31% T	180 36% T	68 22%
Social grade	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
ABC1	1094 57%	526 56%	559 59%	384 62% F	403 60% F	306 50%	1094 100% H	- -	809 64% J	285 45%	517 77% L	577 47%	85 29%	238 49% M	310 64% MN	387 77% MNO	281 54%	320 56%	290 58%	202 64% QR
C2DE	814 43%	410 44%	396 41%	234 38%	272 40%	308 50% DE	- -	814 100% G	461 36%	353 55% I	156 23%	658 53% K	208 71% NOP	246 51% OP	175 36% P	114 23%	236 46% T	254 44% T	210 42%	115 36%
Employment status	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
WORKING	1270 67%	660 71% C	603 63%	452 73% F	566 84% DF	251 41%	809 74% H	461 57%	1270 100% J	- -	527 78% L	742 60%	95 33%	295 61% M	368 76% MN	443 89% MNO	317 61%	384 67%	340 68% Q	229 72% Q
NOT WORKING	638 33%	275 29%	352 37% B	166 27% E	109 16%	364 59% DE	285 26%	353 43% G	- -	638 100% I	146 22%	493 40% K	197 67% NOP	189 39% OP	116 24% P	58 11%	201 39% ST	190 33%	160 32%	88 28%
Education	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
GRADUATES	673 35%	338 36%	327 34%	257 42% F	269 40% F	148 24%	517 47% H	156 19%	527 42% J	146 23%	673 100% L	- -	63 21%	109 23%	178 37% MN	285 57% MNO	166 32%	188 33%	162 32%	157 50% QRS
NON GRADUATES	1235 65%	598 64%	627 66%	362 59%	407 60%	467 76% DE	577 53%	658 81% G	742 58%	493 77% I	- -	1235 100% K	230 79% OP	375 77% OP	307 63% P	216 43%	352 68% T	385 67% T	338 68% T	160 50%
Household Income	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
UP TO £19999	293 15%	127 14%	159 17%	73 12%	87 13%	132 21% DE	85 8%	208 25% G	95 8%	197 31% I	63 9%	230 19% K	293 100% NOP	- -	- -	- -	88 17%	100 18%	65 13%	39 12%
£20000 - £34999	484 25%	229 25%	249 26%	136 22%	156 23%	192 31% DE	238 22%	246 30% G	295 23%	189 30% I	109 16%	375 30% K	- -	484 100% MOP	- -	- -	140 27% T	150 26% T	135 27% T	59 19%
£35000 - £54999	484 25%	252 27%	231 24%	146 24%	179 27%	159 26%	310 28% H	175 21%	368 29% J	116 18%	178 26%	307 25%	- -	- -	484 100% MNP	- -	145 28% T	143 25%	133 27%	64 20%
£55000+	501 26%	289 31% C	210 22%	204 33% F	221 33% F	76 12%	387 35% H	114 14%	443 35% J	58 9%	285 42% L	216 17%	- -	- -	- -	501 100% MNO	104 20%	137 24%	130 26% Q	130 41% QRS
Region	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
NORTH	518 27%	246 26%	267 28%	138 22%	194 29% D	185 30% D	281 26%	236 29%	317 25%	201 31% I	166 25%	352 29%	88 30% P	140 29% P	145 30% P	104 21%	518 100% RST	- -	- -	- -
MIDLANDS	573 30%	275 29%	294 31%	185 30%	208 31%	181 29%	320 29%	254 31%	384 30%	190 30%	188 28%	385 31%	100 34% P	150 31%	143 29%	137 27%	- -	573 100% QST	- -	- -
SOUTH	500 26%	253 27%	241 25%	146 24%	174 26%	180 29% D	290 27%	210 26%	340 27%	160 25%	162 24%	338 27%	65 22%	135 28%	133 27%	130 26%	- -	- -	500 100% QRT	- -
LONDON	317 17%	161 17%	152 16%	149 24% EF	99 15%	68 11%	202 18% H	115 14%	229 18% J	88 14%	157 23% L	160 13%	39 13%	59 12%	64 13%	130 26% MNO	- -	- -	- -	317 100% QRS

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Column Proportions (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R,S/T Minimum Base: 30(**) Small Base: 100(*)

Column Means (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R,S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-S0 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile
All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Total	1908 100%	395 100%	604 100%	402 100%	507 100%	1586 100%	304 100%	276 100%	495 100%	151 100%	258 100%	99 100% *	612 100%	578 100%
Gender	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Man	935 49%	196 50%	292 48%	190 47%	258 51%	761 48%	163 54%	135 49%	243 49%	75 49%	156 60% HI	50 50% *	299 49%	302 52%
Woman	955 50%	193 49%	308 51%	207 52%	246 49%	809 51%	138 46%	141 51% K	245 49% K	75 50%	103 40%	48 49% *	305 50%	274 47%
Aanreeated Aee Breaks	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
16-34	618 32%	72 18%	123 20%	176 44% BC	248 49% BC	413 26% G	195 64% F	39 14%	158 32% HK	42 28% H	54 21%	45 45% HJK*	132 22% N	77 13%
35-54	675 35%	132 33%	168 28%	155 39% C	220 43% BC	581 37% G	89 29%	86 31%	192 39% JL	39 26%	99 39% J	27 27% *	267 44% N	200 35%
55-75	614 32%	191 48% DE	313 52% DE	71 18% E	38 8%	593 37% G	20 7%	150 54% IKL	145 29%	70 46% IL	105 41% IL	27 28% *	213 35%	301 52% M
Social grade	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
ABC1	1094 57%	221 56%	344 57%	219 55%	310 61%	898 57%	187 62%	162 59% K	324 65% K	104 69% K	121 47%	61 61% K*	423 69% N	283 49%
C2DE	814 43%	174 44%	261 43%	182 45%	197 39%	688 43%	117 38%	114 41%	171 35%	47 31%	138 53% HIJL	39 39% *	189 31%	295 51% M
Emplovment status	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
WORKING	1270 67%	247 63%	342 57%	305 76% BC	375 74% BC	1033 65%	224 74% F	173 63%	346 70%	102 67%	177 69%	67 68% *	445 73% N	354 61%
NOT WORKING	638 33%	148 37% DE	262 43% DE	97 24%	131 26%	553 35% G	80 26%	103 37%	149 30%	50 33%	81 31%	32 32% *	167 27%	224 39% M
Education	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
GRADUATES	673 35%	124 31%	187 31%	161 40% BC	201 40% BC	519 33%	147 48% F	95 34% K	221 45% HK	67 44% K	57 22%	49 50% HK*	299 49% N	143 25%
NON GRADUATES	1235 65%	271 69% DE	417 69% DE	241 60%	305 60%	1067 67% G	157 52%	181 66% IL	273 55%	84 56%	202 78% HIJL	50 50% *	313 51%	435 75% M
Household Income	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
UP TO £19999	293 15%	142 36% CDE	70 12% E	43 11%	38 8%	246 16%	43 14%	40 15%	64 13%	21 14%	40 16%	17 17% *	76 12%	92 16%
£20000 - £34999	484 25%	139 35% CDE	164 27% E	86 21%	95 19%	417 26% G	60 20%	63 23%	119 24%	35 23%	80 31%	29 29% *	141 23%	167 29% M
£35000 - £54999	484 25%	70 18%	186 31% BE	106 26% B	122 24% B	401 25%	81 27%	68 25%	139 28%	43 28%	71 28%	27 27% *	171 28%	159 28%
£55000+	501 26%	27 7%	135 22% B	132 33% BC	207 41% BCD	399 25%	99 32% F	83 30% K	151 30% K	44 29% K	51 20%	23 24% *	191 31% N	123 21%
Region	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
NORTH	518 27%	100 25%	181 30%	109 27%	129 25%	466 29% G	47 15%	57 21%	155 31% HJ	19 13%	85 33% HJ	27 27% J*	184 30%	166 29%
MIDLANDS	573 30%	121 31%	169 28%	111 28%	172 34% C	481 30%	87 29%	101 37% IJ	132 27%	32 21%	80 31% J	28 28% *	165 27%	189 33% M
SOUTH	500 26%	108 27%	176 29% E	107 27%	109 22%	442 28% G	51 17%	81 29% I	105 21%	74 49% HIKL	65 25%	28 29% *	155 25%	150 26%
LONDON	317 17%	66 17%	78 13%	75 19% C	97 19% C	198 12%	119 39% F	37 14%	104 21% HK	26 17%	28 11%	16 17% *	108 18% N	72 13%

