



Maintaining pride in the NHS:

The challenge for the new NHS Chief Exec

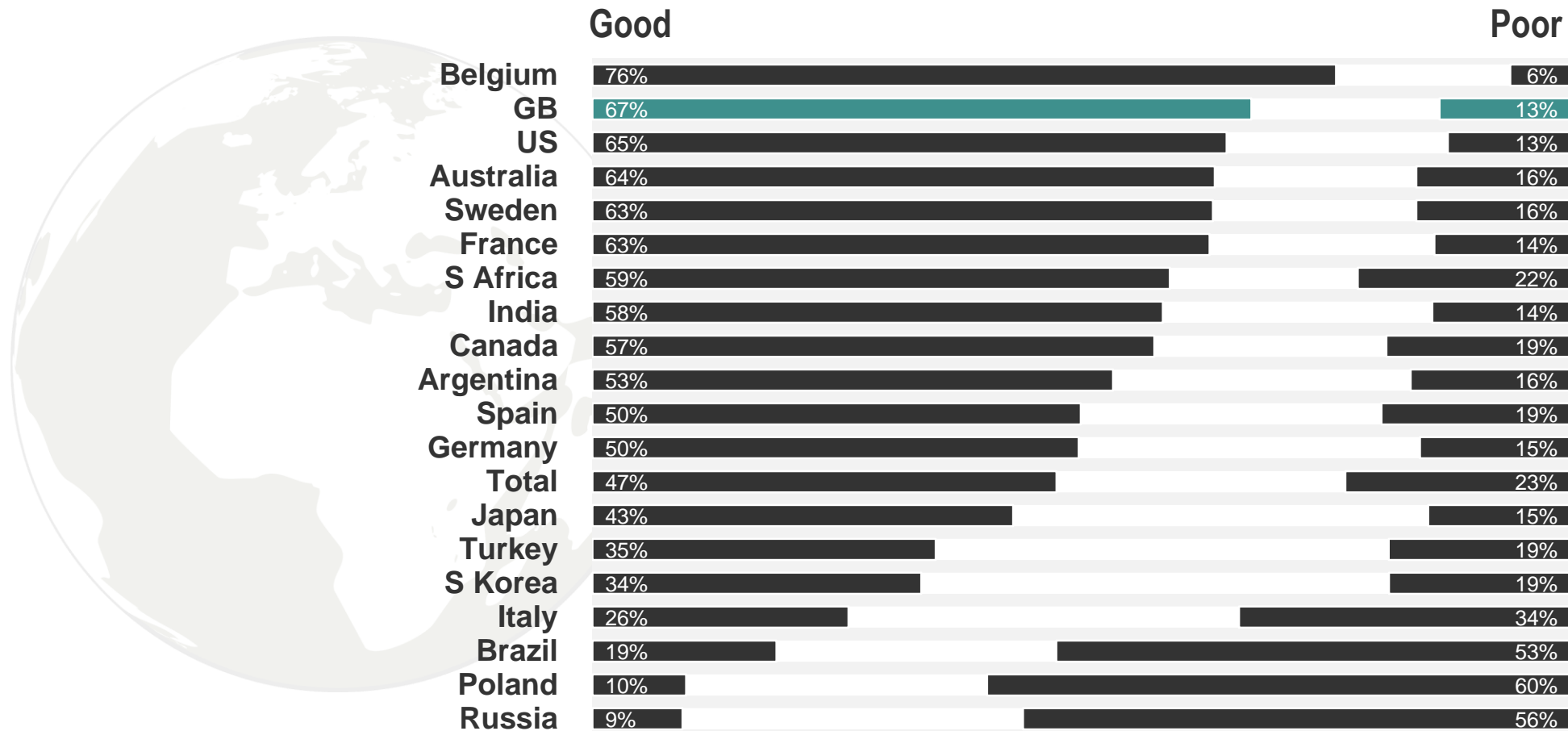
On 1st April 2014, Simon Stevens became the new Chief Executive of NHS England.

What, according to the public, are the key challenges he faces?



Positively, people in Britain rate the quality of their healthcare very highly in comparison to those in other countries...

How would you rate the quality of healthcare that you and your family have access to in...?
By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

