Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 1

Q.1 Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Very satisfied	**164**	82	82	22	22	41	26	53	45	48	31	39	76	57	7	24	170
	16%el	*17%*	*16%*	*15%*	*13%*	*12%*	**18%e**	**27%zcdef**	*18%*	*16%*	*16%*	*16%*	*14%*	**24%zlno**	*12%*	*15%*	*17%*
Quite satisfied	**537**	268	269	89	95	181	66	106	130	157	108	142	297	126	33	81	533
	54%f	*55%*	*52%*	**63%zef**	*57%*	*52%*	*46%*	*53%*	*52%*	*50%*	*54%*	**60%zi**	*54%*	*54%*	*57%*	*52%*	*53%*
Neither satisfied nor dissatisfied	**119**	53	66	14	20	56	16	13	30	48	20	22	74	20	8	17	118
	12%gm	*11%*	*13%*	*10%*	*12%*	**16%zg**	*11%*	*7%*	*12%*	**15%zk**	*10%*	*9%*	**13%m**	*9%*	*13%*	*11%*	*12%*
Quite dissatisfied	**123**	50	72	10	23	51	21	18	27	43	29	25	76	21	5	20	121
	12%	*10%*	*14%*	*7%*	*14%*	**15%c**	**15%c**	*9%*	*11%*	*14%*	*14%*	*10%*	*14%*	*9%*	*9%*	*13%*	*12%*
Very dissatisfied	**45**	24	22	2	6	17	12	8	14	12	11	8	22	9	3	11	47
	5%	*5%*	*4%*	*2%*	*4%*	*5%*	**8%zc**	*4%*	*6%*	*4%*	*5%*	*3%*	*4%*	*4%*	*5%*	*7%*	*5%*
Don't know/Refused	**13**	8	4	5	1	3	3	-	3	5	3	2	6	1	2	4	12
	1%	*2%*	*1%*	**4%zeg**	*1%*	*1%*	**2%g**	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	**3%m**	**3%m**	*1%*
Satisfied	**701**	**350**	**351**	**111**	**117**	**222**	**92**	**159**	**176**	**205**	**139**	**182**	**373**	**183**	**40**	**105**	**703**
	70%e	***72%***	***68%***	**78%zef**	***70%***	***63%***	***64%***	**80%zdef**	***71%***	***66%***	***69%***	**76%zi**	***68%***	**78%zlo**	***69%***	***67%***	***70%***
Dissatisfied	**168**	**74**	**94**	**12**	**29**	**68**	**33**	**26**	**41**	**54**	**40**	**33**	**98**	**31**	**8**	**31**	**168**
	17%c	***15%***	***18%***	***9%***	**17%c**	**19%c**	**23%zcg**	***13%***	***16%***	***17%***	***20%***	***14%***	***18%***	***13%***	***14%***	***19%***	***17%***
Net Satisfied	**534**	**276**	**257**	**99**	**88**	**154**	**59**	**133**	**135**	**151**	**99**	**149**	**275**	**152**	**32**	**75**	**535**
	53%befil	**57%zb**	***50%***	**69%zdef**	**53%f**	***44%***	***41%***	**67%zdef**	***54%***	***48%***	***49%***	**62%zij**	***50%***	**65%zlo**	***55%***	***47%***	***53%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 2

Q.1 Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Very satisfied	**164**	29	28	108	-	57	59	49	5	45	4	33	25	14	124	1	100	64	149	15	135	24	170
	16%fqu	*17%*	*15%*	*17%*	-	**26%zfg**	*12%*	*16%*	*10%*	*15%*	*11%*	*13%*	*15%*	*19%*	*17%*	*9%*	**19%zq**	*14%*	*17%*	*14%*	**21%zu**	*8%*	*17%*
Quite satisfied	**537**	89	98	341	9	115	267	156	26	162	18	127	100	49	379	6	262	275	480	57	383	129	533
	54%npu	*51%*	*55%*	*53%*	*89%*	*52%*	*56%*	*51%*	*49%*	*55%*	*48%*	*51%*	**63%zn**	**64%n**	*51%*	*52%*	*49%*	**59%zp**	*54%*	*55%*	**59%zu**	*43%*	*53%*
Neither satisfied nor dissatisfied	**119**	17	24	78	-	19	64	36	5	37	4	34	13	4	98	3	62	57	100	19	57	54	118
	12%rt	*10%*	*13%*	*12%*	-	*9%*	*13%*	*12%*	*9%*	*13%*	*11%*	*13%*	*8%*	*5%*	**13%m**	*29%*	*12%*	*12%*	*11%*	*18%*	*9%*	**18%zt**	*12%*
Quite dissatisfied	**123**	27	18	78	-	21	58	43	13	37	6	37	14	8	99	1	79	44	117	6	59	60	121
	12%qst	*16%*	*10%*	*12%*	-	*10%*	*12%*	*14%*	**24%zi**	*13%*	*16%*	*15%*	*9%*	*11%*	*13%*	*10%*	**15%zq**	*9%*	**13%zs**	*5%*	*9%*	**20%zt**	*12%*
Very dissatisfied	**45**	10	9	26	-	9	18	18	3	9	5	18	4	2	38	-	26	20	42	3	12	31	47
	5%t	*6%*	*5%*	*4%*	-	*4%*	*4%*	*6%*	*6%*	*3%*	**14%zi**	**7%zi**	*2%*	*2%*	*5%*	-	*5%*	*4%*	*5%*	*3%*	*2%*	**10%zt**	*5%*
Don't know/Refused	**13**	1	1	9	1	-	9	3	1	2	-	2	3	-	9	-	3	10	8	5	6	5	12
	1%pr	*1%*	*1%*	*1%*	*11%*	-	**2%e**	*1%*	*2%*	*1%*	-	*1%*	*2%*	-	*1%*	-	*1%*	**2%p**	*1%*	**5%zr**	*1%*	*2%*	*1%*
Satisfied	**701**	**117**	**126**	**449**	**9**	**172**	**325**	**204**	**31**	**206**	**23**	**160**	**124**	**64**	**504**	**7**	**363**	**338**	**629**	**72**	**518**	**154**	**703**
	70%knu	***68%***	***71%***	***70%***	***89%***	**78%zfg**	***68%***	***67%***	***59%***	***71%***	***59%***	***64%***	**78%zn**	**82%zn**	***67%***	***61%***	***68%***	***72%***	***70%***	***69%***	**79%zu**	***51%***	***70%***
Dissatisfied	**168**	**37**	**27**	**103**	**-**	**30**	**76**	**61**	**16**	**47**	**12**	**54**	**18**	**10**	**137**	**1**	**105**	**63**	**159**	**9**	**71**	**91**	**168**
	17%lqst	***22%***	***15%***	***16%***	**-**	***14%***	***16%***	***20%***	**30%zi**	***16%***	**30%zi**	**22%zi**	***12%***	***13%***	**18%zl**	***10%***	**20%zq**	***13%***	**18%zs**	***8%***	***11%***	**30%zt**	***17%***
Net Satisfied	**534**	**80**	**98**	**346**	**9**	**141**	**249**	**143**	**15**	**160**	**11**	**106**	**106**	**54**	**367**	**6**	**258**	**275**	**470**	**63**	**447**	**63**	**535**
	53%aghjk npu	***46%***	***55%***	***54%***	***89%***	**64%zfg**	***52%***	***47%***	***29%***	**55%hjk**	***29%***	***42%***	**66%zn**	**69%zn**	***49%***	***51%***	***48%***	**59%zp**	***52%***	***61%***	**69%zu**	***21%***	***53%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

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Table 3

Q.1 Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Very satisfied	**164**	11	23	14	14	28	28	16	17	14	164	-	45	55	53	170
	16%ck	*13%*	**21%c**	*9%*	**28%zaci**	**21%c**	**18%c**	*15%*	*16%*	*14%*	**23%zk**	-	*13%*	*18%*	*16%*	*17%*
Quite satisfied	**537**	47	59	92	26	74	90	55	44	49	537	-	185	175	164	533
	54%hk	*55%*	*54%*	**62%zh**	*51%*	*54%*	**56%h**	*54%*	*42%*	*49%*	**77%zk**	-	*54%*	*58%*	*50%*	*53%*
Neither satisfied nor dissatisfied	**119**	6	12	18	6	10	18	16	15	17	-	-	37	35	39	118
	12%jk	*7%*	*11%*	*12%*	*12%*	*8%*	*11%*	*16%*	*14%*	**17%ae**	-	-	*11%*	*12%*	*12%*	*12%*
Quite dissatisfied	**123**	13	9	20	5	14	14	12	22	15	-	123	51	23	48	121
	12%jm	*16%*	*8%*	*13%*	*9%*	*10%*	*9%*	*12%*	**21%zbef**	*15%*	-	**73%zj**	**15%m**	*8%*	**15%m**	*12%*
Very dissatisfied	**45**	7	6	4	-	9	8	2	7	3	-	45	19	9	17	47
	5%j	**8%dg**	*5%*	*3%*	-	*6%*	*5%*	*2%*	*6%*	*3%*	-	**27%zj**	*6%*	*3%*	*5%*	*5%*
Don't know/Refused	**13**	1	1	-	-	1	3	2	2	2	-	-	3	4	6	12
	1%j	*1%*	*1%*	-	-	*1%*	*2%*	*2%*	*2%*	*2%*	-	-	*1%*	*1%*	*2%*	*1%*
Satisfied	**701**	**58**	**81**	**106**	**40**	**102**	**119**	**71**	**61**	**63**	**701**	**-**	**231**	**230**	**217**	**703**
	70%hk	***68%***	**75%h**	**72%h**	**79%h**	**75%h**	**73%h**	***69%***	***57%***	***63%***	**100%zk**	**-**	***68%***	**76%zln**	***66%***	***70%***
Dissatisfied	**168**	**21**	**14**	**24**	**5**	**23**	**22**	**14**	**29**	**17**	**-**	**168**	**70**	**32**	**65**	**168**
	17%jm	**24%bdf**	***13%***	***16%***	***9%***	***17%***	***13%***	***14%***	**27%zbcdfg**	***17%***	**-**	**100%zj**	**20%zm**	***11%***	**20%m**	***17%***
Net Satisfied	**534**	**38**	**67**	**82**	**35**	**80**	**97**	**57**	**32**	**46**	**701**	**-168**	**161**	**198**	**152**	**535**
	53%hkln	***44%***	**61%ahi**	**55%h**	**69%zahi**	**58%ah**	**60%ahi**	**56%h**	***30%***	**46%h**	**100%zk**	***-100%***	***47%***	**65%zln**	***47%***	***53%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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Overlap formulae used. * small base

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Table 4

Q.1 Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Very satisfied	**164**	131	40	77	35	33	43	9	24	7	66	48	40	51	44	2	20	141	170
	16%ko	*17%*	**21%fh**	**21%zadfh**	*15%*	*18%*	*14%*	*17%*	*13%*	*18%*	**24%zk**	*12%*	**20%m**	*14%*	**18%o**	*5%*	*12%*	*17%*	*17%*
Quite satisfied	**537**	417	93	178	113	86	159	27	105	18	177	160	114	195	138	23	97	433	533
	54%ck	**54%ce**	*48%*	*47%*	*49%*	*47%*	*53%*	*48%*	**56%ce**	*43%*	**64%zk**	*41%*	*57%*	*51%*	*57%*	*53%*	*55%*	*53%*	*53%*
Neither satisfied nor dissatisfied	**119**	83	18	48	26	23	35	7	15	5	18	56	25	41	26	4	24	93	118
	12%aj	*11%*	*9%*	*13%*	*11%*	*13%*	*12%*	*13%*	*8%*	*12%*	*7%*	**14%j**	*13%*	*11%*	*11%*	*9%*	*14%*	*11%*	*12%*
Quite dissatisfied	**123**	100	29	50	42	25	48	12	28	6	7	92	16	67	24	10	26	95	121
	12%jl	*13%*	*15%*	*13%*	**18%zac**	*14%*	**16%z**	*21%*	*15%*	*14%*	*3%*	**23%zj**	*8%*	**18%zl**	*10%*	**22%zn**	*15%*	*12%*	*12%*
Very dissatisfied	**45**	37	11	21	10	13	15	1	13	6	5	32	4	24	10	3	6	39	47
	5%j	*5%*	*6%*	*6%*	*5%*	*7%*	*5%*	*2%*	*7%*	**13%zacdfg**	*2%*	**8%zj**	*2%*	**6%zl**	*4%*	*7%*	*3%*	*5%*	*5%*
Don't know/Refused	**13**	4	-	1	3	2	1	-	2	-	2	6	2	1	2	1	2	9	12
	1%acm	*1%*	-	*	**1%c**	*1%*	*	-	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	*3%*	*1%*	*1%*	*1%*
Satisfied	**701**	**548**	**133**	**255**	**149**	**119**	**201**	**37**	**129**	**25**	**243**	**208**	**154**	**246**	**182**	**26**	**117**	**574**	**703**
	70%dkm	**71%d**	***69%***	***68%***	***65%***	***65%***	***67%***	***65%***	***69%***	***61%***	**88%zk**	***53%***	**77%zm**	***65%***	**75%o**	***58%***	***67%***	***71%***	***70%***
Dissatisfied	**168**	**137**	**41**	**71**	**53**	**38**	**63**	**13**	**41**	**11**	**12**	**124**	**20**	**91**	**34**	**13**	**32**	**134**	**168**
	17%jl	***18%***	***21%***	***19%***	**23%za**	***21%***	**21%z**	***23%***	***22%***	***27%***	***4%***	**31%zj**	***10%***	**24%zl**	***14%***	**30%zn**	***18%***	***17%***	***17%***
Net Satisfied	**534**	**411**	**92**	**185**	**96**	**82**	**139**	**24**	**88**	**14**	**231**	**84**	**134**	**155**	**148**	**13**	**86**	**439**	**535**
	53%cdefikmo	**53%cdefi**	***48%***	**49%di**	***42%***	***45%***	***46%***	***42%***	***47%***	***34%***	**84%zk**	***21%***	**67%zm**	***41%***	**61%zo**	***29%***	***49%***	***54%***	***53%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