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ColumnProportions (Sig): A,B/C/D/E/F/G/H/I/J/K/L/M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (Sig): A,B/C/D/E/F/G/H/I/J/K/L/M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile
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 P12M							Use of NHS services in P12M oerson thev care for							NHS service experience in P12M								IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just aettine by	Really struaalina	Has used at least once	Not used	NHS 111	NHS aoo	Pharmacis t	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS aoo	Pharmacis t	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative exaerience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experience s personally or to someone they cared for	Has had 4-6 negative experience s personally or to someone they cared for	Has had 7-9 negative experience s personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Total	1908 100%	337 100%	1451 100%	653 100%	333 100%	320 100%	1118 100%	998 100%	690 100%	138 100%	1575 100%	270 100%	374 100%	722 100%	820 100%	671 100%	1095 100%	235 100%	282 100%	437 100%	192 100%	315 100%	15 100%	78 100%	69 100%	136 100%	82 100%	230 100%	46 100%	82 100%	137 100%	54 100%	536 100%	1062 100%	288 100%	369 100%	281 100%	123 100%	995 100%	217 100%	382 100%	411 100%	384 100%	396 100%	335 100%
Gender	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Man	935 49%	154 46%	709 49%	297 45%	147 44%	150 47%	564 50%	524 53%	303 44%	63 46%	724 46% OPQ	164 61% KMNOPQRST U	154 41%	326 45% P	343 42%	266 40%	465 42%	107 45%	119 42%	203 47% OP	82 43%	141 45% b	11 74% ***	29 37% *	28 41% *	58 42%	38 46% *	94 41%	19 42% *	38 47% *	53 38%	27 50% *	270 50% bdeo	463 44%	118 41%	171 46%	112 40%	63 51%	438 44%	98 45%	179 47%	211 51%	182 47%	191 48%	173 52%
Woman	955 50%	179 53%	727 50%	345 53%	182 55%	162 51%	548 49%	469 47%	379 55%	73 53%	836 53% L	103 38%	216 58% L	393 54% L	469 57% KLT	400 60% KLNT	619 57% KL	124 53% L	158 56% L	230 53% L	106 55% L	170 54%	4 26% **	48 61% *	40 58% *	76 56%	44 54% *	133 58% V	27 58% *	43 53% *	82 60%	27 50% *	263 49%	587 55% g	170 59% gl	191 52%	169 60% gl	57 46%	547 55% g	115 53%	199 52%	198 48%	198 52%	197 50%	162 48%
Aennerated Aee Breaks	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
16-34	618 32%	109 32%	428 30%	184 28% F	109 33% DF	75 23%	357 32% F	318 32%	200 29%	46 33%	485 31% NOPQT	85 31% OPQT	157 42% KLNOPQST	202 28% OPQT	191 23%	161 24%	269 25%	87 37% KNOPQRST	76 27%	104 24%	96 50% KLNOPQRST	95 30% Zabe	10 65% ***	31 39% Zabe*	24 35% Zabe*	27 20%	16 20% *	47 20%	16 36% Zabe*	24 30% be*	26 19%	25 45% Vzbbe*	108 20%	380 36% gkl	84 29% g	103 28% g	119 42% gkl	74 60% ghijklmn	372 37% ghi	77 35% gl	149 39% ejn	157 38% ejn	106 28%	120 30%	86 26%
35-54	675 35%	101 30%	545 38% B	213 33%	110 33%	103 32%	418 37%	299 30%	292 42% HI	66 48% HI	553 35% T	111 41% PT	142 38% T	270 37% PT	291 35% T	224 33%	397 36% T	88 37%	113 40% PT	135 31%	64 33%	97 31%	3 22% **	23 30% *	19 27% *	47 35% d	23 28% *	78 34% d	11 24% *	19 23% *	43 31%	19 35% *	212 40% fdcbeo	353 33%	97 34%	136 37% n	87 31%	33 27%	326 33%	63 29%	151 39%	141 34%	136 35%	142 36%	106 32%
55-75	614 32%	127 38%	477 33%	256 39% KG	114 34%	142 44% DKG	343 31%	381 38% U	199 29%	26 19%	537 34% GMNU	74 27% U	76 20%	249 34% MNU	338 41% KLMNUW	287 43% KLMNUW	429 39% KLMNUU	61 26%	93 33% MNU	198 45% KLMNUWU	33 17%	124 39% f	2 13% **	24 31% *	26 38% f*	62 46% df	43 53% GHIT*	105 46% Vdf	18 40% *	38 47% df*	68 50% Vdf	10 19% *	216 40% fdcbe	329 31% ba	107 37% fdcbe	131 35% fdcbe	76 27% f	16 13%	297 30% f	77 36% bf	83 22%	113 28%	142 37% ejn	134 34% e	142 42% ejn
Social arade	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
ABC1	1094 57%	183 54%	862 59%	339 52%	177 53%	163 51%	700 63% DEF	648 65% U	360 52% J	54 39%	941 60% LNU	132 49%	223 60% LNU	469 65%	477 58%	381 57%	648 59%	139 59%	141 50%	254 58% LNU	94 49%	174 55%	7 45% **	46 60% *	41 59% *	82 61%	42 51% *	125 54%	30 66% *	50 61%	79 58%	32 59% *	300 56%	650 61%	188 65% gl	218 59%	178 63%	66 53%	609 61%	130 60%	177 46%	226 55% e	229 60% e	236 60% e	226 67% eopr
C2DE	814 43%	154 46%	588 41%	314 48% G	156 47% G	157 49% G	458 37%	350 35%	330 48% H	84 61% HI	634 40%	138 51% KMNOPQRST	152 41%	273 38%	343 42% N	291 43% N	448 41%	96 41%	141 50% KMNOPQRT	184 42%	98 51% KMNOQRT	142 45%	9 55% **	32 40% *	28 41% *	54 39%	40 49% *	105 46%	16 34% *	32 39% *	58 42%	22 41% *	236 44% i	412 39%	100 35%	151 41%	103 37%	57 47% i	386 39%	87 40%	205 54% jopt	185 45% k	155 40% k	160 40% k	109 33%
Emolovment status	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
WORKING	1230 67%	205 61%	977 67% B	346 53% F	199 60% DF	148 46%	825 74% DEF	681 68% J	459 66%	79 57%	1033 66% OPQT	191 71% OPQT	266 71% KNOPQST	467 65% OQT	499 61% T	412 61%	676 62% T	156 66%	178 63%	241 55%	127 66%	192 61%	13 85% **	56 71% VYzbbe*	39 57% *	79 58%	46 56% *	130 57%	26 57% *	49 60%	79 57%	38 70% bf*	345 64%	702 66%	194 67%	239 65%	183 65%	86 70%	664 67%	140 64%	266 70%	270 66%	249 65%	273 69%	211 63%
NOT WORKING	638 33%	132 39% C	473 33%	306 47% KG	134 40% G	172 54% DKG	293 26%	318 32%	232 34%	59 43% H	542 34% M	79 29%	108 29%	254 35% M	321 39% KLMN	259 39% KLM	420 38% KLMN	80 34%	104 37% M	196 45% KLMNOPQRS U	64 34%	123 39% X	2 15% **	22 29% *	29 43% X*	57 42% X	26 44% X*	100 43% VXE	20 43% *	32 40% *	58 43% X	16 30% *	191 36%	360 34%	94 33%	130 35%	98 35%	37 30%	331 33%	77 36%	116 30%	140 34%	135 35%	123 31%	124 37%
Education	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
GRADUATES	673 35%	113 34%	523 36%	204 31%	113 34%	91 29%	426 38% DF	395 40% U	217 31%	34 25%	562 36%	85 32%	148 40% GU	258 36%	284 35%	234 35%	374 34%	90 38%	100 35%	162 37%	59 31%	107 34% k	6 36% **	29 37% *	21 45% Vzbbe*	49 36% k	25 30% *	69 30%	14 32% *	30 37% *	44 32%	22 42% *	191 36%	377 36%	105 36%	121 33%	111 39%	41 33%	350 35%	80 37%	114 30%	141 34%	134 35%	158 40%	127 38% o
NON GRADUATES	1235 65%	224 66%	928 64%	449 69% G	220 66%	228 71% G	692 62%	603 60%	473 68% H	104 75% H	1013 64%	184 68%	226 60%	464 64%	536 65%	437 65%	721 66% M	145 62%	182 65%	275 63%	133 69%	208 66% X	10 64% **	49 63% *	38 55% *	87 64%	57 70% LY*	161 70% VYE	31 68% *	51 63% *	93 68% X	32 58% *	345 64%	685 65%	183 64%	249 67%	171 61%	82 67%	645 65%	137 63%	268 70% rs	270 66%	250 65%	239 60%	208 62%
Household Income	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
UP TO £19999	293 15%	52 16%	217 15%	149 23% KG	62 19% G	87 27% DKG	124 11%	96 10%	138 20% H	47 34% HI	234 15% M	47 17% M	40 11%	99 14%	133 16% MN	91 14%	166 15% M	34 14%	41 15%	74 17% M	41 21%	48 15%	2 11% **	16 21% *	8 11%	25 19%	12 15% *	38 17%	8 18% *	17 21% *	25 19%	6 11% j	88 16%	150 14%	51 18% j	62 17%	37 13%	20 16%	141 14%	30 14%	99 26% jopt	54 13%	48 13%	51 13%	39 12%
£20000 - £34999	484 25%	96 29%	360 25%	164 25% E	69 21%	95 30% DE	288 26%	223 22%	200 29% H	50 37% H	407 26%	67 25%	100 27%	175 24%	219 27%	179 27%	303 28% MN	58 25%	76 27%	112 26%	55 29%	90 29%	4 28% **	20 26% *	19 28% *	35 26%	26 31% *	66 29%	7 16% *	20 25% *	39 28%	13 25% *	142 27%	269 25%	63 22%	89 24%	86 31% fgkn	30 25%	252 25%	62 29%	125 33% ejn	110 27% s	98 26%	86 22%	65 19%
£35000 - £54999	484 25%	98 29%	366 25%	177 27% F	103 31% DFG	75 23%	278 25%	275 28% J	170 25% J	20 15%	409 26%	68 25%	100 26%	202 27%	204 28%	181 25%	281 27%	63 26%	74 27%	113 26%	50 26%	89 28%	8 49% **	16 21% *	21 27% *	30 25%	29 32%	69 30%	14 38% X*	23 28%	36 27%	12 21% *	139 26%	276 26% k	78 27%	109 30% k	58 30%	31 25%	256 26% k	60 28% k	78 20%	104 25%	108 28% a	104 26% a	90 27%
£55000+	501 26%	64 19%	399 28% B	115 18% F	76 23% DF	39 12%	346 31% DEF	328 33% U	138 20% J	14 10%	412 26% GU	62 23%	112 30% OPQTU	204 28% OPQTU	199 24%	161 24%	258 24%	64 27%	72 25%	103 23%	36 19%	62 20% a	1 6% **	18 23% a*	15 22% a*	28 20%	8 10%	39 17%	9 21% a*	16 19%	23 17%	18 33% Vabe*	126 24%	289 27%	75 26%	102 28%	78 28%	35 28%	275 28%	50 23%	57 15%	117 29% o	103 27% o	116 29% o	108 32% o
Reelon	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
NORTH	518 27%	91 27%	392 27%	168 26%	80 24%	87 27%	323 29%	266 27%	194 28%	38 28%	432 27% NS	69 26%	97 26%	177 25%	243 30% NS	219 33% KMNQRSU	301 27% NS	60 26%	60 21%	122 28%	45 23%	89 28%	1 8%	21 27% *	17 25% *	43 32%	29 35% *	69 30%	13 28% *	22 27%	37 27%	12 22% *	160 30%	281 26%	72 25%	104 28%	69 25%	35 28%	260 26%	62 29%	161 42% jopt	91 22%	90 23%	90 23%	85 25%
MIDLANDS	573 30%	94 28%	447 31%	199 30%	97 29%	102 32%	339 30%	312 31%	193 28%	39 28%	480 30%	79 29%	100 27%	207 29%	237 29%	211 31%	345 31%	63 27%	104 37% KMNQRST	123 28%	61 32%	88 28%	2 13% **	18 23% *	20 30% *	40 29%	27 33% LP*	67 29%	7 16% *	20 25% *	38 28%	16 30% *	161 30%	322 30%	79 27%	115 31%	87 33%	41 33%	305 31%	66 30%	116 30%	109 27%	125 33%	128 32%	96 29%
SOUTH	500 26%	93 28%	381 26%	185 28%	106 32% G	79 25%	277 25%	253 25%	193 28%	35 26%	408 26%	77 29%	108 29% OPU	221 31% EOPQSU	198 24%	157 23%	298 27% OP	65 28%	69 24%	124 28% OP	41 21%	86 27%	5 30% **	24 30% *	20 29% *	33 24%	19 23% *	63 27%	10 21% *	24 29% *	40 29%	14 27% *	139 26%	278 26% i	87 30%	104 28% i	67 24%	21 17%	260 26%	53 24%	44 12%	104 25% o	111 29% o	123 31% o	119 35% op
LONDON	317 17%	60 18%	230 16%	101 15%	50 15%	51 16%	180 16%	167 17%	110 16%	25 18%	255 16% PQ	44 16%	69 18% PQ	117 16% PQ	142 17% PQ	85 13%	152 14%	47 20% PQ	69 18% P	67 15%	45 24% KNOPQT	52 17% ab	8 49% **	15 20% a*	12 17% *	20 15%	7 8% *	31 14%	16 35% VXYEbbbe*	15 19% a*	2 16%	52 14% j	181 17% j	50 17%	45 12%	59 21% ijl	27 22%	169 17% j	34 17%	61 16% s	107 26% mpt	58 15%	56 14%	35 10%