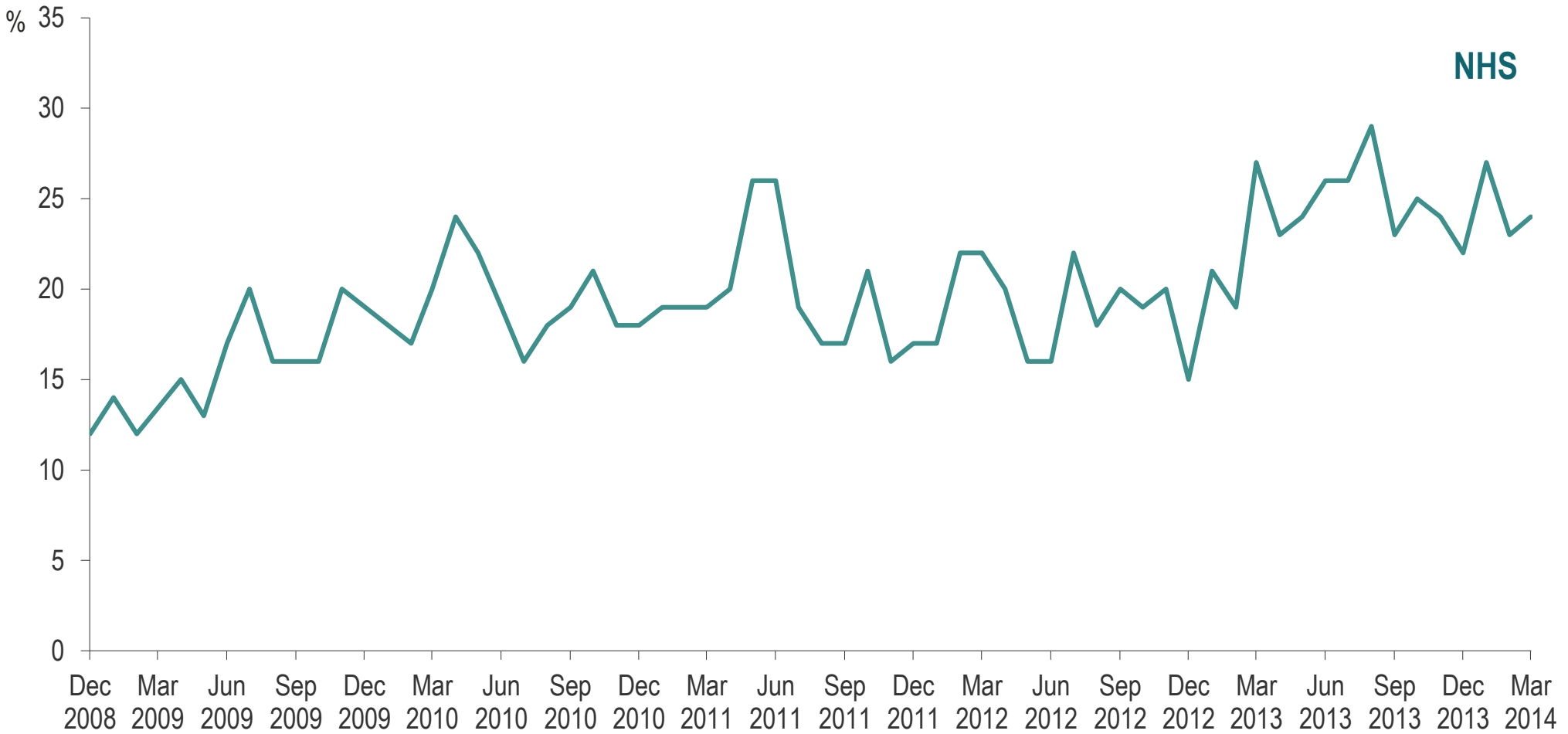


Base: Adults in 19 countries (15039 overall, 1000 Great Britain) September 2013

Source: Ipsos MORI Global Trends Survey

But concern about the NHS has been rising...

What do you see as the most/other important issues facing Britain today?



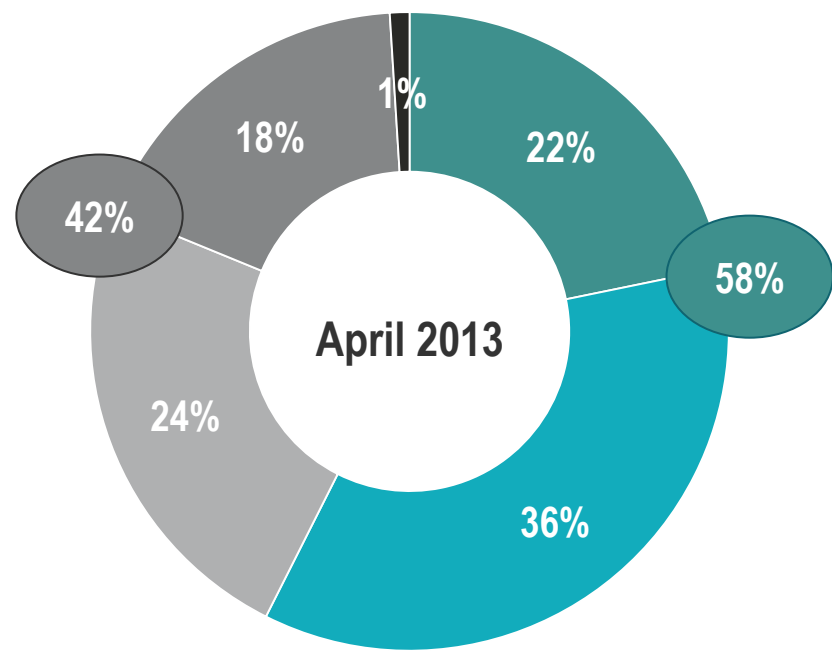
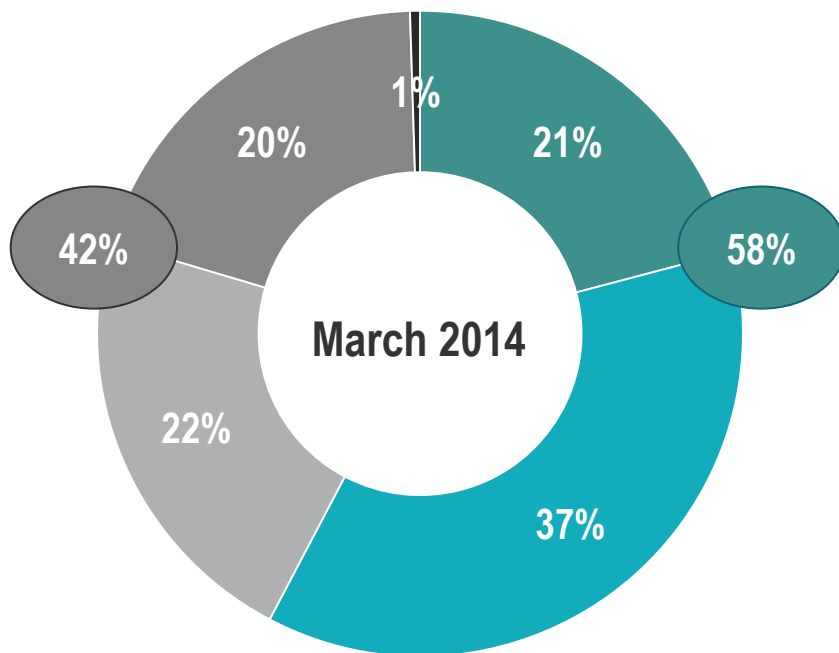
Base: Adults aged 18+ in Great Britain (c. 1000 per month)

Source: Ipsos MORI Issues Index

Most people remain aware of the issues at Mid Staffs...