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Table 5

Q2.a To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for the NHS -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**28**	17	11	9	2	6	3	8	6	4	5	13	10	8	5	5	28
	3%il	*4%*	*2%*	**6%zde**	*1%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	**5%zi**	*2%*	*3%*	**9%zl**	*3%*	*3%*
Tend to agree	**248**	124	125	55	49	70	25	49	66	69	48	66	141	54	10	43	241
	25%ef	*25%*	*24%*	**39%zefg**	**29%ef**	*20%*	*17%*	*25%*	*27%*	*22%*	*24%*	*28%*	*26%*	*23%*	*18%*	*27%*	*24%*
Neither agree nor disagree	**226**	120	106	32	50	82	21	42	49	84	53	41	128	50	13	35	224
	23%fk	*25%*	*21%*	*22%*	**30%zf**	**23%f**	*15%*	*21%*	*20%*	**27%zhk**	**26%k**	*17%*	*23%*	*21%*	*23%*	*22%*	*22%*
Tend to disagree	**262**	124	138	15	35	118	47	47	77	90	39	56	160	61	13	28	266
	26%cjo	*26%*	*27%*	*10%*	**21%c**	**34%zcdg**	**33%zcdg**	**24%c**	**31%j**	**29%j**	*19%*	*23%*	**29%zo**	*26%*	*23%*	*18%*	*27%*
Strongly disagree	**131**	60	71	6	13	46	36	31	37	33	31	30	63	40	6	22	137
	13%cd	*12%*	*14%*	*4%*	*8%*	**13%c**	**25%zcdeg**	**16%cd**	*15%*	*11%*	*15%*	*13%*	*11%*	**17%zl**	*10%*	*14%*	*14%*
Don't know/ No opinion	**105**	40	65	27	19	28	11	21	15	31	26	33	49	22	11	24	105
	11%ah	*8%*	**13%za**	**19%zefg**	*11%*	*8%*	*7%*	*11%*	*6%*	*10%*	**13%h**	**14%h**	*9%*	*9%*	**19%zlm**	**15%zl**	*10%*
Agree	**276**	**141**	**135**	**64**	**51**	**76**	**28**	**57**	**72**	**73**	**53**	**79**	**151**	**62**	**15**	**48**	**269**
	28%ef	***29%***	***26%***	**45%zdefg**	**31%ef**	***22%***	***20%***	**29%f**	***29%***	***23%***	***26%***	**33%zi**	***27%***	***26%***	***26%***	***31%***	***27%***
Disagree	**393**	**184**	**209**	**20**	**48**	**163**	**83**	**78**	**113**	**124**	**70**	**86**	**223**	**101**	**19**	**50**	**403**
	39%cdo	***38%***	***41%***	***14%***	**29%c**	**47%zcd**	**58%zcdeg**	**39%cd**	**46%zjk**	***40%***	***35%***	***36%***	***41%***	**43%o**	***32%***	***32%***	***40%***
Net agree	**-117**	**-43**	**-74**	**44**	**3**	**-88**	**-55**	**-21**	**-42**	**-51**	**-17**	**-7**	**-73**	**-39**	**-4**	**-2**	**-134**
	-12%	***-9%***	***-14%***	**31%dg**	***2%***	***-25%***	***-38%***	***-11%***	***-17%***	***-16%***	***-9%***	***-3%***	***-13%***	***-16%***	***-6%***	***-1%***	***-13%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 6

Q2.a To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for the NHS -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**28**	5	8	15	-	11	7	10	-	4	1	7	4	3	20	-	14	14	26	2	23	5	28
	3%f	*3%*	*5%*	*2%*	-	**5%zf**	*2%*	*3%*	-	*1%*	*3%*	*3%*	*3%*	*4%*	*3%*	-	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*
Tend to agree	**248**	44	48	153	3	52	126	71	7	64	10	49	41	38	164	4	117	131	215	33	196	38	241
	25%hknpu	*25%*	*27%*	*24%*	*30%*	*23%*	*27%*	*23%*	*13%*	*22%*	*27%*	*20%*	*26%*	**48%zln**	*22%*	*40%*	*22%*	**28%zp**	*24%*	*32%*	**30%zu**	*13%*	*24%*
Neither agree nor disagree	**226**	36	32	157	1	53	107	67	6	58	8	51	25	13	186	1	109	117	198	29	157	61	224
	23%l	*21%*	*18%*	*25%*	*11%*	*24%*	*23%*	*22%*	*12%*	*20%*	*20%*	*20%*	*15%*	*17%*	**25%zl**	*10%*	*20%*	*25%*	*22%*	*28%*	*24%*	*20%*	*22%*
Tend to disagree	**262**	48	51	159	4	53	126	83	21	90	8	73	48	12	199	2	150	112	240	22	143	115	266
	26%mt	*28%*	*29%*	*25%*	*39%*	*24%*	*26%*	*27%*	**40%zj**	**31%z**	*20%*	*29%*	**30%m**	*15%*	**27%m**	*21%*	*28%*	*24%*	*27%*	*21%*	*22%*	**38%zt**	*27%*
Strongly disagree	**131**	18	22	90	-	31	64	35	15	44	8	43	18	5	105	1	82	48	122	9	69	55	137
	13%qt	*10%*	*13%*	*14%*	-	*14%*	*14%*	*11%*	**29%zik**	*15%*	*20%*	**17%z**	*12%*	*6%*	*14%*	*10%*	**15%zq**	*10%*	*14%*	*9%*	*11%*	**18%zt**	*14%*
Don't know/ No opinion	**105**	22	16	66	2	22	44	39	3	32	3	27	23	7	74	2	60	45	96	10	64	29	105
	11%	*13%*	*9%*	*10%*	*20%*	*10%*	*9%*	*13%*	*6%*	*11%*	*9%*	*11%*	*14%*	*9%*	*10%*	*18%*	*11%*	*10%*	*11%*	*9%*	*10%*	*9%*	*10%*
Agree	**276**	**49**	**57**	**168**	**3**	**62**	**134**	**80**	**7**	**68**	**12**	**57**	**45**	**40**	**184**	**4**	**131**	**145**	**241**	**35**	**219**	**43**	**269**
	28%hknpu	***28%***	***32%***	***26%***	***30%***	***28%***	***28%***	***26%***	***13%***	***23%***	**30%h**	***23%***	***28%***	**52%zln**	***25%***	***40%***	***25%***	**31%zp**	***27%***	***34%***	**34%zu**	***14%***	***27%***
Disagree	**393**	**66**	**73**	**250**	**4**	**84**	**190**	**118**	**36**	**134**	**16**	**115**	**67**	**17**	**303**	**3**	**232**	**161**	**362**	**31**	**211**	**171**	**403**
	39%mqst	***38%***	***41%***	***39%***	***39%***	***38%***	***40%***	***39%***	**69%zijk**	**46%z**	***40%***	**46%z**	**42%m**	***22%***	**41%m**	***31%***	**44%zq**	***34%***	**40%zs**	***30%***	***32%***	**56%zt**	***40%***
Net agree	**-117**	**-17**	**-17**	**-82**	**-1**	**-22**	**-57**	**-38**	**-29**	**-65**	**-4**	**-58**	**-21**	**24**	**-119**	**1**	**-101**	**-16**	**-121**	**4**	**8**	**-127**	**-134**
	-12%	***-10%***	***-9%***	***-13%***	***-8%***	***-10%***	***-12%***	***-12%***	***-56%***	***-22%***	***-10%***	***-23%***	***-13%***	**30%l**	***-16%***	***9%***	***-19%***	***-3%***	***-13%***	***4%***	***1%***	***-42%***	***-13%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 7

Q2.a To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for the NHS -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**28**	2	3	2	3	9	5	1	1	1	26	1	8	11	6	28
	3%	*3%*	*3%*	*1%*	*5%*	**7%zcghi**	*3%*	*1%*	*1%*	*1%*	**4%zk**	*1%*	*2%*	*4%*	*2%*	*3%*
Tend to agree	**248**	16	24	47	13	45	40	20	23	21	218	11	80	98	64	241
	25%kn	*19%*	*22%*	**32%zag**	*25%*	**33%zabg**	*25%*	*20%*	*21%*	*21%*	**31%zk**	*7%*	*24%*	**32%zln**	*20%*	*24%*
Neither agree nor disagree	**226**	22	28	37	11	19	43	25	20	22	168	21	69	84	63	224
	23%ek	**25%e**	**25%e**	**25%e**	*22%*	*14%*	**26%e**	**24%e**	*19%*	*22%*	**24%k**	*12%*	*20%*	**28%zln**	*19%*	*22%*
Tend to disagree	**262**	12	30	40	14	31	39	33	27	35	153	67	100	53	106	266
	26%ajm	*14%*	**27%a**	**27%a**	*27%*	*23%*	*24%*	**33%a**	**26%a**	**35%a**	*22%*	**40%zj**	**29%m**	*18%*	**33%zm**	*27%*
Strongly disagree	**131**	20	13	11	7	21	17	7	23	11	55	56	56	16	59	137
	13%cgjm	**24%zbcfgi**	*12%*	*7%*	*14%*	**15%cg**	*11%*	*7%*	**22%zcfgi**	*11%*	*8%*	**34%zj**	**17%zm**	*5%*	**18%zm**	*14%*
Don't know/ No opinion	**105**	14	11	10	4	11	17	16	12	10	82	11	27	40	28	105
	11%	**16%c**	*10%*	*7%*	*7%*	*8%*	*11%*	**16%c**	*11%*	*10%*	*12%*	*7%*	*8%*	**13%l**	*9%*	*10%*
Agree	**276**	**18**	**27**	**49**	**15**	**54**	**46**	**21**	**24**	**22**	**243**	**12**	**89**	**109**	**71**	**269**
	28%kn	***21%***	***25%***	**33%g**	***30%***	**40%zabfghi**	***28%***	***21%***	***22%***	***22%***	**35%zk**	***7%***	***26%***	**36%zln**	***22%***	***27%***
Disagree	**393**	**32**	**43**	**52**	**21**	**52**	**56**	**40**	**51**	**46**	**208**	**124**	**156**	**69**	**165**	**403**
	39%jm	***38%***	***39%***	***35%***	***41%***	***38%***	***35%***	***39%***	**48%cf**	***45%***	***30%***	**74%zj**	**46%zm**	***23%***	**50%zm**	***40%***
Net agree	**-117**	**-14**	**-16**	**-2**	**-6**	**2**	**-11**	**-19**	**-27**	**-23**	**36**	**-111**	**-67**	**40**	**-94**	**-134**
	-12%	***-16%***	***-15%***	***-2%***	***-11%***	***1%***	***-7%***	***-19%***	***-25%***	***-23%***	***5%***	***-66%***	***-20%***	***13%***	***-29%***	***-13%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 8

Q2.a To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for the NHS -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**28**	22	6	11	4	4	11	-	4	-	28	-	13	4	6	2	2	23	28
	3%km	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	-	*2%*	-	**10%zk**	-	**7%zm**	*1%*	*3%*	*5%*	*1%*	*3%*	*3%*
Tend to agree	**248**	178	41	83	49	31	49	9	49	7	248	-	86	57	53	1	44	200	241
	25%aefkmo	**23%ef**	*22%*	**22%f**	*21%*	*17%*	*16%*	*15%*	**26%ef**	*16%*	**90%zk**	-	**43%zm**	*15%*	**22%o**	*3%*	*25%*	*25%*	*24%*
Neither agree nor disagree	**226**	170	41	72	50	48	68	14	45	7	-	-	42	67	51	10	39	186	224
	23%cjkm	*22%*	*22%*	*19%*	*22%*	**26%c**	*23%*	*25%*	*24%*	*16%*	-	-	*21%*	*18%*	*21%*	*22%*	*22%*	*23%*	*22%*
Tend to disagree	**262**	217	60	100	67	47	94	24	44	16	-	262	32	142	71	23	52	207	266
	26%jl	**28%z**	**31%h**	*27%*	*29%*	*26%*	**31%zh**	**42%zacdeh**	*23%*	**37%h**	-	**67%zj**	*16%*	**37%zl**	*29%*	**52%zn**	*30%*	*26%*	*27%*
Strongly disagree	**131**	107	26	65	35	34	51	5	33	8	-	131	11	87	36	7	26	103	137
	13%jl	*14%*	*14%*	**17%za**	*15%*	**19%zag**	**17%z**	*8%*	*18%*	*19%*	-	**33%zj**	*5%*	**23%zl**	*15%*	*17%*	*15%*	*13%*	*14%*
Don't know/ No opinion	**105**	79	17	44	27	19	28	5	12	5	-	-	18	23	27	1	13	92	105
	11%hjkm	*10%*	*9%*	**12%h**	**12%h**	*10%*	*9%*	*9%*	*6%*	*11%*	-	-	*9%*	*6%*	*11%*	*2%*	*7%*	*11%*	*10%*
Agree	**276**	**200**	**47**	**94**	**52**	**35**	**60**	**9**	**53**	**7**	**276**	**-**	**99**	**61**	**60**	**3**	**46**	**223**	**269**
	28%aefgkmo	**26%ef**	***25%***	**25%f**	***23%***	***19%***	***20%***	***15%***	**29%efg**	***16%***	**100%zk**	**-**	**49%zm**	***16%***	**24%o**	***7%***	***26%***	***28%***	***27%***
Disagree	**393**	**324**	**86**	**165**	**102**	**81**	**145**	**29**	**77**	**24**	**-**	**393**	**42**	**229**	**107**	**30**	**78**	**310**	**403**
	39%jl	**42%z**	***45%***	**44%z**	***44%***	***44%***	**48%za**	***51%***	***41%***	**57%zah**	**-**	**100%zj**	***21%***	**60%zl**	***44%***	**69%zn**	***44%***	***38%***	***40%***
Net agree	**-117**	**-124**	**-39**	**-70**	**-50**	**-46**	**-85**	**-20**	**-23**	**-17**	**276**	**-393**	**56**	**-168**	**-47**	**-27**	**-32**	**-86**	**-134**
	-12%	***-16%***	***-20%***	***-19%***	***-22%***	***-25%***	***-28%***	***-36%***	***-12%***	***-40%***	**100%z**	***-100%***	***28%***	***-44%***	***-19%***	***-61%***	***-18%***	***-11%***	***-13%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 9

Q2.b To what extent, if at all, do you agree or disagree with the following statements?