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ColumnProportions (3%): 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 Minimum Base: 30(**) Small Base: 100(*)
ColumnMeans (3%): 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 Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile

All Adults aged 16-75 in England

		Gender		Aggregated Age Breaks			Social grade		Employment status		Education		Household Income				Region			
	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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Unweighted base	1908	939	951	613	714	581	1217	691	1270	638	1011	897	278	422	479	589	527	580	489	312
Weighted base	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
Total	1908 100%	935 100%	955 100%	618 100%	675 100%	614 100%	1094 100%	814 100%	1270 100%	638 100%	673 100%	1235 100%	293 100%	484 100%	484 100%	501 100%	518 100%	573 100%	500 100%	317 100%
Household Size	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
1	395 21%	196 21%	193 20%	72 12%	132 20% D	191 31% DE	221 20%	174 21%	247 19%	148 23%	124 18%	271 22%	142 48% NOP	139 29% OP	70 14% P	27 5%	100 19%	121 21%	108 22%	66 21%
2	604 32%	292 31%	308 32%	123 20%	168 25% D	313 51% DE	344 31%	261 32%	342 27%	262 41% I	187 28%	417 34% K	70 24%	164 34% MP	186 38% MP	135 27%	181 35% T	169 29%	176 35% T	78 25%
3	402 21%	190 20%	207 22%	176 28% EF	155 23% F	71 12%	219 20%	182 22%	305 24% J	97 15%	161 24% L	241 20%	43 15%	86 18%	106 22% M	132 26% MN	109 21%	111 19%	107 21%	75 24%
4+	507 27%	258 28%	246 26%	248 40% EF	220 33% F	38 6%	310 28%	197 24%	375 30% J	131 21%	201 30% L	305 25%	38 13%	95 20% M	122 25% M	207 41% MNO	129 25%	172 30% S	109 22%	97 31% S
Ethnicity	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
WHITE ETHNIC GROUP	1586 83%	761 81%	809 85%	413 67%	581 86% D	593 96% DE	898 82%	688 84%	1033 81%	553 87% I	519 77%	1067 86% K	246 84%	417 86% P	401 83%	399 80%	466 90% RT	481 84% T	442 88% RT	198 62%
MINORITY ETHNIC GROUP	304 16%	163 17%	138 14%	195 32% EF	89 13% F	20 3%	187 17%	117 14%	224 18% J	80 13%	147 22% L	157 13%	43 15%	60 12%	81 17%	99 20% N	47 9%	87 15% QS	51 10%	119 38% QRS
GE 2019 Vote	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
CONSERVATIVE	276 14%	135 14%	141 15%	39 6%	86 13% D	150 24% DE	162 15%	114 14%	173 14%	103 16%	95 14%	181 15%	40 14%	63 13%	68 14%	83 16%	57 11%	101 18% QT	81 16% Q	37 12%
LABOUR	495 26%	243 26%	245 26%	158 26%	192 28%	145 24%	324 30% H	171 21%	346 27%	149 23%	221 33% L	273 22%	64 22%	119 25%	139 29%	151 30% M	155 30% RS	132 23%	105 21%	104 33% RS
LIBERAL DEMOCRATS	151 8%	75 8%	75 8%	42 7%	39 6%	70 11% DE	104 10% H	47 6%	102 8%	50 8%	67 10% L	84 7%	21 7%	35 7%	43 9%	44 9%	19 4%	32 6%	74 15% QRT	26 8% Q
REFORM UK	258 14%	156 17% C	103 11%	54 9%	99 15% D	105 17% D	121 11%	138 17% G	177 14%	81 13%	57 8%	202 16% K	40 14%	80 16% P	71 15% P	51 10%	85 17% T	80 14% T	65 13%	28 9%
OTHER PARTY	99 5%	50 5%	48 5%	45 7% E	27 4%	27 4%	61 6%	39 5%	67 5%	32 5%	49 7% L	50 4%	17 6%	29 6%	27 6%	23 5%	27 5%	28 5%	28 6%	16 5%
EU Referendum Vote	1908	935	955	618	675	614	1094	814	1270	638	673	1235	293	484	484	501	518	573	500	317
REMAIN	612 32%	299 32%	305 32%	132 21%	267 39% D	213 35% D	423 39% H	189 23%	445 35% J	167 26%	299 44% L	313 25%	76 26%	141 29%	171 35% M	191 38% MN	184 36% R	165 29%	155 31%	108 34%
LEAVE	578 30%	302 32%	274 29%	77 12%	200 30% D	301 49% DE	283 26%	295 36% G	354 28%	224 35% I	143 21%	435 35% K	92 32% P	167 35% P	159 33% P	123 25%	166 32% T	189 33% T	150 30% T	72 23%