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?

■ A great deal ■ A fair amount ■ Not very much ■ Nothing at all ■ Don't know

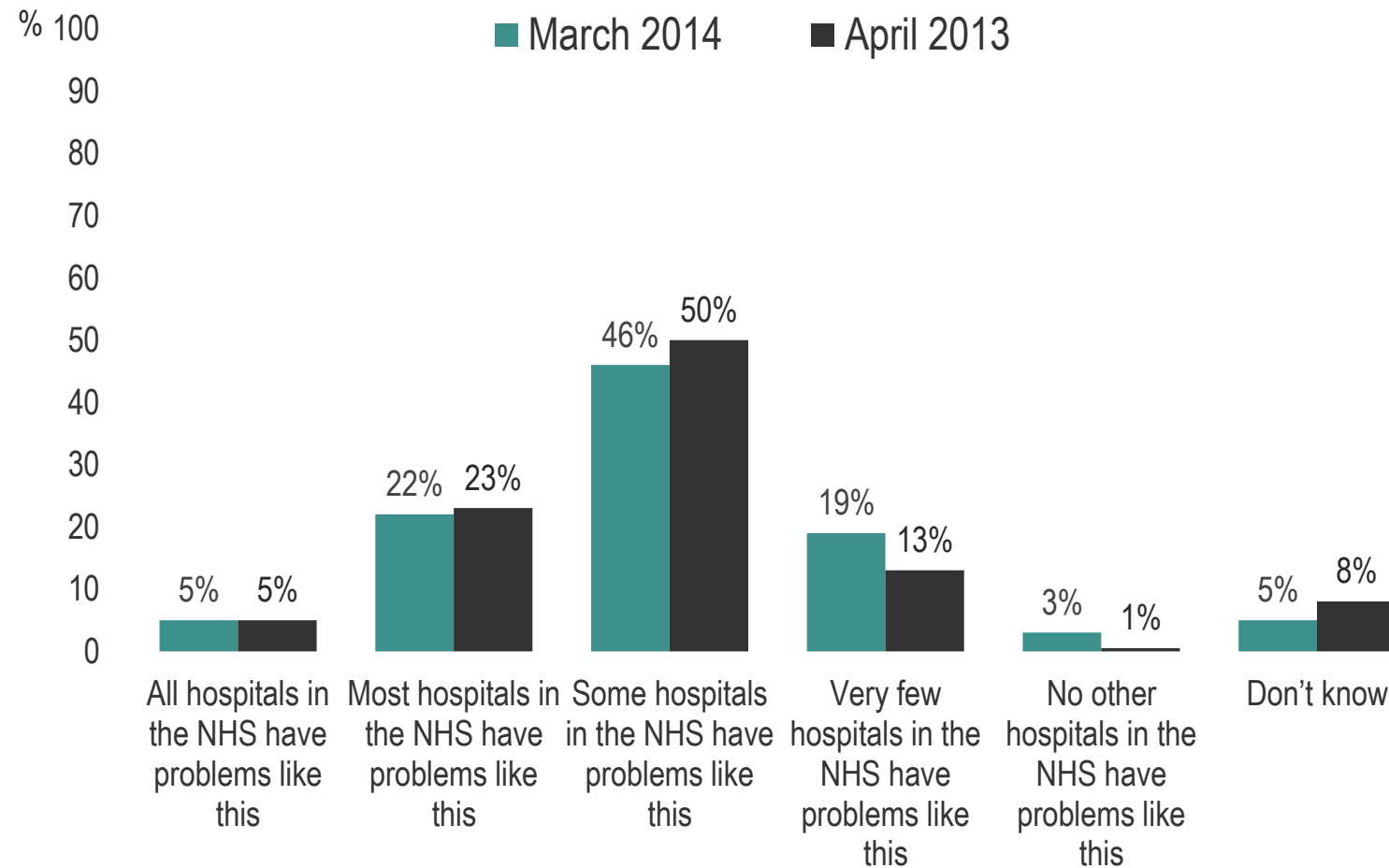


Base: Adults aged 15+ in England: (978) March 2014; (1010) April 2013

Source: Ipsos MORI/Health Services Journal

...and the majority still think at least some NHS hospitals have the same problems

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?