- The NHS is providing a good service nationally -

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Unweighted Total	1001	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	112	65	47	21	26	23	16	27	21	29	29	33	59	29	8	17	113
	11%be	13%zb	9%	14%e	16%e	7%	11%	13%e	9%	9%	14%	14%	11%	12%	13%	11%	11%
Tend to agree	521	262	258	78	86	193	64	100	138	166	97	119	286	119	31	84	518
	52%f	54%	50%	54%	52%	55%f	45%	50%	56%	53%	48%	50%	52%	51%	54%	53%	52%
Neither agree nor disagree	157	79	78	27	32	52	18	28	35	46	36	41	94	33	12	19	154
	16%	16%	15%	19%	19%	15%	13%	14%	14%	15%	18%	17%	17%	14%	20%	12%	15%
Tend to disagree	122	41	82	9	13	51	28	22	31	50	16	25	66	35	2	20	125
	12%acjn	8%	16%za	6%	8%	15%cd	19%zcdg	11%	12%	16%zj	8%	11%	12%n	15%n	3%	13%n	12%
Strongly disagree	33	10	22	1	2	17	7	6	8	9	7	9	17	5	2	8	34
	3%	2%	4%	1%	1%	5%c	5%c	3%	3%	3%	4%	4%	3%	2%	3%	5%	3%
Don't know/ No opinion	56	28	28	8	8	13	11	16	16	12	16	12	29	14	4	9	57
	6%	6%	5%	6%	5%	4%	8%	8%e	6%	4%	8%	5%	5%	6%	7%	6%	6%
Agree	633	327	306	98	112	216	80	127	160	195	127	152	345	148	39	101	631
	63%bf	67%zb	59%	69%f	67%f	62%	56%	64%	64%	62%	63%	64%	63%	63%	67%	64%	63%
Disagree	155	51	104	10	15	68	34	28	39	59	24	34	83	40	4	29	159
	15%acdn	11%	20%za	7%	9%	19%zcd	24%zcdg	14%c	16%	19%j	12%	14%	15%	17%n	6%	18%n	16%
Net agree	478	276	202	89	98	148	45	98	121	136	103	118	263	108	36	72	472
	48%bef	57%zb	39%	62%zefg	58%zef	42%f	32%	50%f	49%	44%	51%	50%	48%	46%	61%zlmo	46%	47%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 10

Q2.b To what extent, if at all, do you agree or disagree with the following statements?

- The NHS is providing a good service nationally -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**112**	22	19	70	1	26	52	34	6	31	5	28	24	5	80	1	61	51	101	11	102	6	113
	11%u	*13%*	*11%*	*11%*	*10%*	*12%*	*11%*	*11%*	*12%*	*11%*	*14%*	*11%*	*15%*	*7%*	*11%*	*9%*	*12%*	*11%*	*11%*	*11%*	**16%zu**	*2%*	*11%*
Tend to agree	**521**	79	93	342	7	111	242	168	24	165	26	134	83	43	388	4	271	249	468	53	365	136	518
	52%u	*46%*	*52%*	*53%*	*72%*	*50%*	*51%*	*55%*	*47%*	*56%*	**67%h**	*54%*	*52%*	*55%*	*52%*	*41%*	*51%*	*53%*	*52%*	*51%*	**56%zu**	*45%*	*52%*
Neither agree nor disagree	**157**	36	32	88	1	29	86	41	6	38	1	29	30	15	107	4	71	85	136	21	89	58	154
	16%cjknpt	**21%c**	*18%*	*14%*	*10%*	*13%*	**18%z**	*14%*	*12%*	*13%*	*3%*	*12%*	*19%*	*19%*	*14%*	*40%*	*13%*	**18%zp**	*15%*	*20%*	*14%*	**19%t**	*15%*
Tend to disagree	**122**	19	25	78	1	31	54	37	12	36	3	39	15	6	101	-	73	50	111	11	49	65	125
	12%t	*11%*	*14%*	*12%*	*8%*	*14%*	*11%*	*12%*	**23%zi**	*12%*	*8%*	*16%*	*10%*	*8%*	**14%z**	-	*14%*	*11%*	*12%*	*11%*	*7%*	**21%zt**	*12%*
Strongly disagree	**33**	7	4	22	-	6	17	10	3	7	1	11	2	1	29	-	22	11	32	1	8	23	34
	3%t	*4%*	*2%*	*3%*	-	*3%*	*4%*	*3%*	*5%*	*2%*	*3%*	*4%*	*1%*	*1%*	*4%*	-	*4%*	*2%*	*4%*	*1%*	*1%*	**8%zt**	*3%*
Don't know/ No opinion	**56**	10	5	41	-	17	24	15	1	15	2	8	5	8	42	1	34	22	49	7	38	16	57
	6%	*6%*	*3%*	*6%*	-	*8%*	*5%*	*5%*	*2%*	*5%*	*6%*	*3%*	*3%*	**11%l**	*6%*	*10%*	*6%*	*5%*	*5%*	*7%*	*6%*	*5%*	*6%*
Agree	**633**	**101**	**112**	**412**	**8**	**138**	**294**	**202**	**30**	**197**	**31**	**162**	**107**	**48**	**469**	**5**	**333**	**300**	**569**	**64**	**467**	**142**	**631**
	63%u	***58%***	***63%***	***64%***	***82%***	***62%***	***62%***	***66%***	***58%***	***67%***	**80%zhk**	***65%***	***67%***	***62%***	***63%***	***49%***	***62%***	***64%***	***63%***	***62%***	**72%zu**	***47%***	***63%***
Disagree	**155**	**26**	**29**	**99**	**1**	**37**	**71**	**47**	**15**	**43**	**4**	**50**	**17**	**7**	**130**	**-**	**95**	**60**	**143**	**12**	**56**	**88**	**159**
	15%qt	***15%***	***16%***	***16%***	***8%***	***17%***	***15%***	***15%***	**28%zi**	***15%***	***11%***	**20%zi**	***11%***	***9%***	**17%zl**	**-**	**18%zq**	***13%***	***16%***	***12%***	***9%***	**29%zt**	***16%***
Net agree	**478**	**75**	**83**	**313**	**8**	**100**	**223**	**155**	**16**	**154**	**27**	**111**	**90**	**41**	**338**	**5**	**238**	**240**	**426**	**52**	**411**	**54**	**472**
	48%hnpu	***43%***	***47%***	***49%***	***74%***	***45%***	***47%***	***51%***	***30%***	**53%hk**	**70%zhik**	**45%h**	**57%zn**	***53%***	***45%***	***49%***	***45%***	**51%zp**	***48%***	***50%***	**63%zu**	***18%***	***47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 11

Q2.b To what extent, if at all, do you agree or disagree with the following statements?

- The NHS is providing a good service nationally -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	112	10	12	6	10	26	19	10	10	10	106	4	39	35	33	113
	11%ck	11%c	11%c	4%	20%zc	19%zcgh	12%c	10%	9%	10%	15%zk	3%	11%	12%	10%	11%
Tend to agree	521	48	65	75	24	78	85	48	43	54	414	49	179	172	153	518
	52%hkn	56%h	60%gh	51%	46%	58%h	53%	47%	41%	54%	59%zk	29%	53%	57%zn	47%	52%
Neither agree nor disagree	157	7	11	36	12	14	27	18	21	12	87	31	55	46	52	154
	16%aj	8%	10%	24%zabei	23%abe	10%	16%	17%	20%abe	12%	12%	18%j	16%	15%	16%	15%
Tend to disagree	122	9	13	23	3	10	15	17	15	16	48	51	34	22	63	125
	12%jm	11%	12%	16%e	6%	7%	10%	16%e	14%	16%e	7%	30%zj	10%	7%	19%zlm	12%
Strongly disagree	33	8	2	2	1	4	5	2	7	1	5	26	16	3	14	34
	3%jm	10%zbcefgi	1%	1%	1%	3%	3%	2%	7%zbci	1%	1%	15%zj	5%m	1%	4%m	3%
Don't know/ No opinion	56	4	6	6	2	4	11	8	10	6	42	7	17	24	13	57
	6%	4%	5%	4%	3%	3%	7%	8%	10%e	6%	6%	4%	5%	8%n	4%	6%
Agree	633	58	77	81	34	104	104	58	53	64	520	54	218	207	186	631
	63%chkn	67%h	71%cgh	55%	66%	77%zcfghi	64%h	56%	50%	64%	74%zk	32%	64%	69%zn	57%	63%
Disagree	155	17	15	25	4	15	20	19	22	17	53	77	50	25	76	159
	15%jm	20%de	14%	17%	7%	11%	13%	19%	21%de	17%	7%	46%zj	15%m	8%	23%zlm	16%
Net agree	478	40	62	56	30	90	84	39	31	47	467	-23	168	182	110	472
	48%cghkn	47%h	57%zcgh	38%	59%cgh	66%zacfghi	52%cgh	38%	29%	47%h	67%zk	-14%	49%n	60%zln	34%	47%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 12

Q2.b To what extent, if at all, do you agree or disagree with the following statements?

- The NHS is providing a good service nationally -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**112**	88	28	46	24	26	30	9	22	4	53	35	31	40	34	2	15	95	113
	11%k	*11%*	*15%*	*12%*	*10%*	*14%*	*10%*	*15%*	*12%*	*8%*	**19%zk**	*9%*	**15%z**	*11%*	*14%*	*4%*	*8%*	*12%*	*11%*
Tend to agree	**521**	398	99	185	120	91	153	21	105	19	171	159	107	190	127	18	101	411	518
	52%gk	**51%g**	*52%*	*49%*	**52%g**	*50%*	*51%*	*38%*	**56%g**	*46%*	**62%zk**	*40%*	*53%*	*50%*	*52%*	*41%*	*58%*	*51%*	*52%*
Neither agree nor disagree	**157**	118	19	49	31	26	42	6	20	3	32	69	41	47	34	8	27	129	154
	16%bhjm	**15%b**	*10%*	*13%*	*14%*	*14%*	*14%*	*11%*	*11%*	*7%*	*12%*	**18%j**	**20%zm**	*12%*	*14%*	*17%*	*15%*	*16%*	*15%*
Tend to disagree	**122**	99	26	51	31	19	49	14	25	8	9	81	11	62	28	12	20	101	125
	12%jl	*13%*	*13%*	*14%*	*14%*	*10%*	**16%zae**	**26%zabcdeh**	*13%*	*19%*	*3%*	**21%zj**	*6%*	**16%zl**	*12%*	**26%zn**	*12%*	*13%*	*12%*
Strongly disagree	**33**	28	7	19	10	12	15	1	10	3	-	30	2	22	11	4	6	26	34
	3%jl	*4%*	*3%*	**5%z**	*4%*	**6%za**	*5%*	*2%*	*5%*	*7%*	-	**8%zj**	*1%*	**6%zl**	*4%*	**9%z**	*3%*	*3%*	*3%*
Don't know/ No opinion	**56**	42	13	25	14	11	13	5	6	5	10	19	9	19	10	1	6	49	57
	6%	*5%*	*7%*	**7%h**	*6%*	*6%*	*4%*	*8%*	*3%*	**13%zafh**	*4%*	*5%*	*5%*	*5%*	*4%*	*3%*	*4%*	*6%*	*6%*
Agree	**633**	**486**	**127**	**231**	**143**	**116**	**183**	**30**	**127**	**23**	**225**	**193**	**137**	**230**	**161**	**20**	**116**	**506**	**631**
	63%ko	***63%***	***66%***	***62%***	***62%***	***64%***	***61%***	***53%***	**68%g**	***55%***	**81%zk**	***49%***	***68%***	***61%***	**66%o**	***45%***	***66%***	***62%***	***63%***
Disagree	**155**	**126**	**32**	**70**	**41**	**30**	**63**	**16**	**35**	**11**	**9**	**111**	**13**	**84**	**39**	**16**	**26**	**127**	**159**
	15%jl	***16%***	***17%***	**19%z**	***18%***	***17%***	**21%za**	**28%zae**	***19%***	***26%***	***3%***	**28%zj**	***7%***	**22%zl**	***16%***	**35%zn**	***15%***	***16%***	***16%***
Net agree	**478**	**359**	**95**	**161**	**102**	**86**	**120**	**14**	**92**	**12**	**215**	**82**	**124**	**145**	**122**	**4**	**89**	**379**	**472**
	48%cfgikmo	**46%fgi**	**49%cfgi**	**43%g**	**44%gi**	**47%fgi**	**40%g**	***26%***	**49%fgi**	***29%***	**78%zk**	***21%***	**62%zm**	***38%***	**50%o**	***9%***	***51%***	***47%***	***47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 13

Q2.c To what extent, if at all, do you agree or disagree with the following statements?

- My local NHS is providing me with a good service -

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Unweighted Total	1001	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	252	137	115	29	43	71	40	69	69	69	51	62	122	81	17	32	259
	25%bel	28%zb	22%	20%	26%	20%	28%	35%zcde	28%	22%	25%	26%	22%	35%zlo	28%	21%	26%
Tend to agree	520	241	279	83	86	181	72	97	128	158	102	132	289	117	28	86	517
	52%	50%	54%	58%	52%	52%	51%	49%	51%	51%	51%	55%	52%	50%	48%	54%	52%
Neither agree nor disagree	86	44	42	14	14	39	9	10	21	33	18	14	52	12	7	14	84
	9%gm	9%	8%	10%	8%	11%g	6%	5%	8%	11%	9%	6%	9%m	5%	13%m	9%	8%
Tend to disagree	92	37	56	10	15	40	13	14	17	34	18	24	56	17	5	14	91
	9%	8%	11%	7%	9%	11%	9%	7%	7%	11%	9%	10%	10%	7%	8%	9%	9%
Strongly disagree	32	12	19	3	3	12	7	6	9	11	6	6	17	6	1	8	32
	3%	3%	4%	2%	2%	3%	5%	3%	4%	4%	3%	2%	3%	3%	1%	5%	3%
Don't know/ No opinion	19	14	5	5	6	7	1	1	6	6	7	1	15	1	1	3	18
	2%bgkm	3%zb	1%	3%	4%g	2%	1%	*	2%	2%	3%k	*	3%m	*	2%	2%	2%
Agree	771	378	394	112	129	252	112	167	196	228	153	194	411	198	45	118	776
	77%ei	78%	76%	78%	77%	72%	79%	84%ze	79%	73%	76%	81%i	75%	84%zlo	77%	75%	78%
Disagree	124	49	75	13	18	52	21	20	26	46	23	29	73	24	5	22	123
	12%a	10%	15%za	9%	11%	15%	14%	10%	10%	15%	12%	12%	13%	10%	9%	14%	12%
Net agree	648	329	319	99	111	200	92	146	171	182	130	165	338	175	39	96	653
	65%eil	68%	62%	69%e	66%	57%	64%	74%zef	69%i	58%	64%	69%i	61%	74%zlo	67%	61%	65%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 14

Q2.c To what extent, if at all, do you agree or disagree with the following statements?