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ColumnMeans (5%): A,B/C,D/E/F,G/H,I/J,K/L,M/N/O/P,Q/R,S/T Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile
All Adults aged 16-75 in England

		Household Size				Ethnicity		GE 2019 Vote					EU Referendum Vote	
	Total	1	2	3	4+	WHITE ETHNIC GROUP	MINORITY ETHNIC GROUP	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)
Unweighted base	1908	385	590	404	529	1572	317	284	533	159	230	109	685	531
Weighted base	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
Total	1908 100%	395 100%	604 100%	402 100%	507 100%	1586 100%	304 100%	276 100%	495 100%	151 100%	258 100%	99 100% *	612 100%	578 100%
Household Size	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
1	395 21%	395 100% CDE	- -	- -	- -	358 23% G	37 12%	64 23%	109 22%	34 22%	64 25%	18 18% *	148 24%	143 25%
2	604 32%	- -	604 100% BDE	- -	- -	550 35% G	51 17%	122 44% IK	143 29%	52 34%	82 32%	38 38% *	200 33%	231 40% M
3	402 21%	- -	- -	402 100% BCE	- -	323 20%	74 24%	51 19%	104 21%	37 25%	43 17%	14 14% *	116 19%	93 16%
4+	507 27%	- -	- -	- -	507 100% BCD	355 22%	142 47% F	39 14%	139 28% HJ	29 19%	70 27% H	29 29% H*	148 24%	111 19%
Ethnicity	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
WHITE ETHNIC GROUP	1586 83%	358 90% DE	550 91% DE	323 80% E	355 70%	1586 100% G	- -	260 94% IJL	405 82%	129 85%	240 93% IJL	76 77% *	524 86%	541 94% M
MINORITY ETHNIC GROUP	304 16%	37 9%	51 8%	74 18% BC	142 28% BCD	- -	304 100% F	16 6%	85 17% HK	22 15% HK	17 7%	23 23% HK*	84 14% N	35 6%
GE 2019 Vote	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
CONSERVATIVE	276 14%	64 16% E	122 20% DE	51 13% E	39 8%	260 16% G	16 5%	276 100% IJKL	- -	- -	- -	- - *	92 15%	155 27% M
LABOUR	495 26%	109 28%	143 24%	104 26%	139 27%	405 26%	85 28%	- -	495 100% HJKL	- -	- -	- - *	279 46% N	115 20%
LIBERAL DEMOCRATS	151 8%	34 9%	52 9%	37 9% E	29 6%	129 8%	22 7%	- -	- -	151 100% HJKL	- -	- - *	94 15% N	33 6%
REFORM UK	258 14%	64 16% D	82 14%	43 11%	70 14%	240 15% G	17 6%	- -	- -	- -	258 100% HIJL	- - *	33 5%	195 34% M
OTHER PARTY	99 5%	18 5%	38 6%	14 4%	29 6%	76 5%	23 8%	- -	- -	- -	- -	99 100% HIJK*	47 8%	29 5%
EU Referendum Vote	1908	395	604	402	507	1586	304	276	495	151	258	99	612	578
REMAIN	612 32%	148 37% DE	200 33%	116 29%	148 29%	524 33%	84 28%	92 33% K	279 56% HK	94 62% HKL	33 13%	47 47% HK*	612 100% N	- -
LEAVE	578 30%	143 36% DE	231 38% DE	93 23%	111 22%	541 34% G	35 12%	155 56% IJL	115 23%	33 22%	195 75% HIJL	29 29% *	- -	578 100% M

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ColumnProportions (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (5%): A,B/C/D/E,F/G,H/I/J/K/L,M/N Minimum Base: 30(**) Small Base: 100(*)