92%
say at least some

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

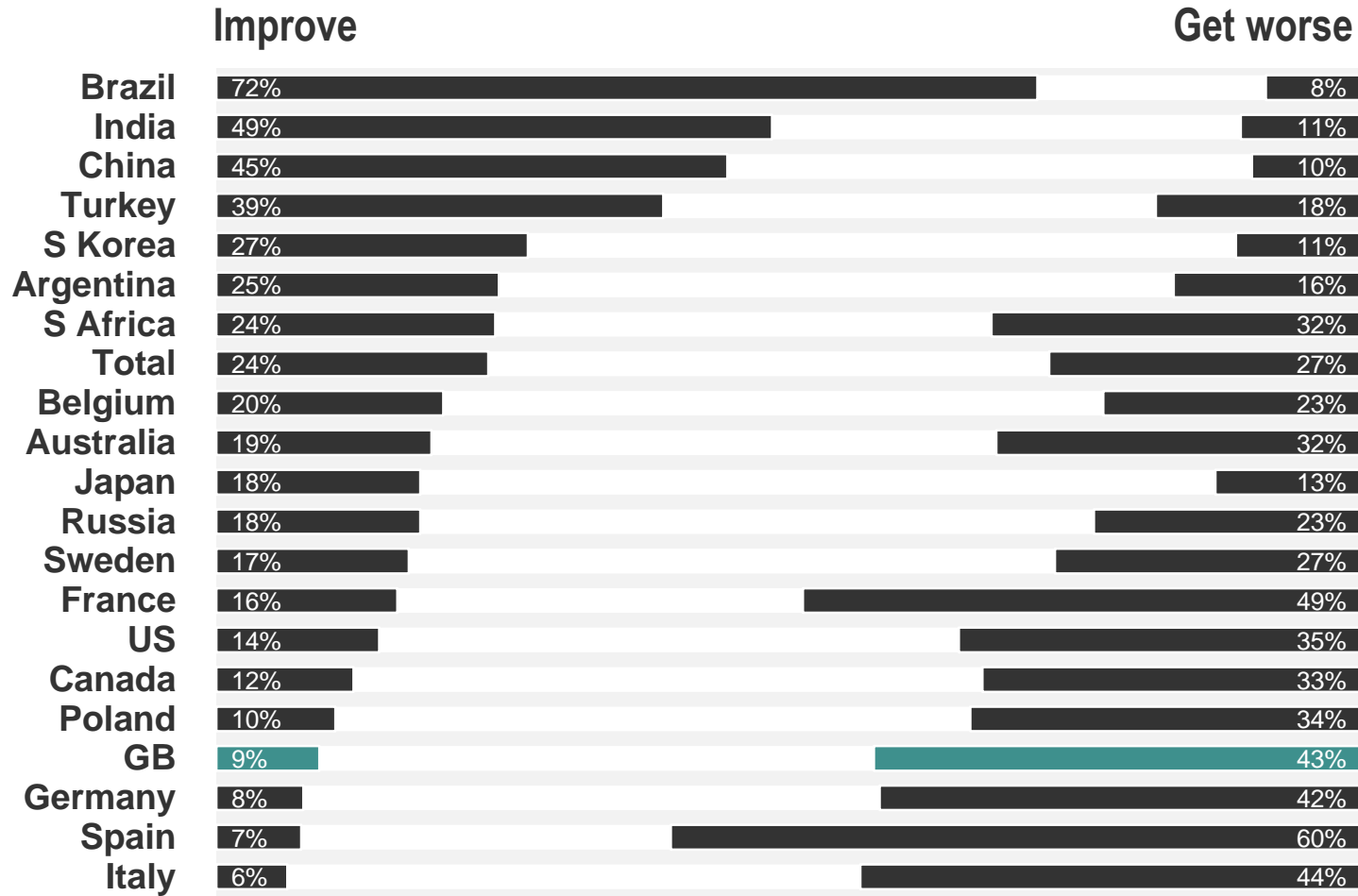
Source: Ipsos MORI/Health Services Journal

...and we are
particularly worried
about the future...



We are more negative than those in other countries about the sustainability of our health services

Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same or get worse?



Base: Adults in 20 countries (16039 overall, 1000 Great Britain) September 2013

Source: Ipsos MORI Global Trends Survey

So why are we worried about sustainability?