- My local NHS is providing me with a good service -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**252**	45	44	160	2	76	106	71	14	78	9	69	38	16	193	3	145	107	229	23	204	42	259
	25%fu	*26%*	*25%*	*25%*	*20%*	**34%zfg**	*22%*	*23%*	*26%*	*27%*	*24%*	*28%*	*24%*	*21%*	*26%*	*31%*	*27%*	*23%*	*26%*	*22%*	**31%zu**	*14%*	*26%*
Tend to agree	**520**	81	94	339	6	111	249	160	27	152	18	111	91	46	373	6	271	248	472	48	347	142	517
	52%knu	*47%*	*53%*	*53%*	*61%*	*50%*	*52%*	*52%*	*52%*	**52%k**	*46%*	*44%*	*57%*	*59%*	*50%*	*59%*	*51%*	*53%*	*53%*	*46%*	*53%*	*47%*	*52%*
Neither agree nor disagree	**86**	22	11	51	2	10	47	29	4	26	4	22	13	5	66	1	34	52	67	19	47	37	84
	9%eprt	**13%zb**	*6%*	*8%*	*19%*	*5%*	**10%e**	**9%e**	*8%*	*9%*	*11%*	*9%*	*8%*	*7%*	*9%*	*10%*	*6%*	**11%zp**	*7%*	**18%zr**	*7%*	**12%zt**	*8%*
Tend to disagree	**92**	14	17	61	-	18	45	29	5	29	5	35	15	6	71	-	62	30	88	4	36	51	91
	9%qst	*8%*	*9%*	*10%*	-	*8%*	*10%*	*10%*	*9%*	*10%*	*13%*	**14%z**	*9%*	*8%*	*9%*	-	**12%zq**	*6%*	**10%zs**	*4%*	*6%*	**17%zt**	*9%*
Strongly disagree	**32**	9	6	17	-	6	14	11	1	3	-	10	1	1	29	-	17	15	29	2	7	23	32
	3%ilt	*5%*	*4%*	*3%*	-	*3%*	*3%*	*4%*	*2%*	*1%*	-	**4%i**	*1%*	*1%*	**4%zl**	-	*3%*	*3%*	*3%*	*2%*	*1%*	**8%zt**	*3%*
Don't know/ No opinion	**19**	2	5	12	-	1	13	5	1	5	2	3	1	4	15	-	4	15	11	9	9	10	18
	2%epr	*1%*	*3%*	*2%*	-	*	**3%e**	*2%*	*2%*	*2%*	**6%k**	*1%*	*1%*	*5%*	*2%*	-	*1%*	**3%zp**	*1%*	**8%zr**	*1%*	*3%*	*2%*
Agree	**771**	**126**	**138**	**499**	**8**	**186**	**355**	**231**	**41**	**230**	**27**	**180**	**129**	**62**	**567**	**10**	**416**	**356**	**701**	**71**	**552**	**183**	**776**
	77%ksu	***73%***	***78%***	***78%***	***81%***	**84%zfg**	***75%***	***76%***	***78%***	**79%k**	***70%***	***72%***	***81%***	***80%***	***76%***	***90%***	***78%***	***76%***	**78%zs**	***68%***	**85%zu**	***60%***	***78%***
Disagree	**124**	**23**	**23**	**78**	**-**	**24**	**59**	**40**	**6**	**32**	**5**	**45**	**16**	**7**	**100**	**-**	**79**	**45**	**118**	**6**	**44**	**74**	**123**
	12%qst	***13%***	***13%***	***12%***	**-**	***11%***	***13%***	***13%***	***11%***	***11%***	***13%***	**18%zi**	***10%***	***9%***	***13%***	**-**	**15%zq**	***10%***	**13%zs**	***6%***	***7%***	**24%zt**	***12%***
Net agree	**648**	**103**	**115**	**421**	**8**	**162**	**295**	**190**	**35**	**198**	**22**	**135**	**113**	**55**	**467**	**10**	**337**	**311**	**583**	**65**	**508**	**109**	**653**
	65%knu	***60%***	***65%***	***66%***	***81%***	**73%zfg**	***62%***	***62%***	***67%***	**68%k**	***57%***	***54%***	**71%n**	***70%***	***62%***	***90%***	***63%***	***66%***	***65%***	***62%***	**78%zu**	***36%***	***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 15

Q2.c To what extent, if at all, do you agree or disagree with the following statements?

- My local NHS is providing me with a good service -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**252**	19	32	22	22	37	48	26	27	19	226	13	77	82	82	259
	25%ck	*22%*	**29%c**	*15%*	**43%zaceghi**	**27%c**	**30%c**	**25%c**	**26%c**	*19%*	**32%zk**	*8%*	*23%*	*27%*	*25%*	*26%*
Tend to agree	**520**	45	51	80	25	78	84	55	45	56	406	48	183	162	159	517
	52%k	*53%*	*47%*	*54%*	*49%*	**57%h**	*52%*	*54%*	*43%*	*56%*	**58%zk**	*29%*	*54%*	*54%*	*49%*	*52%*
Neither agree nor disagree	**86**	9	11	25	3	2	13	8	9	6	37	23	29	23	32	84
	9%ej	**11%e**	**10%e**	**17%zdefgi**	*5%*	*1%*	**8%e**	**8%e**	**9%e**	*6%*	*5%*	**14%zj**	*9%*	*8%*	*10%*	*8%*
Tend to disagree	**92**	7	10	18	1	13	8	7	14	15	22	54	33	21	36	91
	9%j	*8%*	*9%*	**12%df**	*2%*	*10%*	*5%*	*7%*	**13%df**	**14%df**	*3%*	**32%zj**	*10%*	*7%*	*11%*	*9%*
Strongly disagree	**32**	5	2	1	-	5	6	3	7	4	3	24	15	3	13	32
	3%jm	**5%c**	*2%*	*1%*	-	*3%*	*4%*	*3%*	**6%c**	*4%*	*	**15%zj**	**5%m**	*1%*	**4%m**	*3%*
Don't know/ No opinion	**19**	1	3	2	1	1	2	4	4	1	7	5	2	11	5	18
	2%jl	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*4%*	*4%*	*1%*	*1%*	**3%j**	*1%*	**4%zl**	*2%*	*2%*
Agree	**771**	**64**	**83**	**102**	**47**	**115**	**132**	**81**	**73**	**75**	**633**	**62**	**260**	**243**	**241**	**776**
	77%chk	***75%***	***76%***	***69%***	**91%zabcghi**	**85%zch**	**81%ch**	***79%***	***69%***	***75%***	**90%zk**	***37%***	***76%***	**81%n**	***74%***	***78%***
Disagree	**124**	**12**	**12**	**19**	**1**	**18**	**14**	**10**	**20**	**18**	**25**	**79**	**49**	**24**	**50**	**123**
	12%djm	**13%d**	**11%d**	**13%d**	***2%***	**13%d**	***9%***	***9%***	**19%zdfg**	**18%df**	***4%***	**47%zj**	**14%m**	***8%***	**15%m**	***12%***
Net agree	**648**	**53**	**71**	**83**	**46**	**98**	**118**	**71**	**52**	**56**	**607**	**-17**	**211**	**219**	**192**	**653**
	65%chkn	***61%***	**65%h**	***56%***	**89%zabcefghi**	**72%chi**	**73%zchi**	**69%ch**	***49%***	***56%***	**87%zk**	***-10%***	***62%***	**73%zln**	***59%***	***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 16

Q2.c To what extent, if at all, do you agree or disagree with the following statements?

- My local NHS is providing me with a good service -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	1001	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	1001	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	252	203	63	110	53	52	66	14	45	10	88	89	57	84	70	5	34	213	259
	25%o	26%f	33%zadfh	29%zdf	23%	29%f	22%	25%	24%	24%	32%zk	23%	28%	22%	29%o	10%	19%	26%	26%
Tend to agree	520	406	85	179	123	87	154	25	98	20	156	169	115	192	126	23	93	421	517
	52%bck	53%bc	44%	48%	53%b	48%	51%	44%	52%	47%	57%k	43%	57%	51%	52%	52%	53%	52%	52%
Neither agree nor disagree	86	57	12	25	16	16	26	6	14	3	13	44	14	25	16	6	21	63	84
	9%ajq	7%	6%	7%	7%	9%	9%	11%	7%	8%	5%	11%zj	7%	7%	6%	15%	12%	8%	8%
Tend to disagree	92	73	28	45	32	21	42	10	23	7	13	59	8	51	21	6	17	74	91
	9%jl	9%	15%za	12%za	14%za	11%	14%za	18%za	12%	16%	5%	15%zj	4%	14%zl	9%	14%	10%	9%	9%
Strongly disagree	32	26	3	15	5	6	7	1	8	2	1	25	1	21	4	4	6	26	32
	3%jl	3%	1%	4%b	2%	3%	2%	1%	4%	4%	*	6%zj	*	6%zl	2%	9%zn	3%	3%	3%
Don't know/ No opinion	19	8	1	2	1	1	5	-	-	1	5	6	5	5	7	-	4	15	18
	2%ac	1%	*	1%	*	1%	2%	-	-	2%h	2%	2%	3%	1%	3%	-	2%	2%	2%
Agree	771	610	148	289	176	139	220	39	143	29	245	258	172	277	196	28	127	633	776
	77%kmo	79%zf	77%	77%	76%	76%	73%	69%	76%	70%	89%zk	66%	86%zm	73%	80%o	62%	72%	78%	78%
Disagree	124	98	31	60	38	27	50	11	31	8	14	85	9	73	26	10	23	99	123
	12%jl	13%	16%	16%za	16%z	15%	16%za	20%	17%	20%	5%	22%zj	5%	19%zl	10%	23%zn	13%	12%	12%
Net agree	648	511	116	229	138	113	171	28	111	21	231	173	163	204	170	17	104	534	653
	65%cfgikmo	66%cdfghi	61%	61%	60%	62%	57%	50%	59%	50%	84%zk	44%	81%zm	54%	70%o	39%	59%	66%	65%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 17

Q2. To what extent, if at all, do you agree or disagree with the following statements?

- Summary -

Base : All respondents

	The government has the right policies for the NHS	The NHS is providing a good service nationally	My local NHS is providing me with a good service
Unweighted Total	1001	1001	1001
Weighted Total	1001	1001	1001
Strongly agree	28 *3%*	112 *11%*	252 *25%*
Tend to agree	248 *25%*	521 *52%*	520 *52%*
Neither agree nor disagree	226 *23%*	157 *16%*	86 *9%*
Tend to disagree	262 *26%*	122 *12%*	92 *9%*
Strongly disagree	131 *13%*	33 *3%*	32 *3%*
Don't know/ No opinion	105 *11%*	56 *6%*	19 *2%*
Agree	**276** ***28%***	**633** ***63%***	**771** ***77%***
Disagree	**393** ***39%***	**155** ***15%***	**124** ***12%***
Net agree	**-117** ***-12%***	**478** ***48%***	**648** ***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 18

Q.3 Thinking about the NHS over the next few years do you expect it to ..... .?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Get much better	**60**	21	39	6	4	24	13	14	17	12	12	19	30	16	1	12	62
	6%ad	*4%*	**8%za**	*4%*	*2%*	**7%d**	**9%d**	**7%d**	*7%*	*4%*	*6%*	**8%i**	*5%*	*7%*	*2%*	*8%*	*6%*
Get better	**280**	147	134	36	52	93	46	53	63	95	52	70	153	64	20	43	281
	28%	*30%*	*26%*	*25%*	*31%*	*27%*	*32%*	*27%*	*25%*	*31%*	*26%*	*29%*	*28%*	*27%*	*35%*	*28%*	*28%*
Stay about the same	**302**	158	144	45	60	106	30	62	85	81	67	69	172	66	19	45	298
	30%f	*32%*	*28%*	*31%*	**36%f**	**30%f**	*21%*	**31%f**	**34%i**	*26%*	*33%*	*29%*	*31%*	*28%*	*32%*	*29%*	*30%*
Get worse	**266**	118	148	47	36	94	41	48	64	92	47	62	144	64	14	43	266
	27%	*24%*	*29%*	**33%d**	*21%*	*27%*	*28%*	*24%*	*26%*	*30%*	*23%*	*26%*	*26%*	*27%*	*24%*	*27%*	*27%*
Get much worse	**62**	30	32	3	10	24	13	12	16	24	13	9	39	14	2	6	62
	6%	*6%*	*6%*	*2%*	*6%*	*7%*	**9%c**	*6%*	*7%*	*8%*	*6%*	*4%*	*7%*	*6%*	*3%*	*4%*	*6%*
Don't know	**31**	13	18	6	6	8	1	10	4	8	11	9	12	11	2	6	32
	3%	*3%*	*4%*	*4%*	*4%*	*2%*	*1%*	**5%f**	*2%*	*2%*	**6%zh**	*4%*	*2%*	*5%*	*3%*	*4%*	*3%*
Better	**340**	**167**	**173**	**42**	**56**	**118**	**58**	**67**	**80**	**107**	**64**	**89**	**183**	**80**	**21**	**56**	**343**
	34%	***34%***	***34%***	***29%***	***34%***	***34%***	**41%zc**	***34%***	***32%***	***34%***	***32%***	***37%***	***33%***	***34%***	***36%***	***36%***	***34%***
Worse	**327**	**147**	**180**	**51**	**45**	**118**	**54**	**60**	**80**	**116**	**60**	**71**	**183**	**78**	**16**	**50**	**328**
	33%	***30%***	***35%***	***35%***	***27%***	***34%***	**37%d**	***30%***	***32%***	**37%z**	***30%***	***30%***	***33%***	***33%***	***28%***	***32%***	***33%***
Net better	**13**	**20**	**-7**	**-9**	**11**	*****	**5**	**7**	*****	**-9**	**4**	**18**	*****	**2**	**5**	**6**	**15**
	1%bcil	**4%zb**	*-1%*	*-6%*	**6%zce**	*	**3%ze**	**3%ze**	*	*-3%*	**2%h**	**7%zhij**	*	**1%l**	**9%zlm**	**4%zlm**	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 19