24-089497-50 - 12th - 18th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile
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 P12M										Use of NHS services in P12M person they care for										NHS service experience in P12M							IMD Quintile				
	Total	Yes	No	Yes, has at least 1	Yes, has 1	Yes, has multiple	No	Very/ Quite comfortable	Just getting by	Really struggling	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has used at least once	Not used	NHS 111	NHS app	Pharmacist	Dentist	GP/GP OOH	Urgent care	A&E	Hospital	Mental health services	Has not had a negative experience	Has had at least one negative experience personally or to someone they cared for	Has had 1 negative experience personally or to someone they cared for	Has had 2-3 negative experiences personally or to someone they cared for	Has had 4-6 negative experiences personally or to someone they cared for	Has had 7-9 negative experiences personally or to someone they cared for	Has had at least one negative experience personally	Someone they care for has had at least one negative experience	1	2	3	4	5
	(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)
Unweighted base	1908	335	1464	640	334	306	1144	1035	668	126	1583	264	380	736	826	680	1099	237	280	446	184	315	13	81	74	138	79	222	46	84	135	56	543	1062	290	369	285	118	991	219	363	397	387	413	348
Weighted base	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
Total	1908 100%	337 100%	1451 100%	653 100%	333 100%	320 100%	1118 100%	998 100%	690 100%	138 100%	1575 100%	270 100%	374 100%	722 100%	820 100%	671 100%	1095 100%	235 100%	282 100%	437 100%	192 100%	315 100%	15 100% **	78 100% *	69 100% *	136 100%	82 100% *	230 100%	46 100% *	82 100% *	137 100%	54 100% *	536 100%	1062 100%	288 100%	369 100%	281 100%	123 100%	995 100%	217 100%	382 100%	411 100%	384 100%	396 100%	335 100%
Household Size	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
1	395 21%	42 12%	341 24% B	153 23% E	65 20%	87 27% DEG	219 20%	192 19%	153 22% HI	44 32% HI	326 21% MNR	64 24% MR	61 16%	132 18%	168 20% M	129 19%	217 20%	37 16%	50 18%	92 21%	38 20%	40 13% a	2 11% **	11 15% *	4 6% *	20 15% Ya	5 6% *	31 13% a	5 10% *	10 12% *	22 16% Ya	8 14% *	142 27% hijklmn	187 18% n	52 18% n	73 20% n	47 17% n	14 12%	177 18% n	23 11%	93 24% rs	94 23% s	86 22% s	71 18%	51 15%
2	604 32%	117 35%	460 32%	233 36%	121 36%	112 35%	349 31%	354 35% IJ	207 30% J	23 17%	511 32% MRU	81 30%	103 28%	247 34% MRU	289 35% KMRU	234 35% MRU	388 35% KMRSU	57 24%	83 30%	155 36% MRU	47 24%	111 35%	3 17% **	30 39% f*	20 29% *	54 40% f	39 47% Vfxf*	94 41% VYf	13 29% hklm	37 45% Vfxf*	61 44% VYf	13 23% *	187 35% I	332 31% I	111 39% hklm	116 32% I	79 28%	25 20%	306 31% I	67 31% I	101 26%	122 30%	124 32%	128 32%	130 39% op
3	402 21%	72 21%	279 19%	128 20%	68 20%	61 19%	217 19%	197 20%	146 21%	32 23%	311 20%	60 22%	85 23%	155 21%	174 21%	132 20%	215 20%	55 23%	66 23%	89 20%	45 24%	65 21%	6 38% **	14 18% *	15 22% *	33 24%	18 22% *	46 20%	13 28% *	13 16% *	25 18%	12 22% *	89 17%	227 21% gi	57 20%	83 22% gi	61 22%	26 21%	212 21% gi	44 20%	71 19%	92 22%	70 18%	92 23%	77 23%
4+	507 27%	107 32% C	371 26%	139 21%	79 24%	59 19%	334 30% DEF	255 26%	184 27%	39 29%	427 27% OQT	66 24%	125 33% KLNOPQT	189 26% O	189 23%	176 26%	275 25%	86 37% KLNOPQST	83 30% OT	101 23%	63 33% OQT	100 32% Zbe	5 33% **	23 29% *	29 42% VZabde*	30 22%	20 25% *	59 26%	15 33% *	22 27% *	29 22%	22 40% Zbe*	118 22%	316 30% gi	68 24%	97 26%	94 33% gi	58 47% ghijkm	300 30% gi	83 38% ghijm	118 31% s	103 25%	104 27%	105 27%	76 23%
Ethnicity	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
WHITE ETHNIC GROUP	1586 83%	271 80%	1245 86% B	574 88% G	291 87%	284 89% G	924 83%	839 84%	594 86%	109 79%	1322 84%	232 86%	306 82%	613 85%	710 87% KMRU	597 89% KMNQRU	937 86% KM	192 82%	242 86%	380 87% MRU	154 80%	254 81% f	12 80% **	61 78% *	51 74% *	115 84% Yf	69 84% f*	193 84% VYf	35 75% *	64 79% *	114 84% f	38 70% *	475 89% hklmn	868 82% i	244 85% i	316 86% hklmn	223 79% i	85 69%	812 82% i	169 78% i	280 73%	321 78%	340 89% op	346 87% op	298 89% op
MINORITY ETHNIC GROUP	304 16%	66 19% C	194 13%	71 11%	38 11%	33 10%	187 17% DEF	152 15%	90 13%	27 20%	241 15% OPQ	37 14%	65 17% OPQT	102 14% P	104 13% P	68 10%	149 14% P	41 17% OPT	38 13%	54 12%	36 19% OPQT	60 19% b	3 20% **	16 21% *	18 26% Zb*	21 16%	13 16% *	37 16%	11 25% *	17 21% *	22 16%	16 30% VZabe*	55 10%	187 18% gi	42 15%	51 14%	57 20% gi	36 29% ghijm	178 18% gi	47 22% gi	95 25% qrs	85 21% qrs	42 11%	46 12%	36 11%
GE 2019 Vote	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
CONSERVATIVE	276 14%	48 14%	222 15%	83 13%	48 14%	35 11%	186 17% DF	177 18% IJ	90 13% J	7 5%	231 15% MU	42 16%	39 10%	107 15% MU	124 15% MU	107 16% MU	160 15% M	32 14%	39 14%	76 17% MU	18 9%	46 15% X	2 13% **	5 7% *	11 15% *	21 16% X	15 19% X*	34 15% X	6 13% *	14 18% X*	21 15% X	8 15% *	89 17% j	145 14%	48 17% j	40 11%	45 16%	12 10%	131 13%	30 14%	36 9%	49 12%	61 16% o	62 16% o	68 20% op
LABOUR	495 26%	91 27%	390 27%	166 25%	81 24%	85 27%	314 28%	277 28%	176 26%	31 23%	431 27%	59 22%	112 30% L	211 29% L	217 27%	189 28%	306 28%	65 28%	71 25%	124 28%	50 26%	84 27%	5 30% **	22 28% *	15 22% *	44 32% ad	14 18% *	67 29% a	15 32% *	17 21% *	36 26%	14 26% *	135 25%	298 28%	80 28%	109 30%	76 27%	32 26%	282 28%	59 27%	113 30%	115 28%	90 24%	98 25%	79 23%
LIBERAL DEMOCRATS	151 8%	32 9%	118 8%	66 10%	34 10%	32 10%	80 7%	93 9%	46 7%	13 9%	137 9%	13 5%	28 8%	67 9% L	81 10% LP	49 7%	98 9%	21 9%	20 7%	39 9%	15 8%	32 10%	- - **	8 10% *	6 9% *	12 9%	8 10% *	23 10%	6 12% *	9 11% *	16 12%	3 5% *	47 9%	92 9%	25 9%	32 9%	17 6%	17 14% hklm	83 8%	26 12% k	13 3%	27 7%	29 8% o	41 10% o	42 13% opq
REFORM UK	258 14%	38 11%	209 14%	87 13%	40 12%	48 15%	159 14%	114 11%	121 18% H	17 12%	210 13% M	46 17% MRU	38 10%	86 12%	107 13%	81 12%	149 14% M	23 10%	47 17% MNPRU	56 13%	19 10%	36 12%	2 13% **	8 11% *	7 10% *	19 14%	9 11% *	28 12%	6 12% *	10 12% *	19 14%	5 9% *	82 15%	133 13%	37 13%	50 14%	32 11%	14 11%	130 13%	24 11%	55 14%	60 15%	57 15%	51 13%	36 11%
OTHER PARTY	99 5%	25 8% C	65 4%	38 6%	19 6%	19 6%	54 5%	46 5%	42 6%	8 6%	84 5%	13 5%	18 5%	48 7% PT	43 5%	29 4%	60 6%	14 6%	16 6%	18 4%	15 8%	25 8% b	- - **	7 9% *	6 9% *	8 6%	10 12% Zb*	13 6%	2 4% *	7 8% *	11 8%	3 6% *	25 5%	61 6% i	7 3%	26 7% i	19 7% i	9 7% i	55 6% i	18 8% i	20 5%	22 5%	27 7%	15 4%	16 5%
EU Referendum Vote	1908	337	1451	653	333	320	1118	998	690	138	1575	270	374	722	820	671	1095	235	282	437	192	315	15	78	69	136	82	230	46	82	137	54	536	1062	288	369	281	123	995	217	382	411	384	396	335
REMAIN	612 32%	113 33%	484 33%	191 29%	96 29%	95 30%	406 36% DEF	354 35% J	216 31%	33 24%	524 33%	82 30%	132 35% U	252 35% PU	284 35% P	205 31%	372 34% P	79 33%	87 31%	138 32%	53 28%	107 34%	5 32% **	22 28% *	23 34% *	54 40%	28 35% *	82 36%	13 29% *	34 42% X*	53 39%	18 33% *	191 36%	343 32%	96 33%	118 32%	91 32%	38 31%	315 32%	78 36%	114 30%	123 30%	118 31%	139 35%	118 35%
LEAVE	578 30%	108 32%	458 32%	231 35% G	109 33%	122 38% G	324 29%	300 30%	221 32%	47 34%	499 32% M	75 28%	96 26%	228 32% M	278 34% M	235 35% KLM	365 33% M	70 30%	97 34% M	163 37% KLMNRU	54 28%	103 33%	2 15% **	25 32% *	19 28% *	42 31%	34 41% *	75 33%	16 35% *	25 30% *	49 36%	14 26% *	184 34%	323 30%	89 31%	121 33%	81 29%	32 26%	300 30%	62 29%	94 25%	126 31%	134 35% or	110 28%	114 34% o

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.