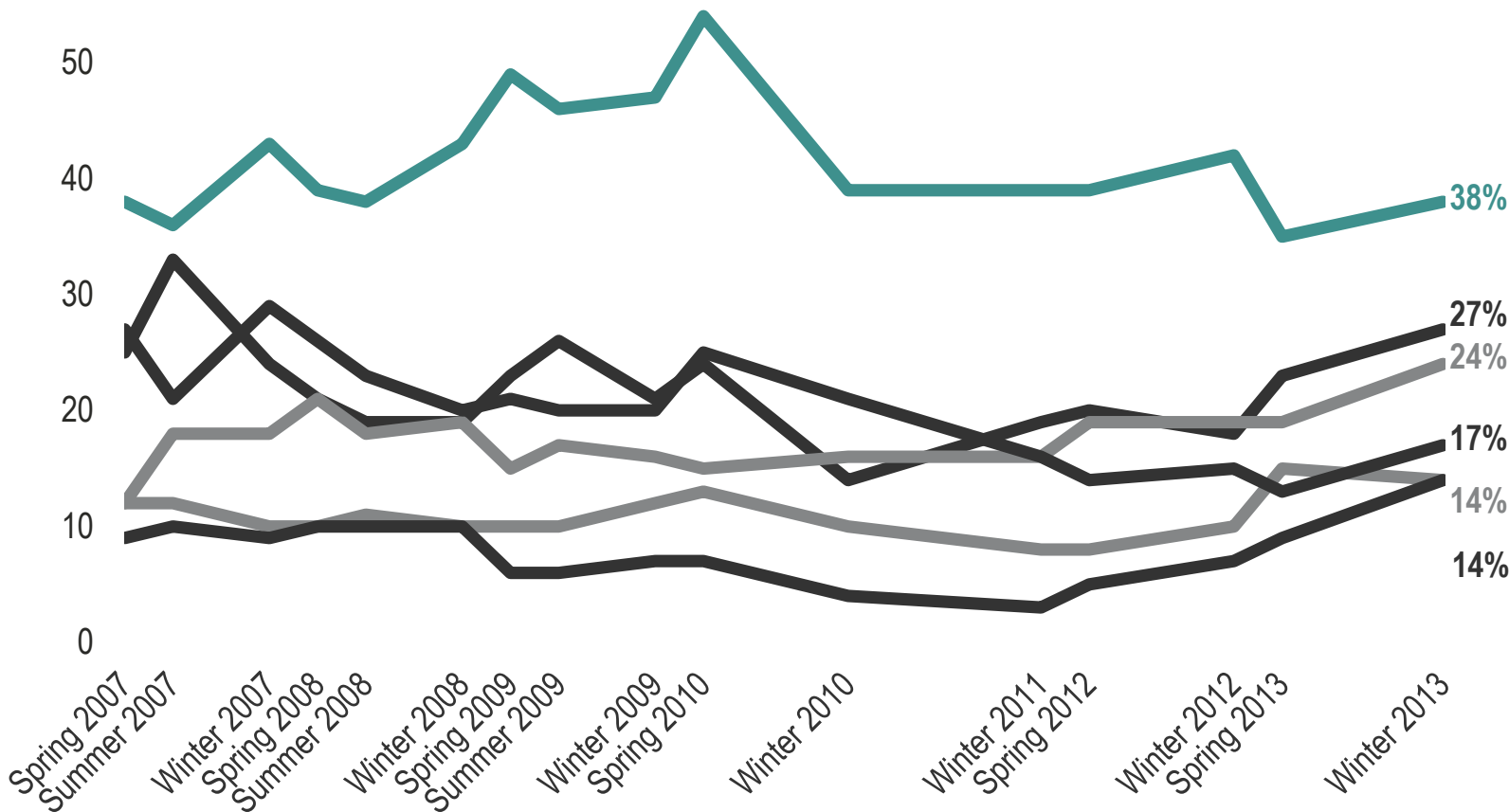


Lack of resources and investment continues to be seen as the biggest problem facing the NHS

Overall, what do you see as the biggest problems facing the NHS? What else?

Spontaneous mentions over 10%

% 60



Lack of resources/investment

Not enough doctors/nurses/understaffed

Long waiting lists/times

Bureaucracy/top heavy management

Overworked staff

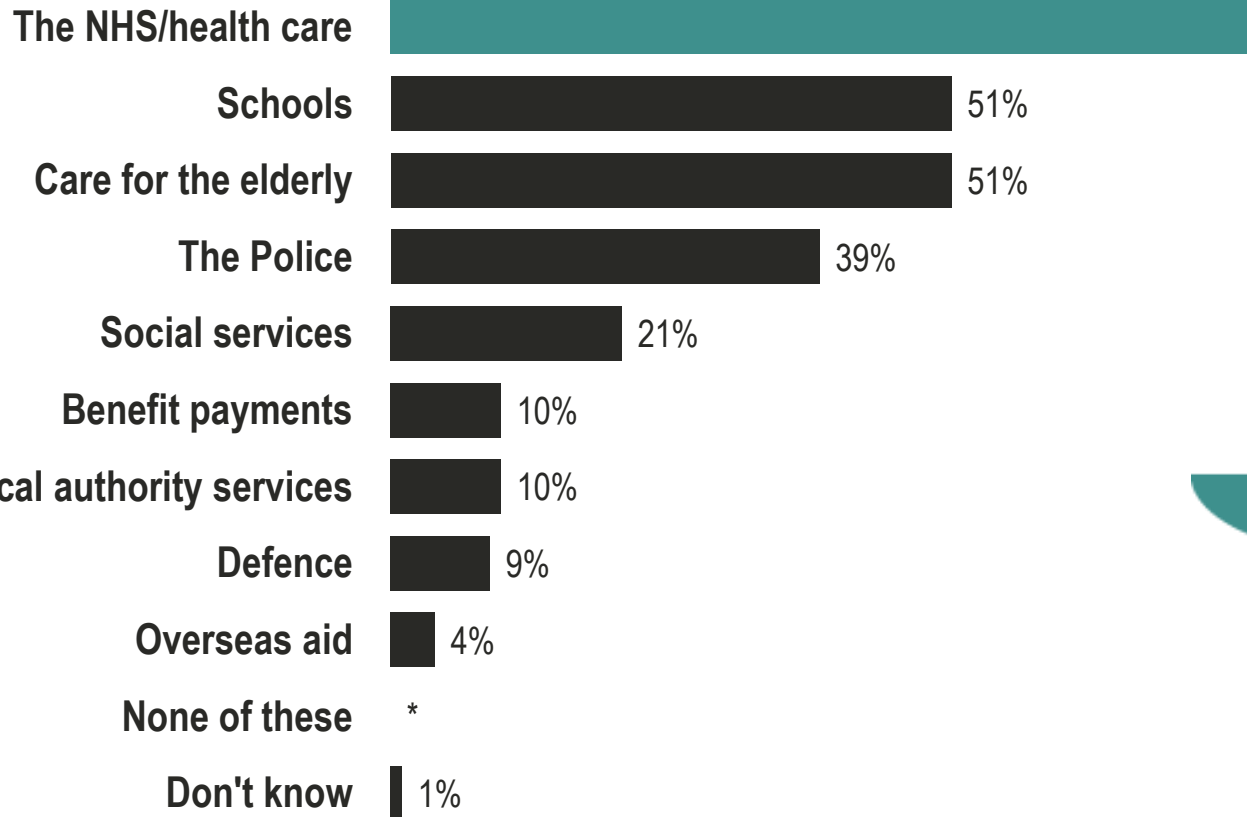
14% Foreigners/immigrants

Base: Adults aged 16+ in England (1016) November – December 2013, (c. 1000 per wave)

Source: Ipsos MORI/Department of Health Public Perceptions of the NHS and Social Care Tracker Survey

Most people want the NHS protected from spending cuts

Which two or three, if any, of the following main areas of public spending do you think should be protected from any cuts?



79%



Base: Adults aged 18+ in Great Britain who think some services should be protected from spending cuts (809) November 2012

Source: Ipsos MORI/Nuffield Trust

...and more are in favour of increasing funding to maintain the current service than limiting services

Please give me a number between 1 and 5 to show where your view fits on this scale...