Q.3 Thinking about the NHS over the next few years do you expect it to ..... .?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Get much better	**60**	12	10	37	1	14	29	17	5	12	4	22	6	3	51	-	45	15	57	3	32	28	62
	6%qt	*7%*	*6%*	*6%*	*10%*	*6%*	*6%*	*6%*	*10%*	*4%*	*11%*	**9%zi**	*4%*	*4%*	*7%*	-	**8%zq**	*3%*	*6%*	*3%*	*5%*	**9%zt**	*6%*
Get better	**280**	44	49	185	2	59	145	76	14	83	9	68	48	23	205	3	146	134	254	26	193	70	281
	28%u	*26%*	*28%*	*29%*	*18%*	*27%*	*31%*	*25%*	*27%*	*28%*	*23%*	*27%*	*30%*	*30%*	*27%*	*30%*	*27%*	*29%*	*28%*	*25%*	**30%u**	*23%*	*28%*
Stay about the same	**302**	55	49	195	3	65	139	98	8	89	10	71	46	29	224	2	145	157	263	39	210	80	298
	30%hp	*32%*	*27%*	*31%*	*29%*	*30%*	*29%*	*32%*	*15%*	**30%h**	*27%*	**28%h**	*29%*	*37%*	*30%*	*20%*	*27%*	**33%zp**	*29%*	*37%*	*32%*	*26%*	*30%*
Get worse	**266**	48	50	164	3	59	124	83	20	89	11	62	40	18	200	4	140	126	239	27	168	87	266
	27%	*28%*	*28%*	*26%*	*31%*	*27%*	*26%*	*27%*	**38%k**	*30%*	*28%*	*25%*	*25%*	*23%*	*27%*	*41%*	*26%*	*27%*	*27%*	*26%*	*26%*	*29%*	*27%*
Get much worse	**62**	7	15	40	-	13	30	19	4	14	3	23	10	1	48	1	43	19	59	3	27	33	62
	6%qt	*4%*	*8%*	*6%*	-	*6%*	*6%*	*6%*	*8%*	*5%*	*9%*	**9%zi**	*7%*	*1%*	*6%*	*9%*	**8%zq**	*4%*	*7%*	*2%*	*4%*	**11%zt**	*6%*
Don't know	**31**	6	5	19	1	11	7	13	1	5	1	4	9	3	19	-	14	17	25	6	23	6	32
	3%f	*3%*	*3%*	*3%*	*12%*	**5%f**	*2%*	**4%f**	*2%*	*2%*	*3%*	*2%*	**6%n**	*4%*	*3%*	-	*3%*	*4%*	*3%*	*6%*	*3%*	*2%*	*3%*
Better	**340**	**57**	**59**	**222**	**3**	**73**	**174**	**93**	**20**	**95**	**13**	**90**	**54**	**26**	**256**	**3**	**191**	**149**	**311**	**30**	**224**	**98**	**343**
	34%	***33%***	***33%***	***35%***	***28%***	***33%***	***37%***	***30%***	***37%***	***33%***	***34%***	***36%***	***34%***	***34%***	***34%***	***30%***	***36%***	***32%***	***35%***	***28%***	***34%***	***32%***	***34%***
Worse	**327**	**56**	**65**	**204**	**3**	**71**	**155**	**101**	**24**	**103**	**14**	**85**	**50**	**19**	**248**	**5**	**183**	**145**	**298**	**30**	**195**	**120**	**328**
	33%t	***32%***	***37%***	***32%***	***31%***	***32%***	***33%***	***33%***	**46%z**	***35%***	***36%***	***34%***	***32%***	***25%***	***33%***	***50%***	***34%***	***31%***	***33%***	***28%***	***30%***	**39%zt**	***33%***
Net better	**13**	**1**	**-6**	**18**	*	**2**	**20**	**-9**	**-5**	**-8**	**-1**	**5**	**4**	**7**	**8**	**-2**	**8**	**5**	**13**	*	**29**	**-22**	**15**
	1%bghij	*1%*	*-4%*	**3%zb**	*-2%*	*1%*	**4%zeg**	*-3%*	*-9%*	*-3%*	*-2%*	**2%hj**	*2%*	**9%zln**	*1%*	*-20%*	*2%*	*1%*	*1%*	*	**4%zu**	*-7%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 20

Q.3 Thinking about the NHS over the next few years do you expect it to ..... .?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Get much better	**60**	5	6	3	2	11	8	6	13	5	36	23	60	-	-	62
	6%cmn	*6%*	*5%*	*2%*	*3%*	**8%c**	*5%*	*6%*	**12%zcf**	*5%*	*5%*	**14%zj**	**18%zmn**	-	-	*6%*
Get better	**280**	29	31	41	11	43	42	24	29	31	195	46	280	-	-	281
	28%mn	*33%*	*28%*	*28%*	*21%*	*32%*	*26%*	*23%*	*27%*	*31%*	*28%*	*28%*	**82%zmn**	-	-	*28%*
Stay about the same	**302**	22	34	50	17	36	53	35	26	29	230	32	-	302	-	298
	30%kln	*26%*	*31%*	*34%*	*33%*	*26%*	*33%*	*34%*	*24%*	*29%*	**33%zk**	*19%*	-	**100%zln**	-	*30%*
Get worse	**266**	22	29	46	13	32	41	34	25	24	190	43	-	-	266	266
	27%lm	*26%*	*26%*	*31%*	*25%*	*24%*	*25%*	*33%*	*24%*	*24%*	*27%*	*25%*	-	-	**81%zlm**	*27%*
Get much worse	**62**	8	6	5	5	8	10	2	9	9	27	22	-	-	62	62
	6%jlm	**10%g**	*5%*	*4%*	**9%g**	*6%*	*6%*	*2%*	*8%*	**9%g**	*4%*	**13%zj**	-	-	**19%zlm**	*6%*
Don't know	**31**	-	4	3	5	6	8	1	4	1	23	1	-	-	-	32
	3%klmn	-	*3%*	*2%*	**9%zacgi**	*4%*	**5%a**	*1%*	*4%*	*1%*	*3%*	*1%*	-	-	-	*3%*
Better	**340**	**33**	**37**	**44**	**12**	**55**	**50**	**30**	**42**	**36**	**231**	**70**	**340**	**-**	**-**	**343**
	34%mn	***39%***	***34%***	***30%***	***24%***	**40%d**	***31%***	***30%***	***40%***	***36%***	***33%***	**42%zj**	**100%zmn**	**-**	**-**	***34%***
Worse	**327**	**31**	**35**	**51**	**17**	**40**	**51**	**36**	**34**	**33**	**217**	**65**	**-**	**-**	**327**	**328**
	33%lm	***36%***	***32%***	***34%***	***34%***	***29%***	***31%***	***35%***	***32%***	***33%***	***31%***	***39%***	**-**	**-**	**100%zlm**	***33%***
Net better	**13**	**3**	**2**	**-7**	**-5**	**15**	**-1**	**-6**	**8**	**3**	**13**	**5**	**340**	**0**	**-327**	**15**
	1%cdg	**3%f**	**2%f**	*-5%*	*-10%*	**11%zabcdfgi**	*	*-6%*	**8%zbcdfg**	**3%f**	**2%z**	*3%*	**100%zn**	*0%*	*-100%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 21

Q.3 Thinking about the NHS over the next few years do you expect it to ..... .?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Get much better	**60**	52	13	37	23	15	23	5	10	4	6	46	4	37	19	5	12	48	62
	6%jl	*7%*	*7%*	**10%zah**	**10%zah**	*8%*	*8%*	*9%*	*5%*	*8%*	*2%*	**12%zj**	*2%*	**10%zl**	*8%*	*11%*	*7%*	*6%*	*6%*
Get better	**280**	220	54	100	69	48	91	19	51	12	82	110	58	125	69	11	55	221	281
	28%	*28%*	*28%*	*27%*	*30%*	*26%*	*30%*	*33%*	*27%*	*28%*	*30%*	*28%*	*29%*	**33%z**	*28%*	*24%*	*31%*	*27%*	*28%*
Stay about the same	**302**	221	56	98	62	54	82	9	47	10	109	69	83	37	72	5	45	250	298
	30%cgkmo	**29%g**	**29%g**	*26%*	*27%*	**29%g**	*27%*	*16%*	*25%*	*25%*	**39%zk**	*18%*	**41%zm**	*10%*	**29%o**	*11%*	*25%*	*31%*	*30%*
Get worse	**266**	209	49	98	52	48	74	20	56	12	64	115	48	125	59	18	49	213	266
	27%	*27%*	*26%*	*26%*	*23%*	*26%*	*25%*	*35%*	*30%*	*29%*	*23%*	*29%*	*24%*	**33%zl**	*24%*	**42%zn**	*28%*	*26%*	*27%*
Get much worse	**62**	51	13	33	19	15	26	4	16	4	6	50	4	49	15	5	10	50	62
	6%jl	*7%*	*7%*	**9%z**	*8%*	*8%*	*9%*	*8%*	*9%*	*10%*	*2%*	**13%zj**	*2%*	**13%zl**	*6%*	*12%*	*6%*	*6%*	*6%*
Don't know	**31**	20	5	10	5	3	6	-	7	-	8	3	4	6	10	-	4	27	32
	3%km	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	-	*4%*	-	**3%k**	*1%*	*2%*	*2%*	*4%*	-	*2%*	*3%*	*3%*
Better	**340**	**271**	**68**	**136**	**92**	**63**	**114**	**23**	**61**	**15**	**89**	**156**	**62**	**162**	**88**	**16**	**67**	**270**	**343**
	34%	***35%***	***35%***	***36%***	**40%z**	***35%***	***38%***	***41%***	***32%***	***37%***	***32%***	**40%zj**	***31%***	**43%zl**	***36%***	***35%***	***38%***	***33%***	***34%***
Worse	**327**	**260**	**62**	**131**	**72**	**63**	**99**	**24**	**73**	**16**	**71**	**165**	**53**	**174**	**74**	**24**	**60**	**263**	**328**
	33%jl	***34%***	***33%***	***35%***	***31%***	***34%***	***33%***	***42%***	***39%***	***38%***	***26%***	**42%zj**	***26%***	**46%zl**	***30%***	**53%zn**	***34%***	***32%***	***33%***
Net better	**13**	**11**	**5**	**5**	**20**	**1**	**15**	**-1**	**-12**	**-1**	**18**	**-10**	**9**	**-12**	**14**	**-8**	**7**	**6**	**15**
	1%hkmoq	*1%*	**3%e**	*1%*	**9%zabcefghi**	*g	**5%zacegh**	*-1%*	*-6%*	*-2%*	**6%zk**	*-2%*	**5%z**	*-3%*	**6%zo**	*-18%*	**4%zq**	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 22

Q.4 Which of the following health services, if any, have you personally used in the last year or so?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Been an inpatient at an NHS hospital	**192**	85	106	22	45	50	27	47	38	59	33	62	87	56	12	37	196
	19%el	*18%*	*21%*	*16%*	**27%zce**	*14%*	*19%*	**24%ze**	*15%*	*19%*	*16%*	**26%zhij**	*16%*	**24%zl**	*21%*	**23%l**	*20%*
Attended an NHS hospital as an outpatient	**376**	158	218	30	49	116	76	104	91	115	76	94	176	122	20	57	393
	38%acdl	*32%*	**42%za**	*21%*	*29%*	**33%c**	**53%zcde**	**53%zcde**	*37%*	*37%*	*38%*	*39%*	*32%*	**52%zlno**	*34%*	*36%*	*39%*
Visited an accident and emergency (A&E) department	**230**	110	120	47	46	78	26	33	57	73	47	53	134	43	17	36	225
	23%gm	*23%*	*23%*	**33%zefg**	**28%fg**	*22%*	*18%*	*17%*	*23%*	*23%*	*23%*	*22%*	**24%m**	*18%*	**30%m**	*23%*	*22%*
Used NHS Direct	**183**	70	112	26	50	73	19	15	62	67	24	29	130	20	10	22	177
	18%agjkm	*14%*	**22%za**	**18%g**	**30%zcefg**	**21%fg**	*13%*	*8%*	**25%zjk**	**22%jk**	*12%*	*12%*	**24%zmo**	*9%*	**18%m**	*14%*	*18%*
Visited a Pharmacist/ Chemist for medical advice	**301**	119	182	37	58	113	42	50	82	95	44	79	170	67	18	46	300
	30%aj	*24%*	**35%za**	*26%*	**35%g**	*32%*	*30%*	*25%*	**33%j**	**31%j**	*22%*	**33%j**	*31%*	*29%*	*31%*	*29%*	*30%*
Used the NHS Choices website	**56**	15	42	6	15	21	7	7	22	25	2	8	40	7	2	7	55
	6%ajkm	*3%*	**8%za**	*4%*	**9%g**	*6%*	*5%*	*4%*	**9%zjk**	**8%zjk**	*1%*	*3%*	**7%zm**	*3%*	*4%*	*5%*	*5%*
Used a walk-in clinic	**188**	80	108	34	34	78	24	17	45	56	38	49	115	24	16	33	182
	19%gm	*16%*	*21%*	**24%g**	**21%g**	**22%zg**	**17%g**	*9%*	*18%*	*18%*	*19%*	*21%*	**21%m**	*10%*	**27%m**	**21%m**	*18%*
Visited an NHS GP	**773**	353	420	100	126	273	114	159	208	239	137	190	414	194	45	120	780
	77%acj	*73%*	**81%za**	*70%*	*76%*	*78%*	*80%*	**80%c**	**83%zj**	**77%j**	*68%*	**79%j**	*75%*	**82%zl**	*78%*	*76%*	*78%*
Used social care services	**42**	18	24	4	3	13	9	12	5	12	11	13	13	16	5	9	45
	4%hl	*4%*	*5%*	*3%*	*2%*	*4%*	**6%d**	**6%d**	*2%*	*4%*	**6%h**	**6%h**	*2%*	**7%zl**	**8%l**	**5%l**	*4%*
None of these	**89**	63	26	16	16	33	14	9	20	32	25	13	61	10	5	13	85
	9%bgkm	**13%zb**	*5%*	**11%g**	*10%*	**10%g**	**10%g**	*5%*	*8%*	**10%k**	**13%k**	*5%*	**11%zm**	*4%*	*9%*	*8%*	*8%*
Don't know/refused	**2**	-	2	1	-	-	1	-	-	1	1	-	-	-	-	2	2
	*****	-	*	*1%*	-	-	*1%*	-	-	*	*1%*	-	-	-	-	**1%zl**	*
NHS user	**897**	**415**	**482**	**125**	**148**	**312**	**126**	**187**	**228**	**275**	**169**	**225**	**479**	**223**	**53**	**141**	**901**
	90%ajl	***85%***	**93%za**	***87%***	***88%***	***89%***	***88%***	**94%zcdef**	**91%j**	***88%***	***84%***	**94%zij**	***87%***	**95%zl**	***91%***	***90%***	***90%***
Non NHS user	**104**	**71**	**34**	**18**	**19**	**38**	**18**	**11**	**22**	**37**	**33**	**13**	**71**	**12**	**5**	**16**	**100**
	10%bgkm	**15%zb**	***7%***	**13%g**	**12%g**	**11%g**	**12%g**	***6%***	***9%***	**12%k**	**16%zhk**	***6%***	**13%zm**	***5%***	***9%***	***10%***	***10%***
NHS user inc. social care services	**897**	**415**	**482**	**125**	**148**	**312**	**126**	**187**	**228**	**275**	**169**	**226**	**479**	**223**	**53**	**142**	**902**
	90%ajl	***85%***	**94%za**	***87%***	***88%***	***89%***	***88%***	**94%zcdef**	**91%j**	***88%***	***84%***	**95%zij**	***87%***	**95%zl**	***91%***	***90%***	***90%***
Hospital/A&E user	**533**	**233**	**299**	**66**	**92**	**167**	**85**	**124**	**131**	**160**	**106**	**136**	**269**	**145**	**32**	**87**	**543**
	53%ael	***48%***	**58%za**	***46%***	***55%***	***48%***	**59%ce**	**62%zce**	***53%***	***51%***	***53%***	***57%***	***49%***	**62%zl**	***55%***	***56%***	***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 23

Q.4 Which of the following health services, if any, have you personally used in the last year or so?