ColumnProportions (5%): 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 Minimum Base: 30(**) Small Base: 100(*)

ColumnMeans (SNs): 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 Minimum Base: 30(**) Small Base: 100(*)

Home

24-089497-SO - 12th - 18th of December 2025

PUBLIC

Administrative NHS Polling

UK Adults 16-75

Sample Profile

All Adults aged 16-75 in England

		Gender		Generation			Social grade		Employment status		Education			Household income				Region			
	Total	Men	Women	16-34	35-54	55-75	ABC1	C2DE	NOT WORKING	WORKING	GRADUATE	NON-GRADUATE	UP TO £19999	£20000-£34999	£35000-£54999	£55000-£74999	£75000+	NORTH	MIDLANDS	SOUTH	LONDON
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Unweighted base	1908	936	972	474	714	720	1114	794	638	1270	673	1235	293	484	488	501	518	573	500	517	318
Weighted base	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	317
Total	1908 100%	931 100%	977 100%	618 100%	675 100%	614 100%	1094 100%	814 100%	1270 100%	638 100%	673 100%	1235 100%	293 100%	484 100%	488 100%	501 100%	518 100%	573 100%	500 100%	517 100%	317 100%
Is a carer	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	317
Yes	357 18%	154 16%	179 19%	109 18%	101 15%	127 21%	183 17%	156 19%	205 16%	132 21%	113 17%	231 19%	52 18%	96 20%	98 20%	64 13%	91 18%	96 17%	93 19%	60 19%	
No	1451 76%	769 83%	737 76%	428 69%	565 84%	457 74%	862 79%	588 72%	977 77%	473 74%	523 78%	928 75%	217 74%	360 74%	368 75%	399 80%	392 76%	447 78%	381 76%	230 73%	
Have a long-term physical or mental health condition, disability or illness	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	
Yes, has at least 1	653 34%	297 32%	345 36%	184 30%	213 32%	256 42% BE	339 31%	314 39% A	366 27%	306 48% I	204 30%	449 36% K	149 51% KP	164 34% P	177 37% P	115 23%	168 32%	199 35%	181 37%	101 32%	
Yes, has 1	333 17%	147 16%	182 19%	109 18%	110 16%	114 19%	177 16%	156 19%	199 16%	134 21%	113 17%	220 18%	82 28%	89 18%	103 21%	76 15%	80 15%	97 17%	106 21%	50 16%	
Yes, has multiple	320 17%	150 16%	142 15%	75 12%	103 15%	142 23% BE	163 15%	157 19%	168 13%	172 27%	91 14%	228 18%	67 23% MP	75 15%	75 15%	39 8%	87 17%	102 18%	79 16%	51 16%	
No	1118 59%	584 63%	548 57%	357 58%	418 62%	343 56%	700 64% A	418 51%	815 65%	295 46%	426 63%	692 56%	124 42%	268 55% N	278 57% N	346 69% MN	323 62%	339 59%	277 55%	180 57%	
Current financial situation	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	
Very/ Quite comfortable	966 51%	524 56%	489 49%	318 51%	299 44%	381 62% BF	668 61% BF	350 43%	681 54%	318 50%	395 59%	605 49%	96 33%	215 44% N	275 57% MN	328 65% MN	266 51%	312 54%	253 51%	167 53%	
Just/ either be	680 36%	303 32%	379 40% A	200 32%	292 43% AF	189 31%	362 33%	330 41% A	459 36%	232 36%	217 32%	473 38% K	138 47% KP	200 41% P	170 35%	134 26%	196 38%	195 34%	193 39%	110 35%	
Really/ struggled by	158 7%	65 7%	73 8%	66 7%	66 10%	26 4%	54 5%	84 10% D	79 6%	69 9%	56 5%	104 8%	47 16% LMP	50 10% P	20 4%	34 7%	58 7%	39 7%	31 7%	25 8%	
Personal overall NHS services in FY26/	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	
Has used at least once	1075 56%	724 77% GHIJ	806 84% GHIJ	485 78% GHIJ	553 82% GHIJ	537 87% GHIJ	861 79% GHIJ	636 78% GHIJ	1003 79% GHIJ	542 85% GHIJ	562 84% GHIJ	1013 82% GHIJ	294 100% GHIJKLMNOP	407 84% GHIJ	409 84% GHIJ	412 82% GHIJ	452 87% GHIJ	480 84% GHIJ	408 82% GHIJ	295 93% GHIJ	
Not used	270 14%	166 17% I	105 11% I	85 14% I	111 16% I	74 12% I	152 12% I	138 17% I	191 15% I	79 12% I	81 11% I	184 15% I	47 16% I	67 14% I	68 14% I	62 12% I	69 13% I	79 14% I	77 15% I	44 14% I	
NHS 111	374 20%	154 17%	216 22% A	157 25% AEF	142 21% AF	76 12%	223 20%	152 19%	266 21%	108 17%	168 25% KL	206 17%	60 20% M	100 21% M	100 21% M	112 23% MN	97 19%	100 17%	104 21%	69 22%	
NHS.uk.se	722 38%	326 35%	395 41% A	262 42% AEF	270 40% AF	189 31%	409 37% I	273 34%	467 37% I	254 40% I	258 38%	464 38%	99 34%	173 36% N	202 42% MN	200 40%	177 34%	207 36%	221 44% MN	117 37%	
Pharmacist	820 43%	363 37%	459 47% A	191 31%	291 43% AF	338 55% ABEF	477 43%	343 42%	499 39%	321 50% I	284 42%	536 43%	133 45%	219 45%	204 42%	199 40%	243 47%	237 41%	198 40%	142 45%	
Dentist	477 25%	244 26%	233 24%	143 23%	154 23%	180 29% BE	280 26%	196 24%	313 25%	164 26%	164 24%	313 25%	80 27%	119 25%	140 29% M	107 21%	114 22%	151 26% S	111 22%	101 32% ST	114 36% STU
999/ 999.nhs	1780 93%	869 93%	911 93%	574 93%	640 95%	567 92%	1021 93%	759 93%	1178 93%	602 94%	625 93%	1155 94%	277 94%	452 93%	460 94%	458 91%	484 93%	531 93%	464 93%	484 94%	
Chemist nurse	743 13%	337 11%	406 15% A	174 11%	267 16% A	302 21% ABE	371 11%	372 13%	446 11%	297 17% I	301 12%	442 13%	120 11%	211 12%	213 13%	161 11%	145 12%	204 12%	215 13%	127 13%	
A&E	587 15%	278 13%	309 17% A	174 12%	217 17% A	196 15%	344 13%	243 13%	396 13%	191 12%	240 16% K	347 13%	111 16%	170 15%	172 15%	111 12%	145 14%	164 12%	155 14%	104 16%	
Other/ staff	1477 77%	1208 73%	1269 78% A	1142 77%	1195 80% AB	1068 87% ABE	1814 77%	1340 74%	1421 73%	1186 83% IJ	1267 77%	1975 80% L	1215 76%	1411 77%	1378 77%	1408 77%	1415 77%	1778 77%	1714 77%	1247 77%	
Mental health services	192 10%	82 9%	108 11%	98 15% AF	66 9%	28 5%	91 9%	98 12% A	127 10%	64 10%	59 9%	133 11%	41 14% L	53 11% L	50 10%	36 7%	65 9%	61 11%	41 8%	45 14% W	