■ 1 ■ 2 ■ 3 ■ 4 ■ 5

The NHS should be given more funding so that it can continue to provide services in the same way it does at the moment



The NHS should provide fewer services or only a set range of vital services so that it stays within the same budget it has at the moment

Base: Adults aged 15+ in England (1244) September - October 2013

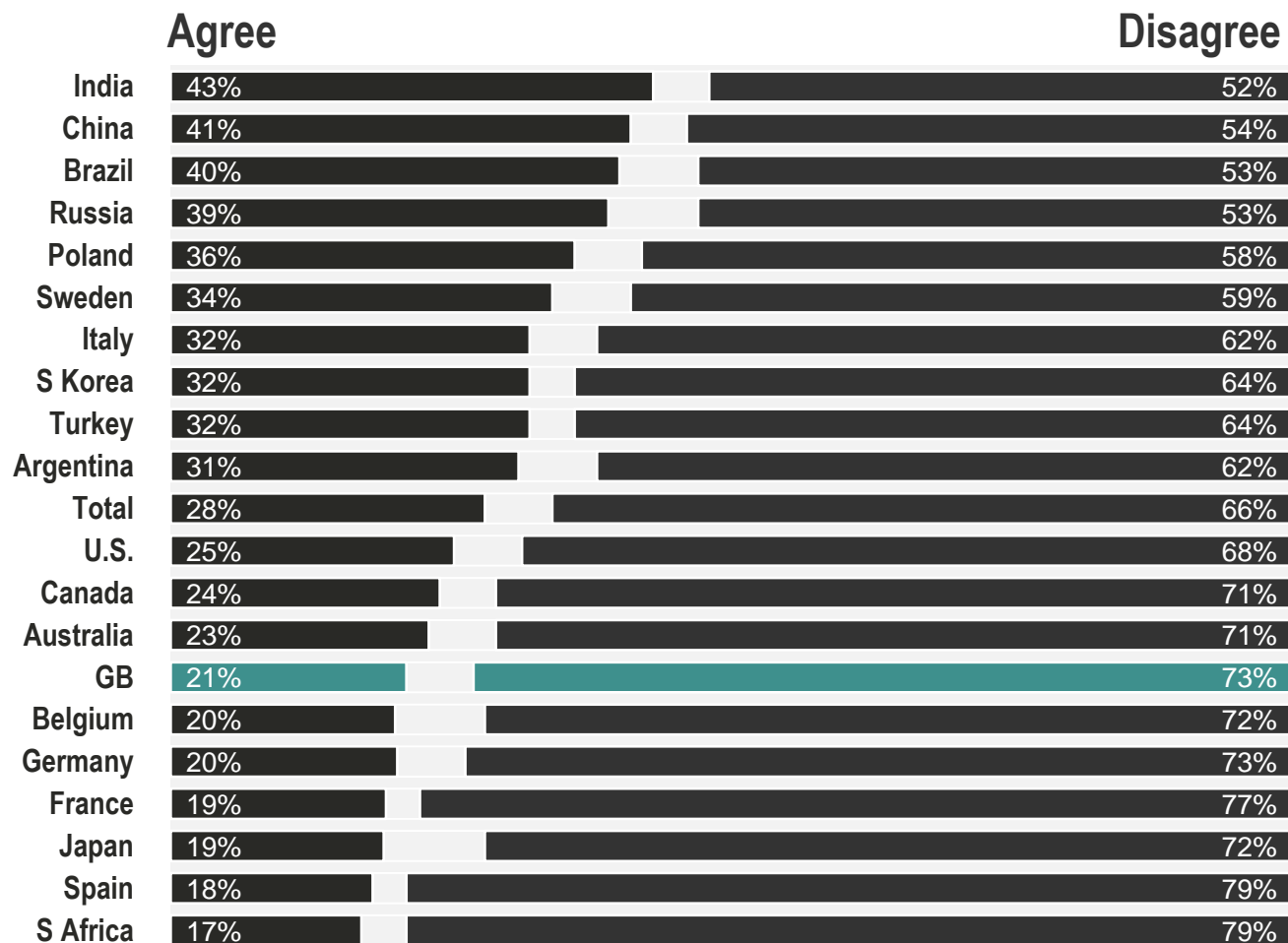
Source: Ipsos MORI/Foundation Trust Network



**Meanwhile the anxiety
around care.data cannot
be ignored...**

We are concerned about online privacy, particularly when compared with the rest of the world

To what extent do you agree or disagree: People worry too much about their privacy online - I'm not concerned about what companies or the government know about me.