Base : All respondents

	Wtd. Total (z)	Home Ownership: Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Household Type: Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS/social care staff: NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Ethnicity: Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital use: Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS use: NHS user (r)	Non NHS user (s)	People are treated with dignity and respect: Agree (t)	Disagree (u)	Unwtd total (v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Been an inpatient at an NHS hospital	**192**	42	34	116	1	53	76	62	9	67	9	45	28	10	153	-	192	-	192	-	131	56	196
	19%fqs	*24%*	*19%*	*18%*	*8%*	**24%zf**	*16%*	*20%*	*17%*	*23%*	*22%*	*18%*	*17%*	*13%*	*20%*	-	**36%zq**	-	**21%zs**	-	*20%*	*18%*	*20%*
Attended an NHS hospital as an outpatient	**376**	62	61	250	3	114	167	95	19	117	14	97	51	13	305	4	376	-	376	-	241	122	393
	38%gmqs	*36%*	*34%*	*39%*	*27%*	**52%zfg**	*35%*	*31%*	*36%*	*40%*	*37%*	*39%*	**32%m**	*17%*	**41%zlm**	*38%*	**71%zq**	-	**42%zs**	-	*37%*	*40%*	*39%*
Visited an accident and emergency (A&E) department	**230**	45	50	134	2	38	111	81	9	73	13	67	41	10	173	3	230	-	230	-	146	82	225
	23%cemqs	*26%*	**28%c**	*21%*	*18%*	*17%*	*23%*	**27%e**	*17%*	*25%*	*33%*	*27%*	**26%m**	*12%*	**23%m**	*32%*	**43%zq**	-	**26%zs**	-	*22%*	**27%z**	*22%*
Used NHS Direct	**183**	28	33	122	-	17	86	80	11	69	9	51	31	2	148	1	130	53	183	-	114	62	177
	18%emqs	*16%*	*18%*	*19%*	-	*8%*	**18%e**	**26%zef**	*21%*	**24%z**	*24%*	*20%*	**19%m**	*2%*	**20%zm**	*11%*	**24%zq**	*11%*	**20%zs**	-	*17%*	*21%*	*18%*
Visited a Pharmacist/ Chemist for medical advice	**301**	50	59	190	1	58	140	102	12	102	11	89	42	10	245	1	199	101	288	12	176	111	300
	30%mqst	*29%*	*33%*	*30%*	*10%*	*26%*	*30%*	*34%*	*22%*	**35%z**	*29%*	**36%zh**	**27%m**	*13%*	**33%zm**	*11%*	**37%zq**	*22%*	**32%zs**	*12%*	*27%*	**37%zt**	*30%*
Used the NHS Choices website	**56**	6	18	33	-	6	36	14	9	24	2	13	5	1	49	1	42	15	56	-	36	19	55
	6%eqs	*3%*	**10%zac**	*5%*	-	*3%*	**8%ze**	*5%*	**17%zk**	**8%z**	*5%*	*5%*	*3%*	*1%*	**7%z**	*11%*	**8%zq**	*3%*	**6%zs**	-	*6%*	*6%*	*5%*
Used a walk-in clinic	**188**	43	46	98	1	21	96	71	5	61	13	55	21	16	147	2	119	69	188	-	121	57	182
	19%celqs	**25%zc**	**26%zc**	*15%*	*11%*	*9%*	**20%e**	**23%ze**	*9%*	**21%h**	**33%zh**	**22%h**	*13%*	*21%*	**20%l**	*21%*	**22%zq**	*15%*	**21%zs**	-	*19%*	*19%*	*18%*
Visited an NHS GP	**773**	128	138	500	7	183	357	233	39	228	28	201	122	51	585	9	429	344	773	-	500	239	780
	77%mqs	*74%*	*77%*	*78%*	*72%*	**83%zf**	*75%*	*76%*	*75%*	*78%*	*72%*	*81%*	*76%*	*66%*	**78%m**	*80%*	**80%zq**	*73%*	**86%zs**	-	*77%*	*79%*	*78%*
Used social care services	**42**	16	6	20	-	16	13	14	5	7	2	12	5	-	36	-	34	8	41	1	24	16	45
	4%cfq	**9%zbc**	*3%*	*3%*	-	**7%zf**	*3%*	*4%*	**9%i**	*2%*	*5%*	*5%*	*3%*	-	*5%*	-	**6%zq**	*2%*	*5%*	*1%*	*4%*	*5%*	*4%*
None of these	**89**	14	16	59	-	10	50	29	6	19	4	13	16	11	60	1	-	89	-	89	57	28	85
	9%ekpr	*8%*	*9%*	*9%*	-	*5%*	**10%e**	**10%e**	*11%*	*7%*	*10%*	*5%*	*10%*	*15%*	*8%*	*10%*	-	**19%zp**	-	**85%zr**	*9%*	*9%*	*8%*
Don't know/refused	**2**	-	-	1	1	-	1	1	-	1	-	-	-	-	2	-	-	2	-	2	-	-	2
	*****	-	-	*	*8%*	-	*	*	-	*	-	-	-	-	*	-	-	*	-	**2%zr**	-	-	*
NHS user	**897**	**155**	**162**	**571**	**9**	**210**	**416**	**271**	**47**	**265**	**35**	**235**	**142**	**66**	**672**	**10**	**533**	**364**	**897**	**-**	**586**	**271**	**901**
	90%qs	***89%***	***91%***	***89%***	***92%***	**95%zfg**	***88%***	***89%***	***89%***	***91%***	***90%***	**94%z**	***89%***	***85%***	***90%***	***90%***	**100%zq**	***78%***	**100%zs**	**-**	***90%***	***89%***	***90%***
Non NHS user	**104**	**18**	**16**	**69**	**1**	**11**	**59**	**34**	**6**	**27**	**4**	**15**	**17**	**11**	**75**	**1**	**-**	**104**	**-**	**104**	**65**	**33**	**100**
	10%ekpr	***11%***	***9%***	***11%***	***8%***	***5%***	**12%e**	**11%e**	***11%***	***9%***	***10%***	***6%***	***11%***	***15%***	***10%***	***10%***	**-**	**22%zp**	**-**	**100%zr**	***10%***	***11%***	***10%***
NHS user inc. social care services	**897**	**155**	**162**	**571**	**9**	**210**	**416**	**271**	**47**	**265**	**35**	**235**	**143**	**66**	**672**	**10**	**533**	**365**	**897**	**1**	**586**	**272**	**902**
	90%qs	***90%***	***91%***	***89%***	***92%***	**95%zfg**	***88%***	***89%***	***89%***	***91%***	***90%***	**94%z**	***90%***	***85%***	***90%***	***90%***	**100%zq**	***78%***	**100%zs**	***1%***	***90%***	***89%***	***90%***
Hospital/A&E user	**533**	**95**	**96**	**338**	**4**	**137**	**238**	**158**	**25**	**165**	**21**	**138**	**79**	**27**	**417**	**5**	**533**	**-**	**533**	**-**	**346**	**171**	**543**
	53%mqs	***55%***	***54%***	***53%***	***38%***	**62%zfg**	***50%***	***52%***	***48%***	***56%***	***53%***	***55%***	**50%m**	***35%***	**56%zm**	***49%***	**100%zq**	**-**	**59%zs**	**-**	***53%***	***56%***	***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 24

Q.4 Which of the following health services, if any, have you personally used in the last year or so?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Been an inpatient at an NHS hospital	**192** ***19%***	17 *19%*	23 *21%*	24 *16%*	11 *21%*	32 *24%*	30 *18%*	15 *15%*	22 *21%*	19 *19%*	133 *19%*	41 *24%*	68 *20%*	56 *19%*	62 *19%*	196 *20%*
Attended an NHS hospital as an outpatient	**376** **38%cm**	32 *37%*	51 **47%zc**	40 *27%*	22 **43%c**	48 *35%*	61 *38%*	40 **40%c**	45 **42%c**	36 *36%*	255 *36%*	71 *42%*	136 *40%*	98 *33%*	131 *40%*	393 *39%*
Visited an accident and emergency (A&E) department	**230** **23%j**	24 *28%*	22 *20%*	27 *18%*	12 *24%*	28 *21%*	36 *22%*	30 **30%c**	30 *28%*	22 *22%*	149 *21%*	53 **31%zj**	92 **27%z**	62 *20%*	72 *22%*	225 *22%*
Used NHS Direct	**183** **18%c**	13 *15%*	21 **19%c**	14 *9%*	14 **27%ce**	19 *14%*	37 **23%c**	20 **20%c**	22 **21%c**	23 **23%c**	119 *17%*	38 *22%*	63 *19%*	54 *18%*	63 *19%*	177 *18%*
Visited a Pharmacist/ Chemist for medical advice	**301** ***30%***	27 *31%*	28 *25%*	38 *26%*	16 *32%*	42 *31%*	50 *31%*	28 *27%*	39 *37%*	33 *33%*	201 *29%*	63 **37%zj**	114 *34%*	82 *27%*	99 *30%*	300 *30%*
Used the NHS Choices website	**56** **6%m**	5 *6%*	8 *7%*	12 *8%*	1 *2%*	7 *5%*	5 *3%*	4 *4%*	8 *7%*	7 *7%*	37 *5%*	13 *8%*	23 **7%m**	9 *3%*	24 **7%m**	55 *5%*
Used a walk-in clinic	**188** **19%g**	18 **21%g**	15 *14%*	25 *17%*	9 *18%*	34 **25%zbg**	45 **28%zbcghi**	9 *8%*	15 *14%*	16 *16%*	129 *18%*	41 **24%z**	61 *18%*	47 *16%*	73 **22%m**	182 *18%*
Visited an NHS GP	**773** **77%h**	71 **83%h**	92 **84%h**	112 *75%*	40 *78%*	103 *75%*	128 **79%h**	82 **80%h**	70 *66%*	75 *75%*	548 *78%*	137 *82%*	271 *80%*	221 *73%*	260 *79%*	780 *78%*
Used social care services	**42** ***4%***	2 *3%*	9 **8%ze**	5 *3%*	1 *2%*	3 *2%*	5 *3%*	5 *5%*	6 *5%*	6 *6%*	25 *4%*	11 *7%*	15 *5%*	10 *3%*	16 *5%*	45 *4%*
None of these	**89** **9%k**	9 *10%*	6 *6%*	11 *7%*	5 *10%*	10 *7%*	17 *10%*	9 *9%*	12 *11%*	10 *10%*	62 **9%k**	7 *4%*	26 *8%*	33 *11%*	25 *8%*	85 *8%*
Don't know/refused	**2** *****	- -	- -	1 *1%*	- -	- -	1 *1%*	- -	- -	- -	2 *	- -	- -	- -	2 *1%*	2 *
NHS user	**897** **90%**	**78** ***90%***	**101** ***93%***	**134** ***91%***	**46** ***90%***	**125** ***92%***	**144** ***89%***	**91** ***89%***	**91** ***86%***	**86** ***86%***	**629** ***90%***	**159** **95%zj**	**311** ***91%***	**263** ***87%***	**298** ***91%***	**901** ***90%***
Non NHS user	**104** **10%k**	**9** ***10%***	**8** ***7%***	**14** ***9%***	**5** ***10%***	**11** ***8%***	**18** ***11%***	**11** ***11%***	**15** ***14%***	**14** ***14%***	**72** **10%k**	**9** ***5%***	**30** ***9%***	**39** ***13%***	**30** ***9%***	**100** ***10%***
NHS user inc. social care services	**897** **90%**	**78** ***90%***	**101** ***93%***	**134** ***91%***	**46** ***90%***	**125** ***92%***	**144** ***89%***	**91** ***89%***	**91** ***86%***	**87** ***87%***	**629** ***90%***	**160** **95%zj**	**312** ***92%***	**263** ***87%***	**298** ***91%***	**902** ***90%***
Hospital/A&E user	**533** **53%m**	**45** ***52%***	**61** ***56%***	**71** ***48%***	**31** ***61%***	**68** ***50%***	**85** ***52%***	**57** ***56%***	**63** ***59%***	**53** ***53%***	**363** ***52%***	**105** **62%zj**	**191** **56%m**	**145** ***48%***	**183** ***56%***	**543** ***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 25