Other / not sure / prefer not to say / I have not used any of these services in the last 12 months	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	
Other / not sure/ I have not used any of these services in the last 12 months	372 19%	167 17%	205 20%	80 12%	107 15%	184 29% BE	212 19%	160 19%	247 17%	125 19%	179 25% KL	192 15%	50 17%	84 17%	105 21% M	69 13%	87 16%	96 17%	84 16%	77 23% W	
Don't know	58 3%	23 3%	35 3%	20 3%	31 5% E	7 1%	19 2%	16 2%	35 3%	23 4%	16 2%	42 3%	16 5%	15 3%	13 3%	8 2%	13 3%	9 2%	13 3%	8 2%	
NHS 111	78 4%	29 3%	49 5%	31 5%	23 3%	24 4%	46 4%	32 4%	56 4%	22 3%	29 4%	49 4%	16 5%	20 4%	18 3%	18 4%	21 4%	18 3%	19 4%	15 5%	
NHS.uk.se	69 4%	28 3%	40 4%	24 4%	19 3%	26 4%	41 4%	28 3%	39 3%	29 5%	31 5%	38 3%	8 3%	19 4%	21 4%	15 3%	17 3%	20 4%	20 4%	12 4%	
Pharmacist	156 7%	58 6%	76 8%	27 4%	47 7%	82 13% BE	82 8%	54 7%	79 6%	57 9%	49 7%	87 7%	25 9%	31 7%	39 8%	28 6%	43 8%	40 7%	33 7%	20 6%	
Dentist	82 4%	38 4%	43 5%	16 3%	23 3%	43 7% BE	42 4%	40 5%	49 4%	33 5%	25 4%	57 5%	12 4%	26 5%	26 5%	8 2%	29 6%	27 5%	19 4%	7 2%	
GP/ GP OOH	233 12%	94 10%	139 14% A	67 11%	78 12%	105 17% BE	125 11%	105 13%	150 10%	100 16% I	69 10%	161 13%	38 13%	66 14%	65 14%	39 8%	69 13%	67 12%	63 13%	31 10%	
Unwell care	46 2%	19 2%	27 3%	16 3%	11 2%	18 3%	30 3%	16 2%	26 2%	20 3%	14 2%	31 3%	8 3%	7 1%	17 4%	9 2%	13 2%	7 1%	10 2%	16 5% W	
A&E	95 4%	56 6% J	39 4%	52 8% AJ	16 2%	26 4%	56 5%	39 4%	66 5%	29 4%	35 5%	54 4%	15 5%	27 6%	20 4%	14 3%	25 5%	16 3%	20 4%	14 5%	
Other/ staff	143 7%	63 6%	80 9%	50 8%	45 6%	48 8%	96 11% BE	46 7%	78 7%	58 8%	70 9%	68 6%	44 7%	40 9%	56 11% BE	50 10% BE	54 11% BE	43 7%	58 9%	40 8%	33 7%
Mental health services	34 3%	13 3%	21 3%	10 3%	14 3%	10 2%	24 3%	10 2%	21 3%	13 3%	13 3%	21 3%	4 2%	11 3%	7 2%	7 1%	14 4%	7 2%	14 3%	7 3%	7 2%
Other / not sure/ I have not used any of these services in the last 12 months	1908	931	977	618	675	614	1094	814	1270	638	673	1235	293	484	488	501	518	573	500	517	
Has not had a missed/cancelled appointment	938 49%	370 39%	565 58% D	338 54%	312 46%	288 47%	502 46%	436 54% A	565 44%	373 58% I	391 58%	543 44%	88 30%	142 29%	139 29%	128 26%	160 31%	161 28%	139 28%	77 24%	
Has had at least one negative experience (experienced 1 or more of the 4 experiences listed in questions 8 to 11)	1062 56%	663 69% GI	587 61% G	380 61% G	333 51%	329 54%	650 59% G	413 51%	702 55%	360 56%	377 56%	685 55%	150 51%	269 56% P	276 57%	289 58%	281 54%	322 56%	278 56%	181 57%	
Has had 1- negative experience personally or to someone they cared for	388 20%	158 17%	170 18%	84 14%	97 14%	107 17%	188 17%	100 12%	194 15%	94 15%	105 16%	183 15%	51 17%	83 17%	78 16%	71 14%	72 14%	79 14%	87 17%	50 16%	
Has had 2-3 negative experiences personally or to someone they cared for	369 19%	171 18%	191 20%	103 17%	136 20%	131 21%	218 20%	151 19%	239 19%	130 20%	121 18%	249 20%	42 14%	89 18%	109 22% M	102 20%	104 20%	115 20%	104 21%	65 21%	
Has had 4-6 negative experiences personally or to someone they cared for	281 15%	112 12%	169 17% H	119 19% HI	87 13%	76 12%	178 16% H	103 13%	183 14%	98 15%	111 16%	171 14%	37 13%	86 18% M	58 12%	78 16% M	69 13%	87 15%	67 13%	39 13%	
Has had 7-9 negative experiences personally or to someone they cared for	123 6%	63 7%	57 6%	74 12% GHI	33 5%	16 3%	66 6%	57 7%	86 7%	37 6%	41 6%	82 7%	20 7%	30 6%	31 6%	31 7%	35 7%	41 7%	21 4%	27 8% S	
Has had at least one negative experience personally	995 52%	658 67% GI	567 57% G	372 60% GH	326 48%	297 48%	609 56% G	386 47%	684 53%	311 49% I	350 52%	645 52%	161 55%	252 52%	256 53%	275 55%	260 50%	305 53%	260 52%	168 53%	
Someone they care for has had at least one negative experience	217 11%	98 10%	115 12%	77 12%	63 9%	77 13%	130 12%	87 11%	140 11%	77 12%	80 12%	137 11%	30 10%	62 13%	60 12%	50 10%	62 12%	66 11%	53 11%	36 11%	
1	382 20%	179 19%	199 20%	149 24% EF	151 22%	81 13%	177 16%	205 25% D	268 21%	114 18%	114 17%	268 22% K	99 34% MNP	135 28% MP	78 16%	57 11%	101 20%	114 20%	84 17%	81 26% W	
2	411 22%	211 23%	198 21%	157 25% F	141 21%	113 18%	216 21%	185 23%	270 21%	140 22%	161 24% L	270 22%	54 19%	110 23%	104 22%	117 23%	91 18%	109 19%	104 21%	107 34% WX	
3	364 19%	182 19%	198 21%	106 17%	136 20%	122 20% E	229 21%	155 19%	249 20%	135 21%	154 23% KL	210 17%	48 16%	96 20%	108 23%	103 21%	90 17%	125 22%	111 22%	58 18%	
4	184 10%	102 11%	82 8%	57 9%	58 9%	69 11%	104 10%	80 10%	123 10%	61 10%	63 9%	120 10%	31 11%	49 10%	54 11%	53 11%	46 9%	54 9%	43 9%	41 13% W	
5	111 6%	59 6%	52 5%	37 6%	34 5%	40 7%	63 6%	48 6%	70 6%	41 6%	36 5%	75 6%	20 7%	25 5%	30 6%	33 7%	31 6%	32 6%	28 6%	20 6%	
6	53 3%	25 3%	28 3%	12 2%	20 3%	21 3%	32 3%	21 3%	34 3%	19 3%	19 3%	34 3%	9 3%	11 2%	15 3%	18 4%	11 2%	15 3%	13 3%	12 4%	
7	20 1%	11 1%	9 1%	4 1%	9 1%	7 1%	11 1%	9 1%	15 1%	5 1%	6 1%	14 1%	3 1%	5 1%	5 1%	4 1%	5 1%	5 1%	5 1%	4 1%	
8	8 0%	4 0%	4 0%	2 0%	3 0%	3 0%	5 0%	3 0%	6 0%	2 0%	3 0%	5 0%	1 0%	2 0%	2 0%	1 0%	2 0%	2 0%	2 0%	1 0%	
9	3 0%	2 0%	1 0%	1 0%	1 0%	1 0%	2 0%	1 0%	2 0%	1 0%	1 0%	2 0%	1 0%	1 0%	1 0%	0 0%	1 0%	1 0%	1 0%	0 0%	
10	1 0%	1 0%	0 0%	0 0%	1 0%	0 0%	1 0%	0 0%	1 0%	0 0%	0 0%	1 0%	0 0%	0 0%	1 0%	0 0%	0 0%	0 0%	1 0%	0 0%	