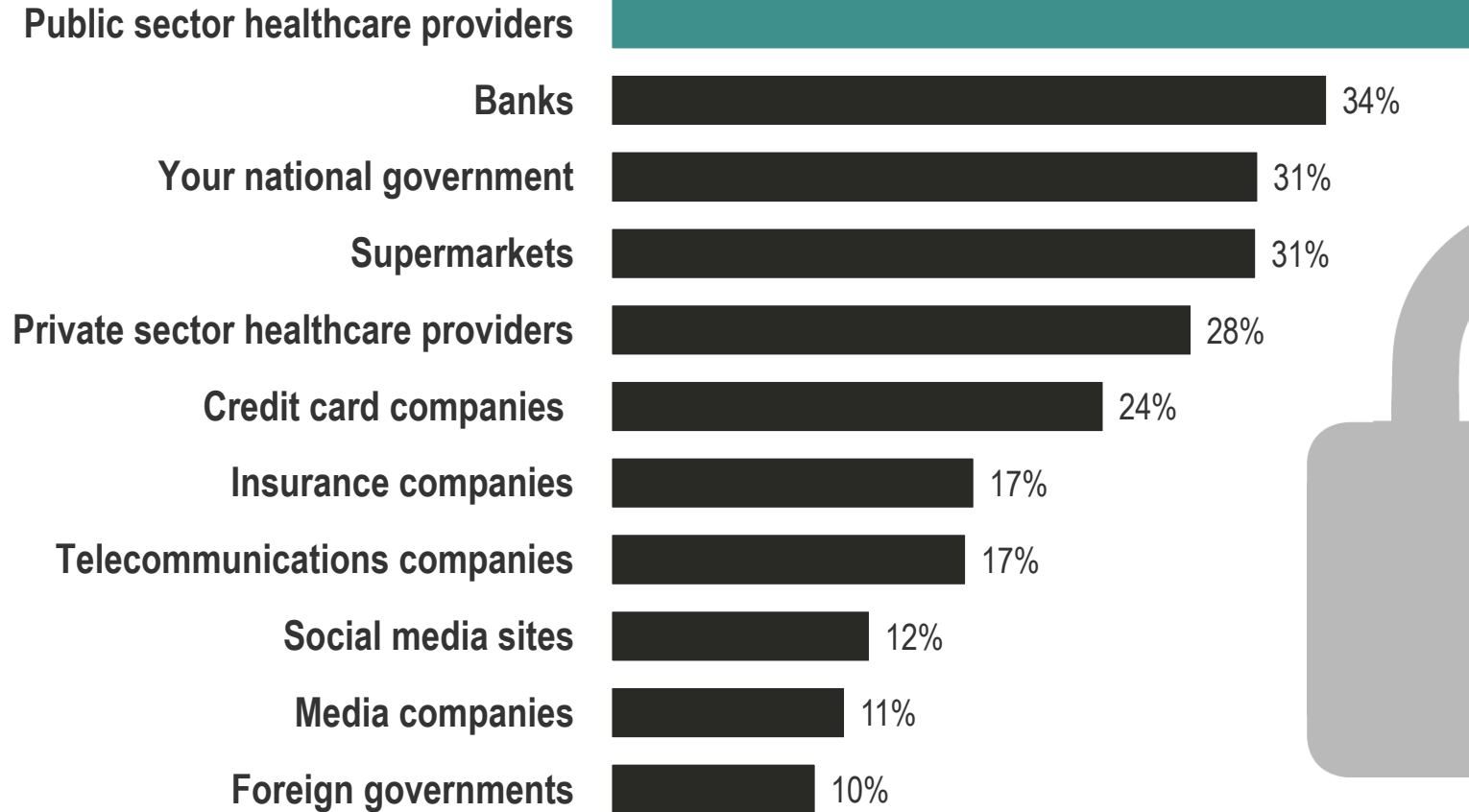
Base: Adults in 20 countries (16167 overall, 1000 Great Britain) October 2013

Source: Ipsos MORI Global Trends Survey

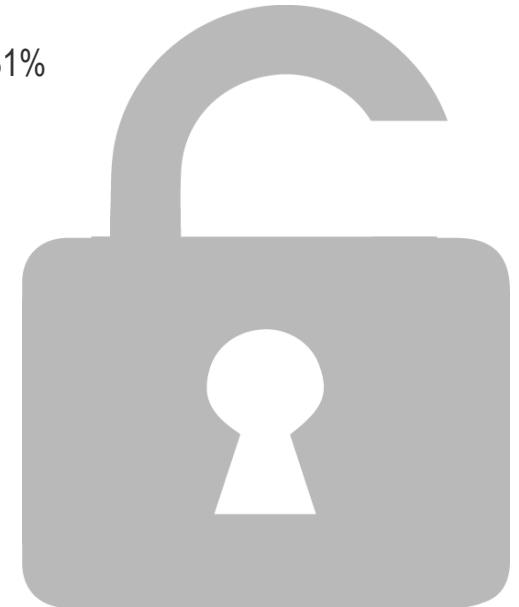
...though we are more likely to trust public sector healthcare providers than other groups to use our data responsibly

To what extent, if at all, do you personally trust the following to use the information they have about you in the right way?

