The public are aware of the problems at Mid Staffs, and do not view it as an isolated incident.
AS YOU MAY KNOW, A REPORT WAS RECENTLY PUBLISHED INTO THE PROBLEMS AT MID STAFFORDSHIRE HOSPITAL TRUST. THE REPORT SAID THAT BECAUSE OF POOR QUALITY PATIENT CARE IN THE HOSPITAL, THERE WERE BETWEEN 400 AND 1,200 MORE DEATHS THAN EXPECTED BETWEEN 2005 AND 2009. BEFORE TODAY, HOW MUCH HAD YOU HEARD ABOUT THE PROBLEMS AT MID STAFFORDSHIRE?

Some public awareness of the problems at Mid Staffs

**Don’t Know **

- A great deal: 22%
- A fair amount: 36%
- Not very much: 24%
- Nothing at all: 18%
- Don’t Know *%
The majority think that at least some NHS hospitals have the same problems as Mid Staffs.

**The report described ‘a tolerance of poor standards’ at Mid Staffordshire. To what extent, if at all, do you think other hospitals in the NHS have these problems?**

- All hospitals in the NHS have problems like this: 5% (March) vs. 5% (April)
- Most hospitals in the NHS have problems like this: 22% (March) vs. 23% (April)
- Some hospitals in the NHS have problems like this: 46% (March) vs. 50% (April)
- Very few hospitals in the NHS have problems like this: 19% (March) vs. 13% (April)
- No other hospitals in the NHS have problems like this: 3% (March) vs. 1% (April)
- Don’t know: 5% (March) vs. 8% (April)

Base: Adults aged 15+ in England: (978) March 2014; (1010) April 2013

Source: Ipsos MORI/Health Services Journal
A lot of the blame still lies with managers

AS YOU MAY KNOW, A REPORT WAS PUBLISHED THIS WEEK INTO PROBLEMS AT MID STAFFORDSHIRE HOSPITAL THAT SAID THIS LED TO BETWEEN 400 AND 1,200 MORE DEATHS THAN EXPECTED BETWEEN 2005 AND 2009. WHO OF THE FOLLOWING, IF ANY, DO YOU THINK WAS MOST TO BLAME FOR THE PATIENT CARE PROBLEMS AT MID STAFFORDSHIRE HOSPITAL?

- NHS Managers: 52%
- Government Ministers: 16%
- Health Regulators: 11%
- Nurses: 7%
- Doctors: 3%
- None: *
- Don't Know: 9%

“They tried to blame the nurses but it is the managers who are responsible for the hospital… not keeping their eyes open and listening to patients and their relatives, not listening to the staff!”

Base: Adults aged 18+ in Great Britain, 1018 Respondents – Telephone
Source: Ipsos MORI Political Monitor, 9th-11th Feb 2013
But the public still consider the NHS to be one of the best healthcare systems in the world
75% say that it’s one of the best in the world

52% say it’s the thing that makes them proud to be British
The public are proud of the NHS – more so than the armed forces, the Royal Family and Team GB

WHICH TWO OR THREE OF THE FOLLOWING, IF ANY, WOULD YOU SAY MAKES YOU MOST PROUD TO BE BRITISH?

<table>
<thead>
<tr>
<th>Option</th>
<th>March 2014</th>
<th>November 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>The NHS</td>
<td>52%</td>
<td>45%</td>
</tr>
<tr>
<td>The Armed Forces</td>
<td>40%</td>
<td>47%</td>
</tr>
<tr>
<td>The Royal Family</td>
<td>33%</td>
<td>38%</td>
</tr>
<tr>
<td>Team GB</td>
<td>26%</td>
<td>38%</td>
</tr>
<tr>
<td>BBC</td>
<td>16%</td>
<td>22%</td>
</tr>
<tr>
<td>British business</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>Houses of Parliament</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>Oxfam</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>John Lewis</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Marks &amp; Spencer</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>None of these/Don’t know</td>
<td>9%</td>
<td>15%</td>
</tr>
</tbody>
</table>

Base: Adults aged 15+ in England; (978) March 2014; (2515) November 2012

Source: Ipsos MORI
And belief that people are treated with dignity and respect continues to rise

Please tell me whether on the whole you agree or disagree with each of the following statements...

People are treated with dignity and respect when they use NHS services

73% agree
There has also been an increase in agreement that people are treated with compassion when using NHS services.

**PLEASE TELL ME WHETHER ON THE WHOLE YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS…**

**PEOPLE ARE TREATED WITH COMPASSION WHEN THEY USE NHS SERVICES**

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spring 2013</strong></td>
<td>7%</td>
<td>29%</td>
<td>64%</td>
</tr>
<tr>
<td><strong>Winter 2013</strong></td>
<td>5%</td>
<td>23%</td>
<td>72%</td>
</tr>
</tbody>
</table>


Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Although perceptions of quality are high, the public acknowledge that the NHS has problems and needs to change
Concern about future funding remains extremely high

PLEASE TELL ME WHETHER ON THE WHOLE YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS…

THE NHS WILL FACE A SEVERE FUNDING PROBLEM IN THE FUTURE

Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Opinion is divided about how well the NHS is responding to provide the services that will be needed in the future.

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

Please tell me whether on the whole you agree or disagree with each of the following statements:

The NHS is changing so it can provide the service we need for years to come.
A significant majority agree we need more nurses in hospitals to deliver safe care.

Base: 1004 British adults aged 18+, 13 – 15 February 2015

Source: Ipsos MORI RCN Survey

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>68%</td>
</tr>
<tr>
<td>Tend to agree</td>
<td>20%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>7%</td>
</tr>
<tr>
<td>Tend to disagree</td>
<td>2%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
</tr>
<tr>
<td>Disagree</td>
<td>3%</td>
</tr>
</tbody>
</table>

TO WHAT EXTENT DO YOU AGREE OR DISAGREE TO THE FOLLOWING STATEMENT – WE NEED MANY MORE NURSES IN HOSPITALS TO DELIVER SAFE CARE.
The Mid Staffs incident has not shaken the public’s fondness for the NHS.

The challenge for whoever is in power after the election – how do you transform services while keeping the public happy?
For more information please contact:

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