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.

Created/Updated: [Thu, 11 Jul 2013 12:37:31 +0100] | Job Number: [JN-089497-SO] | Project Name: [NHS Tracker Wave 1 - UKHSA] | Project Code: [PRJ-11-007-13/37] | Client Name: [NHS England] | Client Contact: [NHS England]

Home

20-28MAY-30- 12th - 16th of December 2025
PUBLIC
Administrative NHS Polling
UK Adults 16-75

Sample Profile
All Adults aged 16-75 in England

		Household Size				Ethnicity				GE 2024 Vote					EU Referendum Vote	
	Total	A	B	C	D+	WHITE ETHNICITY	MINORITY ETHNICITY	CONSERVATIVE	LABOUR	LIBERAL DEMOCRATS	REFORM UK	OTHER PARTY	REMAIN	LEAVE
	[A]	[B]	[C]	[D]	[E]	[F]	[G]	[H]	[I]	[J]	[K]	[L]	[M]	[N]
Unweighted base	1908	581	598	454	129	1472	317	246	533	199	260	109	685	531
Weighted base	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Total	1908 100%	395 100%	606 100%	402 100%	507 100%	1586 100%	304 100%	276 100%	495 100%	151 100%	258 100%	99 100%	612 100%	578 100%
No, no issues	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Yes	353 18%	87 21%	113 19%	77 19%	76 15%	273 17%	80 26%	48 17%	89 18%	30 20%	51 20%	14 14%	113 18%	109 19%
No	1555 82%	307 78%	493 81%	325 81%	431 85%	1313 83%	224 74%	228 83%	406 82%	121 80%	207 80%	85 86%	499 82%	469 81%
Have a long-term physical or mental health condition, disability or illness	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Yes - Now and Future	1014 54%	213 54%	318 53%	236 59%	248 49%	854 54%	161 53%	144 52%	268 54%	84 56%	137 53%	54 54%	330 54%	310 54%
Yes - Now	333 17%	68 17%	105 17%	68 17%	92 18%	283 18%	50 16%	48 17%	83 16%	32 21%	43 17%	16 16%	98 16%	104 18%
Yes - Now and Future	1575 83%	327 83%	488 81%	334 83%	426 84%	1303 82%	254 84%	228 83%	412 83%	119 79%	215 83%	83 84%	514 84%	474 82%
No	1118 59%	219 55%	348 58%	217 54%	334 66%	911 58%	187 62%	186 67%	314 63%	80 53%	159 62%	51 52%	406 66%	314 54%
Current financial situation	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Have a Positive contribution	1010 53%	240 61%	333 55%	247 61%	190 37%	856 54%	141 46%	170 62%	293 59%	87 57%	153 59%	44 44%	354 57%	344 59%
Have a Negative contribution	898 47%	155 39%	273 45%	155 39%	316 62%	730 46%	163 54%	106 38%	202 41%	64 43%	105 41%	55 56%	258 42%	234 41%
Have a positive tax	1908 100%	395 100%	606 100%	402 100%	507 100%	1586 100%	304 100%	276 100%	495 100%	151 100%	258 100%	99 100%	612 100%	578 100%
Benefits viewed free	138 7%	44 11%	23 4%	32 8%	39 8%	109 7%	27 9%	7 3%	31 6%	13 8%	17 6%	8 8%	55 9%	67 8%
Personal use of NHS services in FY25/6	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Have viewed as free/income	1570 83%	324 81%	511 77%	341 84%	394 78%	1313 83%	241 79%	243 88%	397 80%	139 92%	204 79%	82 83%	474 77%	498 86%
Have used	765 40%	154 39%	281 46%	168 42%	162 32%	564 36%	121 40%	121 44%	208 42%	74 49%	114 44%	39 39%	271 44%	261 45%
NHS 111	372 20%	61 15%	130 21%	85 21%	125 25%	306 19%	65 21%	39 14%	112 23%	28 19%	58 23%	18 18%	152 25%	96 17%
NHS app	722 38%	132 33%	247 41%	155 38%	189 37%	615 39%	102 34%	107 39%	211 43%	67 44%	86 33%	48 48%	252 41%	216 37%
Pharmacist	820 43%	168 42%	289 48%	174 43%	189 37%	710 45%	104 34%	126 45%	217 44%	81 54%	107 41%	43 43%	264 43%	278 48%
Dentist	671 35%	129 33%	256 42%	132 33%	178 35%	567 36%	68 22%	107 39%	189 38%	69 46%	81 31%	29 29%	205 33%	233 40%
GP/GP OOH	1085 57%	217 55%	388 64%	215 54%	275 54%	917 58%	169 56%	160 58%	306 62%	98 65%	169 65%	60 61%	372 61%	365 63%
Urgent care	231 12%	57 15%	97 16%	55 14%	86 17%	192 12%	41 13%	32 12%	63 13%	21 14%	33 13%	14 14%	79 13%	70 12%
A&E	364 19%	65 16%	145 24%	82 20%	69 14%	264 17%	54 18%	56 20%	93 19%	30 19%	49 19%	14 14%	97 16%	87 15%
Maternal	433 23%	87 22%	159 26%	86 22%	102 20%	365 23%	54 18%	50 18%	110 22%	40 26%	58 23%	18 18%	158 25%	110 19%
Mental health services	193 10%	38 10%	67 11%	40 10%	48 9%	154 10%	34 12%	18 7%	49 10%	16 10%	18 7%	7 7%	55 9%	49 9%
None of these services in the past 12 months	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Have used as free/income	373 17%	69 15%	111 18%	84 18%	109 20%	304 16%	69 20%	49 17%	84 17%	37 23%	54 19%	14 13%	109 16%	104 16%
Have used	54 3%	5 1%	9 1%	6 1%	5 1%	44 3%	5 1%	5 1%	5 1%	- -	5 1%	- -	6 1%	5 1%
Have A+E	78 4%	11 3%	16 5%	14 4%	16 4%	61 4%	14 5%	6 2%	19 4%	8 5%	8 3%	3 3%	16 4%	16 3%
NHS app	68 4%	8 1%	16 3%	14 4%	16 4%	51 3%	14 5%	6 2%	15 3%	6 4%	6 2%	2 2%	15 3%	16 3%
Pharmacist	78 4%	13 3%	26 4%	15 4%	24 5%	54 3%	15 5%	6 2%	19 4%	6 4%	6 2%	2 2%	15 3%	16 3%
GP/GP OOH	230 12%	51 13%	94 16%	48 12%	59 12%	181 11%	37 12%	36 14%	67 13%	23 15%	28 11%	13 13%	30 12%	31 11%
Urgent care	46 2%	5 1%	13 2%	13 3%	15 3%	35 2%	11 4%	6 2%	15 3%	6 4%	6 2%	2 2%	15 3%	16 3%
A&E	82 4%	10 2%	37 6%	13 3%	22 4%	64 4%	17 6%	14 5%	27 5%	9 6%	10 4%	7 7%	34 6%	25 4%
Hospital	137 7%	22 5%	61 10%	25 6%	29 6%	114 7%	22 7%	21 8%	36 7%	16 11%	19 7%	11 11%	55 9%	49 9%
Mental health services	54 3%	8 2%	15 2%	12 3%	22 4%	36 2%	16 5%	8 3%	16 3%	3 2%	5 2%	3 3%	18 3%	16 3%
NHS service experience in FY25/6	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
Has not had a negative experience	1316 69%	142 36%	187 31%	199 50%	118 23%	671 42%	55 18%	89 32%	135 27%	47 31%	82 32%	23 23%	191 31%	184 32%
Has had at least one negative experience personally or to someone they cared for	1062 56%	187 47%	332 55%	227 56%	316 62%	868 55%	187 61%	165 59%	298 60%	92 61%	133 52%	61 62%	343 56%	323 56%
Has had 1 negative experience personally or to someone they cared for	288 15%	52 13%	111 18%	57 14%	68 13%	244 15%	42 14%	48 18%	80 16%	21 17%	37 14%	7 7%	96 16%	89 15%
Has had 2-3 negative experiences personally or to someone they cared for	369 19%	73 19%	116 19%	83 21%	97 19%	316 20%	51 17%	60 22%	109 22%	32 21%	50 19%	26 26%	118 19%	121 21%
Has had 4-6 negative experiences personally or to someone they cared for	281 15%	47 12%	79 13%	61 15%	94 18%	223 14%	57 19%	45 16%	76 15%	17 11%	32 12%	19 19%	91 15%	81 14%
Has had 7-10 negative experiences personally or to someone they cared for	123 6%	16 4%	25 4%	26 6%	58 11%	85 5%	36 12%	12 4%	32 6%	17 11%	16 6%	9 9%	38 6%	32 6%
Has had at least one negative experience	995 52%	177 45%	306 51%	212 53%	300 59%	812 51%	178 58%	155 47%	282 57%	83 55%	130 50%	55 55%	315 51%	300 52%
Someone they care for has had at least one negative experience	217 11%	23 6%	67 11%	44 11%	83 16%	169 11%	47 15%	30 11%	59 12%	26 17%	26 9%	18 18%	78 13%	62 11%
NHS Outside	1908	395	606	402	507	1586	304	276	495	151	258	99	612	578
1	362 19%	93 23%	131 17%	71 18%	118 23%	280 18%	91 31%	36 13%	113 23%	13 9%	51 21%	10 10%	114 19%	84 15%
2	411 22%	94 24%	122 20%	92 23%	103 20%	321 20%	81 26%	49 18%	115 23%	27 18%	60 23%	22 22%	123 20%	126 22%
3	384 20%	86 22%	126 21%	70 17%	101 20%	360 23%	62 21%	61 22%	93 19%	29 19%	57 22%	27 27%	118 19%	116 20%
4	366 19%	71 18%	128 21%	62 15%	105 21%	365 23%	46 15%	62 23%	98 20%	41 27%	51 20%	15 16%	109 18%	110 19%
5	385 18%	51 13%	130 21%	77 19%	76 15%	298 19%	66 22%	68 24%	79 16%	42 28%	59 23%	16 16%	118 19%	114 20%

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Table

26 JANUARY 03 - 12th - 26th of December 2025
PUBLIC
Ammunition on Milk Polling
UK Adults 16 (7)

Sample Profile
All Adults aged 16.75 in England

| | | |