Q.4 Which of the following health services, if any, have you personally used in the last year or so?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Been an inpatient at an NHS hospital	**192** **19%o**	156 *20%*	192 **100%zacdefg hi**	131 **35%zaf**	77 **33%za**	60 **33%za**	88 **29%za**	15 *27%*	54 **29%za**	18 **42%za**	47 *17%*	86 *22%*	43 *21%*	65 *17%*	56 **23%o**	3 *7%*	31 *18%*	159 *20%*	196 *20%*
Attended an NHS hospital as an outpatient	**376** ***38%***	315 **41%z**	131 **69%zadefg h**	376 **100%zabdefg hi**	117 **51%zah**	89 **49%za**	151 **50%zah**	30 **53%z**	79 *42%*	27 **65%zaefh**	94 *34%*	165 **42%zj**	77 *38%*	144 *38%*	97 *40%*	20 *45%*	64 *37%*	307 *38%*	393 *39%*
Visited an accident and emergency (A&E) department	**230** ***23%***	182 *24%*	77 **40%zac**	117 **31%za**	230 **100%zabcefg hi**	85 **46%zacfh**	104 **35%za**	20 **35%za**	61 **33%za**	19 **45%zac**	52 *19%*	102 **26%j**	38 *19%*	108 **29%zl**	68 **28%z**	13 *30%*	43 *24%*	187 *23%*	225 *22%*
Used NHS Direct	**183** **18%jq**	166 **22%z**	60 **31%zac**	89 **24%z**	85 **37%zaci**	183 **100%zabcdfg hi**	104 **35%zac**	33 **59%zabcdfh i**	65 **35%zac**	9 *22%*	35 *13%*	81 **21%j**	30 *15%*	81 *21%*	47 *19%*	14 **32%z**	56 **32%zq**	124 *15%*	177 *18%*
Visited a Pharmacist/ Chemist for medical advice	**301** **30%jq**	266 **34%z**	88 **46%za**	151 **40%za**	104 **45%za**	104 **57%zabcdh**	301 **100%zabcdeg hi**	36 **65%zabcdh**	86 **46%za**	24 **57%zac**	60 *22%*	145 **37%zj**	49 *25%*	144 **38%zl**	79 *33%*	19 *43%*	76 **43%zq**	222 *27%*	300 *30%*
Used the NHS Choices website	**56** **6%jlq**	53 **7%z**	15 *8%*	30 **8%z**	20 **9%z**	33 **18%zabcdfh**	36 **12%zac**	56 **100%zabcdef hi**	21 **11%za**	6 **15%za**	9 *3%*	29 **7%j**	5 *2%*	31 **8%zl**	12 *5%*	7 **16%zn**	20 **11%zq**	36 *4%*	55 *5%*
Used a walk-in clinic	**188** ***19%***	153 *20%*	54 **28%zac**	79 *21%*	61 **27%za**	65 **36%zacdf**	86 **28%zac**	21 **37%zac**	188 **100%zabcdef gi**	14 **34%zac**	53 *19%*	77 *19%*	48 *24%*	76 *20%*	38 *16%*	9 *20%*	32 *19%*	153 *19%*	182 *18%*
Visited an NHS GP	**773** **77%jl**	773 **100%zbcdefg hi**	156 *82%*	315 **84%z**	182 *79%*	166 **91%zbcdh**	266 **88%zbcdh**	53 **93%zbdh**	153 *82%*	36 *85%*	200 *72%*	324 **82%zj**	143 *71%*	317 **84%zl**	193 *79%*	40 **91%z**	139 *79%*	623 *77%*	780 *78%*
Used social care services	**42** **4%p**	36 *5%*	18 **9%za**	27 **7%za**	19 **8%za**	9 *5%*	24 **8%za**	6 **11%za**	14 **8%z**	42 **100%zabcdefg h**	7 *2%*	24 **6%zj**	5 *2%*	22 *6%*	17 **7%z**	4 *9%*	2 *1%*	38 **5%p**	45 *4%*
None of these	**89** **9%abcdefgh ikmn**	- -	- -	- -	- -	- -	- -	- -	- -	- -	33 **12%k**	24 *6%*	21 **10%m**	21 *6%*	14 *6%*	2 *5%*	17 *10%*	70 *9%*	85 *8%*
Don't know/refused	**2** *****	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	2 *
NHS user	**897** **90%**	**773** **100%zfi**	**192** **100%zfi**	**376** **100%zfi**	**230** **100%zfi**	**183** **100%zf**	**288** **96%z**	**56** **100%z**	**188** **100%zfi**	**41** ***98%***	**241** ***87%***	**362** **92%zj**	**177** ***88%***	**353** **93%zl**	**229** **94%z**	**42** ***95%***	**153** ***88%***	**730** ***90%***	**901** ***90%***
Non NHS user	**104** **10%abcdefgh kmn**	- -	- -	- -	- -	- -	**12** **4%abcdeh**	- -	- -	**1** **2%abcdh**	**35** **13%k**	**31** ***8%***	**24** **12%m**	**26** ***7%***	**15** ***6%***	**2** ***5%***	**22** ***12%***	**81** ***10%***	**100** ***10%***
NHS user inc. social care services	**897** **90%**	**773** **100%zf**	**192** **100%zf**	**376** **100%zf**	**230** **100%zf**	**183** **100%zf**	**288** **96%z**	**56** **100%z**	**188** **100%zf**	**42** **100%z**	**241** ***87%***	**363** **92%zj**	**177** ***88%***	**354** **93%zl**	**229** **94%z**	**42** ***95%***	**153** ***88%***	**731** ***90%***	**902** ***90%***
Hospital/A&E user	**533** **53%j**	**429** **55%z**	**192** **100%zaefgh i**	**376** **100%zaefgh i**	**230** **100%zaefghi**	**130** **71%za**	**199** **66%za**	**42** **74%za**	**119** **63%za**	**34** **82%zafh**	**131** ***48%***	**232** **59%zj**	**102** ***51%***	**211** ***56%***	**139** ***57%***	**29** ***65%***	**96** ***55%***	**432** ***53%***	**543** ***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 26

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department in an NHS hospital within the last year or so. Which ONE of these was the most recent hospital visit you have made as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**543**	233	310	56	87	161	101	138	132	161	108	142	249	167	34	93	543
Weighted Total	**533**	233	299	66*	92*	167	85*	124	131	160	106	136	269	145	32*	87*	543
Been an inpatient at a NHS hospital	**103** **19%f**	39 *17%*	64 *21%*	14 *21%*	31 **34%zefg**	27 *16%*	9 *11%*	22 *17%*	23 *17%*	29 *18%*	17 *16%*	34 *25%*	51 *19%*	24 *16%*	6 *17%*	23 **27%m**	103 *19%*
Attended an NHS hospital as an outpatient	**291** **55%cdl**	124 *53%*	166 *56%*	20 *30%*	27 *29%*	94 **56%cd**	64 **76%zcde**	86 **70%zcde**	69 *53%*	91 *57%*	62 *59%*	69 *51%*	130 *48%*	102 **70%zlo**	18 *55%*	42 *48%*	308 *57%*
Visited an accident and emergency (A&E) department	**138** **26%fgm**	69 *30%*	69 *23%*	32 **49%zefg**	33 **36%zfg**	46 **27%fg**	11 *13%*	16 *13%*	38 *29%*	40 *25%*	27 *25%*	33 *24%*	88 **33%zm**	20 *14%*	9 **28%m**	21 **24%m**	131 *24%*
Don't know	**1** *	1 *	- -	- -	- -	- -	1 *1%*	- -	1 *1%*	- -	- -	- -	- -	- -	- -	1 *1%*	1 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 27

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department in an NHS hospital within the last year or so. Which ONE of these was the most recent hospital visit you have made as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** **(z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**543**	97	93	349	4	156	236	151	25	166	19	140	81	27	426	5	543	-	543	-	350	177	543
Weighted Total	**533**	95*	96*	338	4**	137	238	158	25**	165	21**	138	79*	27**	417	5**	533	-**	533	-**	346	171	543
Been an inpatient at a NHS hospital	**103**	21	23	59	-	24	39	40	6	32	5	27	17	8	78	-	103	-	103	-	69	32	103
	19%	*22%*	*24%*	*17%*	-	*17%*	*17%*	**25%zf**	*24%*	*20%*	*27%*	*19%*	*21%*	*29%*	*19%*	-	*19%*	-	*19%*	-	*20%*	*18%*	*19%*
Attended an NHS hospital as an outpatient	**291**	47	41	200	3	93	132	66	15	88	9	71	36	11	239	4	291	-	291	-	186	93	308
	55%bg	*49%*	*43%*	**59%zb**	*72%*	**68%zfg**	**55%g**	*42%*	*59%*	*54%*	*44%*	*51%*	*46%*	*40%*	**57%z**	*77%*	*55%*	-	*55%*	-	*54%*	*54%*	*57%*
Visited an accident and emergency (A&E) department	**138**	26	31	80	1	19	67	51	4	44	6	40	26	9	99	1	138	-	138	-	91	46	131
	26%en	*27%*	*33%*	*24%*	*28%*	*14%*	**28%e**	**33%ze**	*17%*	*27%*	*29%*	*29%*	*33%*	*32%*	*24%*	*23%*	*26%*	-	*26%*	-	*26%*	*27%*	*24%*
Don't know	**1**	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1	1
	*****	*1%*	-	-	-	*1%*	-	-	-	-	-	-	-	-	*	-	*	-	*	-	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 28

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department in an NHS hospital within the last year or so. Which ONE of these was the most recent hospital visit you have made as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**543**	47	73	70	34	70	81	61	60	47	371	106	196	147	185	543
Weighted Total	**533**	45*	61*	71*	31*	68*	85*	57*	63*	53*	363	105	191	145	183	543
Been an inpatient at a NHS hospital	**103**	7	10	19	7	13	15	12	12	8	76	19	33	30	39	103
	19%	*15%*	*17%*	*27%*	*21%*	*20%*	*18%*	*21%*	*19%*	*15%*	*21%*	*18%*	*17%*	*21%*	*21%*	*19%*
Attended an NHS hospital as an outpatient	**291**	24	40	32	19	40	48	26	33	28	195	57	103	73	105	308
	55%	*55%*	**66%zcg**	*45%*	*62%*	*59%*	*56%*	*47%*	*53%*	*53%*	*54%*	*54%*	*54%*	*51%*	*58%*	*57%*
Visited an accident and emergency (A&E) department	**138**	13	11	20	5	15	22	19	17	17	92	29	55	40	39	131
	26%	*30%*	*17%*	*28%*	*17%*	*22%*	*26%*	**33%b**	*27%*	*32%*	*25%*	*27%*	*29%*	*28%*	*21%*	*24%*
Don't know	**1**	-	-	-	-	-	-	-	1	-	1	-	-	1	-	1
	*******	-	-	-	-	-	-	-	*1%*	-	***	-	-	*1%*	-	***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 29

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department in an NHS hospital within the last year or so. Which ONE of these was the most recent hospital visit you have made as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**543**	440	196	393	225	126	201	41	117	37	130	241	104	213	143	29	94	443	543
Weighted Total	**533**	429	192	376	230	130	199	42*	119	34*	131	232	102	211	139	29**	96*	432	543
Been an inpatient at a NHS hospital	**103** **19%cd**	83 **19%cd**	102 **53%zacdefg hi**	52 *14%*	34 *15%*	34 **26%zacd**	45 **23%cd**	11 **27%cd**	28 **23%cd**	9 **27%cd**	28 *21%*	44 *19%*	25 *24%*	35 *17%*	29 *21%*	1 *3%*	18 *19%*	84 *19%*	103 *19%*
Attended an NHS hospital as an outpatient	**291** **55%bde**	241 **56%bde**	68 **36%d**	289 **77%zabdefg hi**	59 *26%*	47 **36%d**	102 **51%bde**	19 **44%d**	59 **50%bde**	18 **52%bd**	76 *58%*	129 *55%*	53 *52%*	111 *53%*	72 *51%*	17 *60%*	44 *46%*	243 *56%*	308 *57%*
Visited an accident and emergency (A&E) department	**138** **26%bc**	103 **24%bc**	20 *11%*	34 *9%*	137 **59%zabcefg hi**	48 **37%zabcfh**	51 **26%bc**	12 **29%bc**	32 **27%bc**	7 **21%c**	28 *21%*	60 *26%*	23 *23%*	65 **31%z**	38 *27%*	11 *37%*	33 **35%zq**	104 *24%*	131 *24%*
Don't know	**1** *****	1 *	1 *	1 *	- -	1 *1%*	1 *	- -	- -	- -	- -	- -	1 *1%*	- -	1 *1%*	- -	- -	1 *	1 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 30

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Very satisfied	**359**	182	177	39	46	103	59	113	98	108	74	79	172	124	20	43	372
	36%cdelo	*37%*	*34%*	*27%*	*27%*	*29%*	**41%cde**	**57%zcdef**	*39%*	*35%*	*37%*	*33%*	*31%*	**53%zlno**	*35%*	*28%*	*37%*
Fairly satisfied	**394**	177	217	59	81	151	50	53	89	120	76	109	234	70	23	67	387
	39%gm	*36%*	*42%*	**41%g**	**48%zfg**	**43%g**	*35%*	*27%*	*36%*	*39%*	*38%*	**45%zh**	**43%zm**	*30%*	*39%*	**43%m**	*39%*
Neither satisfied nor dissatisfied	**66**	37	29	13	8	25	10	10	16	28	10	12	38	13	5	10	64
	7%	*8%*	*6%*	*9%*	*4%*	*7%*	*7%*	*5%*	*6%*	*9%*	*5%*	*5%*	*7%*	*6%*	*8%*	*7%*	*6%*
Fairly dissatisfied	**64**	31	33	10	16	21	9	8	13	21	15	15	36	11	4	13	63
	6%	*6%*	*6%*	*7%*	**9%g**	*6%*	*6%*	*4%*	*5%*	*7%*	*7%*	*6%*	*7%*	*5%*	*8%*	*8%*	*6%*
Very dissatisfied	**43**	17	25	8	6	19	7	3	11	14	10	8	23	5	2	12	42
	4%gm	*4%*	*5%*	**6%g**	*4%*	**5%g**	**5%g**	*1%*	*4%*	*4%*	*5%*	*3%*	*4%*	*2%*	*4%*	**8%zm**	*4%*
Don't know/no opinion	**75**	42	34	13	11	31	9	11	22	21	16	16	47	12	4	12	73
	8%	*9%*	*7%*	*9%*	*7%*	*9%*	*6%*	*6%*	*9%*	*7%*	*8%*	*7%*	*9%*	*5%*	*6%*	*8%*	*7%*
Satisfied	**753**	**359**	**395**	**98**	**126**	**253**	**109**	**166**	**187**	**228**	**150**	**188**	**406**	**194**	**43**	**110**	**759**
	75%	***74%***	***77%***	***69%***	***76%***	***72%***	***76%***	**84%zcdef**	***75%***	***73%***	***74%***	***79%***	***74%***	**82%zlo**	***74%***	***70%***	***76%***
Dissatisfied	**106**	**48**	**58**	**18**	**22**	**40**	**15**	**11**	**24**	**35**	**25**	**22**	**60**	**16**	**7**	**24**	**105**
	11%gm	***10%***	***11%***	**13%g**	**13%g**	**11%g**	***11%***	***6%***	***10%***	***11%***	***13%***	***9%***	***11%***	***7%***	***11%***	**16%zm**	***10%***
Net Satisfied	**647**	**311**	**336**	**80**	**104**	**213**	**93**	**155**	**163**	**194**	**125**	**166**	**346**	**178**	**36**	**86**	**654**
	65%co	***64%***	***65%***	***56%***	***62%***	***61%***	***65%***	**78%zcdef**	***66%***	***62%***	***62%***	***69%***	***63%***	**76%zlno**	***63%***	***55%***	***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 31