% Great deal / Fair amount



41%

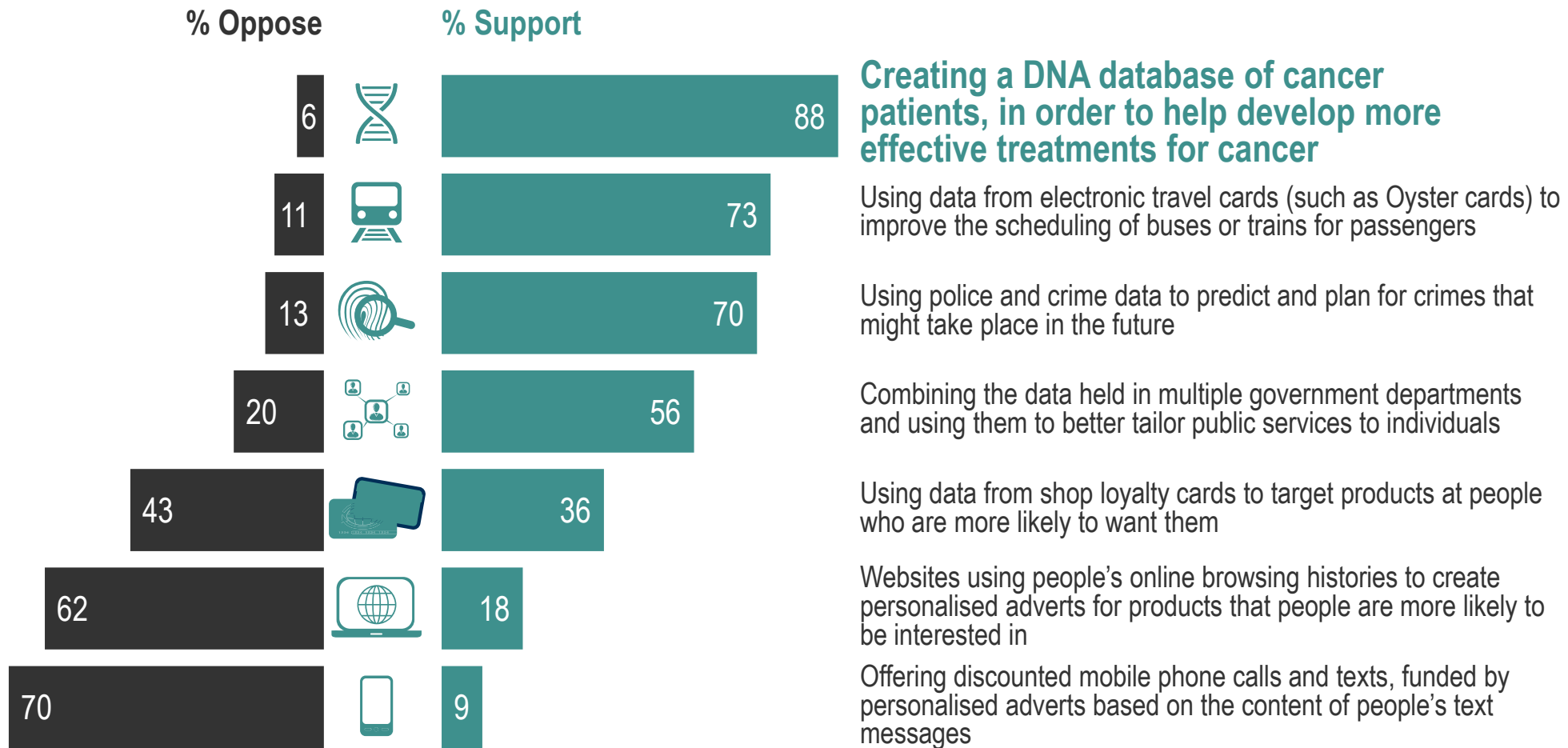


Base: Adults in Great Britain (1000) October 2013

Source: Ipsos MORI Global Trends Survey

...and we are supportive of data being used for medical reasons

To what extent do you support or oppose each of the following specific uses of people's data?



Base: Adults aged 16+ in the UK (446) July - November 2013

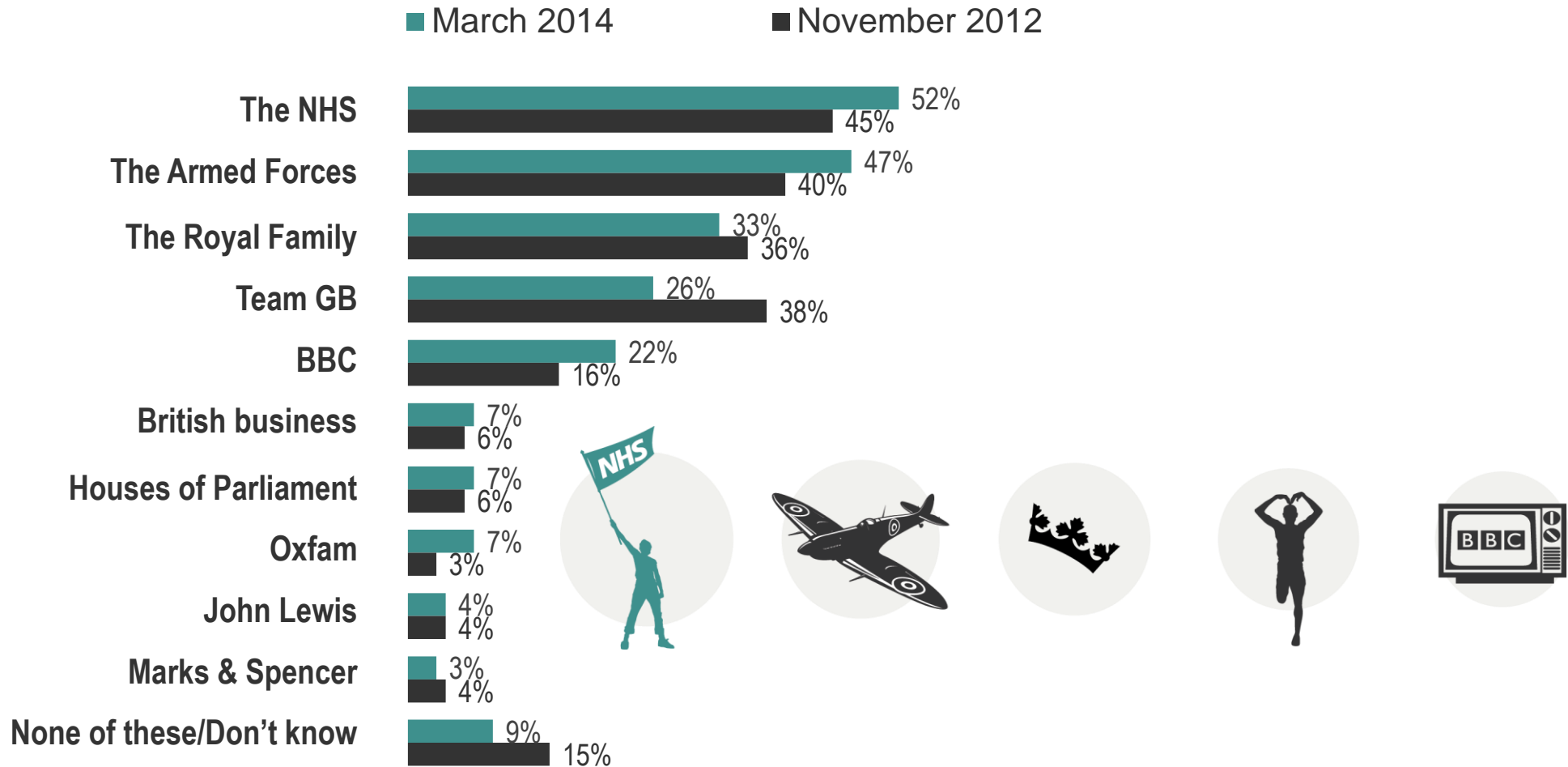
Source: Ipsos MORI/Department for Business, Innovation and Skills
Public Attitudes to Science Survey

Nevertheless...



...the NHS remains the thing that makes people most proud to be British

Which two or three of the following, if any, would you say makes you most proud to be British?



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

Source: Ipsos MORI

**So, how can Simon
Stevens maintain pride
and confidence in the NHS
given its current
challenges?**



**And can he harness the goodwill
the public feels towards the NHS
to reassure them about its
sustainability?**

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