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Very satisfied	**359**	54	49	252	4	121	151	87	16	105	12	89	53	8	292	2	237	123	336	23	277	74	372
	36%bfgmqsu	*31%*	*28%*	**39%zab**	*42%*	**55%zfg**	*32%*	*28%*	*31%*	*36%*	*33%*	*36%*	**33%m**	*11%*	**39%zm**	*17%*	**44%zq**	*26%*	**37%zs**	*22%*	**42%zu**	*25%*	*37%*
Fairly satisfied	**394**	67	77	245	4	61	193	140	20	124	21	95	79	38	269	7	199	195	362	32	251	118	387
	39%en	*39%*	*43%*	*38%*	*38%*	*28%*	**41%e**	**46%ze**	*38%*	*42%*	**54%k**	*38%*	**50%zn**	**49%n**	*36%*	*63%*	*37%*	*42%*	*40%*	*31%*	*39%*	*39%*	*39%*
Neither satisfied nor dissatisfied	**66**	15	11	40	-	13	32	21	5	19	1	19	5	5	54	1	32	34	57	9	32	32	64
	7%t	*9%*	*6%*	*6%*	-	*6%*	*7%*	*7%*	*10%*	*6%*	*3%*	*8%*	*3%*	*7%*	*7%*	*10%*	*6%*	*7%*	*6%*	*8%*	*5%*	**11%zt**	*6%*
Fairly dissatisfied	**64**	18	10	35	1	7	39	17	4	19	2	12	12	5	47	-	38	25	55	8	28	31	63
	6%et	**10%zc**	*6%*	*5%*	*8%*	*3%*	**8%ze**	*6%*	*7%*	*7%*	*5%*	*5%*	*7%*	*6%*	*6%*	-	*7%*	*5%*	*6%*	*8%*	*4%*	**10%zt**	*6%*
Very dissatisfied	**43**	9	12	22	-	6	17	19	4	9	2	20	5	3	35	-	28	15	39	3	13	28	42
	4%t	*5%*	*7%*	*3%*	-	*3%*	*4%*	**6%z**	*7%*	*3%*	*6%*	**8%zi**	*3%*	*4%*	*5%*	-	*5%*	*3%*	*4%*	*3%*	*2%*	**9%zt**	*4%*
Don't know/no opinion	**75**	10	18	46	1	12	43	21	3	17	-	15	6	18	51	1	-	75	47	28	50	19	73
	8%lpr	*6%*	*10%*	*7%*	*12%*	*5%*	*9%*	*7%*	*6%*	*6%*	-	*6%*	*3%*	**23%zln**	*7%*	*10%*	-	**16%zp**	*5%*	**27%zr**	*8%*	*6%*	*7%*
Satisfied	**753**	**121**	**127**	**497**	**8**	**183**	**344**	**226**	**36**	**228**	**33**	**184**	**132**	**47**	**560**	**9**	**435**	**318**	**698**	**56**	**528**	**193**	**759**
	75%mqsu	***70%***	***71%***	**78%za**	***80%***	**83%zfg**	***73%***	***74%***	***69%***	***78%***	**87%h**	***74%***	**83%zmn**	***60%***	**75%m**	***80%***	**82%zq**	***68%***	**78%zs**	***53%***	**81%zu**	***63%***	***76%***
Dissatisfied	**106**	**27**	**22**	**57**	**1**	**14**	**56**	**37**	**7**	**29**	**4**	**32**	**17**	**8**	**82**	**-**	**66**	**40**	**95**	**12**	**41**	**59**	**105**
	11%cet	**15%zc**	***12%***	***9%***	***8%***	***6%***	**12%e**	**12%e**	***14%***	***10%***	***10%***	***13%***	***10%***	***10%***	***11%***	**-**	***12%***	***9%***	***11%***	***11%***	***6%***	**19%zt**	***10%***
Net Satisfied	**647**	**94**	**104**	**440**	**7**	**169**	**289**	**189**	**29**	**200**	**29**	**153**	**115**	**38**	**479**	**9**	**369**	**278**	**603**	**44**	**487**	**134**	**654**
	65%afmqsu	***55%***	***59%***	**69%zab**	***73%***	**76%zfg**	***61%***	***62%***	***55%***	**68%k**	**76%h**	***61%***	**72%zm**	***49%***	**64%m**	***80%***	**69%zq**	***59%***	**67%zs**	***42%***	**75%zu**	***44%***	***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 32

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Very satisfied	**359**	31	48	28	31	47	66	42	39	28	292	30	122	118	105	372
	36%ck	**36%c**	**44%ci**	*19%*	**61%zabcefghi**	**35%c**	**41%ci**	**41%ci**	**37%c**	*27%*	**42%zk**	*18%*	*36%*	*39%*	*32%*	*37%*
Fairly satisfied	**394**	32	43	65	15	70	63	31	31	45	278	61	137	123	123	387
	39%h	*37%*	*39%*	**44%gh**	*30%*	**51%zadfgh**	*39%*	*31%*	*29%*	**45%gh**	*40%*	*36%*	*40%*	*41%*	*38%*	*39%*
Neither satisfied nor dissatisfied	**66**	9	6	14	-	5	7	7	11	7	31	23	21	17	27	64
	7%j	**11%def**	*5%*	**9%d**	-	*4%*	*4%*	*7%*	**11%def**	*7%*	*4%*	**13%zj**	*6%*	*6%*	*8%*	*6%*
Fairly dissatisfied	**64**	7	5	13	2	4	8	6	11	8	29	25	25	13	25	63
	6%j	*8%*	*5%*	**9%e**	*4%*	*3%*	*5%*	*6%*	**11%e**	*8%*	*4%*	**15%zj**	*7%*	*4%*	*8%*	*6%*
Very dissatisfied	**43**	3	2	8	-	6	7	5	4	6	13	21	17	9	16	42
	4%j	*4%*	*2%*	*6%*	-	*5%*	*5%*	*5%*	*4%*	*6%*	*2%*	**12%zj**	*5%*	*3%*	*5%*	*4%*
Don't know/no opinion	**75**	4	6	21	3	4	11	11	10	6	58	9	18	21	32	73
	8%e	*5%*	*6%*	**14%zabe**	*5%*	*3%*	*7%*	**11%e**	**9%e**	*6%*	*8%*	*5%*	*5%*	*7%*	**10%l**	*7%*
Satisfied	**753**	**63**	**91**	**92**	**46**	**117**	**129**	**74**	**69**	**72**	**570**	**91**	**259**	**241**	**228**	**759**
	75%chkn	***73%***	**83%zcgh**	***62%***	**91%zacghi**	**86%zacghi**	**80%ch**	***72%***	***65%***	***72%***	**81%zk**	***54%***	***76%***	**80%zn**	***70%***	***76%***
Dissatisfied	**106**	**10**	**7**	**22**	**2**	**10**	**15**	**11**	**15**	**14**	**42**	**45**	**41**	**22**	**41**	**105**
	11%jm	***12%***	***6%***	**15%bd**	***4%***	***8%***	***9%***	***10%***	**15%b**	***14%***	***6%***	**27%zj**	**12%m**	***7%***	**12%m**	***10%***
Net Satisfied	**647**	**52**	**84**	**71**	**44**	**107**	**114**	**63**	**54**	**58**	**528**	**46**	**218**	**219**	**187**	**654**
	65%chkn	***61%***	**77%zacghi**	***48%***	**87%zacfghi**	**78%zacghi**	**70%ch**	**62%c**	***51%***	***58%***	**75%zk**	***27%***	***64%***	**72%zln**	***57%***	***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 33

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Very satisfied	**359**	284	98	175	87	60	101	18	67	18	110	129	81	127	103	11	53	300	372
	36%	*37%*	**51%zadefgh**	**47%zadefgh**	*38%*	*33%*	*34%*	*32%*	*36%*	*44%*	*40%*	*33%*	*40%*	*33%*	**42%zo**	*26%*	*30%*	*37%*	*37%*
Fairly satisfied	**394**	317	61	130	93	84	127	30	78	13	115	146	81	145	95	15	77	311	387
	39%bc	**41%bc**	*32%*	*35%*	**41%b**	**46%zbci**	**42%bc**	**52%zbci**	**42%b**	*30%*	*42%*	*37%*	*40%*	*38%*	*39%*	*34%*	*44%*	*38%*	*39%*
Neither satisfied nor dissatisfied	**66**	48	10	21	16	10	19	1	8	3	13	37	8	37	20	5	13	53	64
	7%	*6%*	*5%*	*6%*	*7%*	*5%*	*6%*	*2%*	*4%*	*8%*	*5%*	**9%zj**	*4%*	**10%zl**	*8%*	*12%*	*7%*	*7%*	*6%*
Fairly dissatisfied	**64**	45	12	24	20	12	20	3	14	2	12	38	15	23	7	6	15	49	63
	6%n	*6%*	*6%*	*6%*	*9%*	*7%*	*7%*	*5%*	*7%*	*5%*	*4%*	**10%zj**	*7%*	*6%*	*3%*	**15%zn**	*9%*	*6%*	*6%*
Very dissatisfied	**43**	33	12	25	14	13	19	4	17	6	9	20	4	24	4	5	5	38	42
	4%n	*4%*	*6%*	**7%za**	*6%*	**7%za**	**6%z**	*8%*	**9%za**	**14%zad**	*3%*	*5%*	*2%*	**6%zl**	*2%*	**12%zn**	*3%*	*5%*	*4%*
Don't know/no opinion	**75**	46	-	-	-	3	14	1	3	-	18	23	12	23	14	1	13	60	73
	8%abcdefh	**6%bcdeh**	-	-	-	**2%c**	**5%bcdeh**	**1%c**	**2%cd**	-	*6%*	*6%*	*6%*	*6%*	*6%*	*2%*	*8%*	*7%*	*7%*
Satisfied	**753**	**600**	**158**	**306**	**180**	**144**	**228**	**48**	**145**	**31**	**225**	**274**	**162**	**272**	**199**	**26**	**129**	**611**	**759**
	75%kmo	**78%z**	**83%zf**	**81%zaf**	***78%***	***79%***	***76%***	***84%***	***78%***	***74%***	**81%zk**	***70%***	**81%m**	***72%***	**81%zo**	***60%***	***74%***	***75%***	***76%***
Dissatisfied	**106**	**78**	**24**	**49**	**34**	**26**	**39**	**7**	**31**	**8**	**20**	**59**	**19**	**47**	**12**	**12**	**20**	**86**	**105**
	11%jn	***10%***	***12%***	**13%a**	**15%za**	***14%***	***13%***	***13%***	**16%za**	***18%***	***7%***	**15%zj**	***10%***	***13%***	***5%***	**26%zn**	***11%***	***11%***	***10%***
Net Satisfied	**647**	**522**	**135**	**256**	**147**	**119**	**188**	**40**	**115**	**23**	**204**	**215**	**142**	**224**	**187**	**15**	**109**	**524**	**654**
	65%kmo	**68%zf**	**70%fhi**	**68%f**	***64%***	***65%***	***63%***	***71%***	***61%***	***55%***	**74%zk**	***55%***	**71%zm**	***59%***	**77%zo**	***33%***	***62%***	***65%***	***65%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 34

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**543**	233	310	56	87	161	101	138	132	161	108	142	249	167	34	93	543
Weighted Total	**533**	233	299	66*	92*	167	85*	124	131	160	106	136	269	145	32*	87*	543
Very satisfied	**237**	108	129	21	32	67	42	75	62	70	49	56	106	85	13	33	247
	44%cl	*46%*	*43%*	*31%*	*35%*	*40%*	**49%c**	**61%zcde**	*48%*	*44%*	*46%*	*41%*	*39%*	**59%zlno**	*39%*	*38%*	*45%*
Fairly satisfied	**199**	83	115	26	42	69	28	34	51	55	36	57	115	40	12	32	198
	37%gm	*36%*	*39%*	*39%*	**46%g**	**41%g**	*33%*	*28%*	*39%*	*34%*	*34%*	*42%*	**43%zm**	*28%*	*36%*	*36%*	*36%*
Neither satisfied nor dissatisfied	**32**	17	14	7	2	11	5	6	7	11	7	6	16	9	2	5	31
	6%	*7%*	*5%*	**11%d**	*2%*	*6%*	*6%*	*5%*	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*7%*	*6%*	*6%*
Fairly dissatisfied	**38**	15	23	6	11	10	5	5	6	15	8	10	21	6	3	8	39
	7%	*6%*	*8%*	*10%*	**12%g**	*6%*	*6%*	*4%*	*4%*	*9%*	*8%*	*7%*	*8%*	*4%*	*11%*	*9%*	*7%*
Very dissatisfied	**28**	10	18	6	4	10	5	3	4	9	7	7	11	5	2	10	28
	5%g	*4%*	*6%*	**9%g**	*5%*	*6%*	*6%*	*2%*	*3%*	*6%*	*7%*	*5%*	*4%*	*4%*	*7%*	**11%zlm**	*5%*
Don't know/no opinion	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	**435**	**191**	**244**	**47**	**74**	**136**	**70**	**109**	**114**	**125**	**84**	**113**	**221**	**125**	**24**	**65**	**445**
	82%c	***82%***	***82%***	***70%***	***81%***	***81%***	***82%***	**88%zc**	***87%***	***78%***	***80%***	***83%***	***82%***	**86%o**	***76%***	***74%***	***82%***
Dissatisfied	**66**	**25**	**41**	**12**	**15**	**21**	**10**	**8**	**10**	**24**	**15**	**16**	**32**	**11**	**6**	**17**	**67**
	12%gm	***11%***	***14%***	**18%g**	**17%g**	***12%***	***12%***	***6%***	***8%***	***15%***	***14%***	***12%***	***12%***	***8%***	***18%***	**20%zm**	***12%***
Net Satisfied	**369**	**166**	**203**	**34**	**59**	**115**	**60**	**101**	**103**	**100**	**69**	**96**	**190**	**113**	**19**	**48**	**378**
	69%cio	***71%***	***68%***	***52%***	***64%***	**69%c**	**70%c**	**82%zcdef**	**79%zij**	***63%***	***65%***	***71%***	**71%o**	**78%zno**	***58%***	***54%***	***70%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 35

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**543**	97	93	349	4	156	236	151	25	166	19	140	81	27	426	5	543	-	543	-	350	177	543
Weighted Total	**533**	95*	96*	338	4**	137	238	158	25**	165	21**	138	79*	27**	417	5**	533	-**	533	-**	346	171	543
Very satisfied	**237**	42	33	161	1	81	98	58	11	68	7	53	36	5	190	2	237	-	237	-	180	51	247
	44%bgu	*44%*	*34%*	**48%zb**	*26%*	**59%zfg**	*41%*	*37%*	*46%*	*41%*	*32%*	*38%*	*45%*	*19%*	*46%*	*35%*	*44%*	-	*44%*	-	**52%zu**	*30%*	*45%*
Fairly satisfied	**199**	31	38	128	2	35	97	67	7	65	11	54	32	14	149	3	199	-	199	-	122	69	198
	37%e	*32%*	*40%*	*38%*	*54%*	*26%*	**41%e**	**42%e**	*28%*	*40%*	*54%*	*39%*	*41%*	*51%*	*36%*	*65%*	*37%*	-	*37%*	-	*35%*	*40%*	*36%*
Neither satisfied nor dissatisfied	**32**	5	7	20	-	9	12	11	2	12	1	7	2	3	26	-	32	-	32	-	15	15	31
	6%t	*5%*	*7%*	*6%*	-	*6%*	*5%*	*7%*	*8%*	*7%*	*5%*	*5%*	*3%*	*12%*	*6%*	-	*6%*	-	*6%*	-	*4%*	*9%*	*6%*
Fairly dissatisfied	**38**	11	9	17	1	6	23	10	4	14	2	10	8	3	28	-	38	-	38	-	21	17	39
	7%c	**11%c**	*10%*	*5%*	*20%*	*4%*	**10%e**	*6%*	*15%*	*8%*	*9%*	*7%*	*10%*	*12%*	*7%*	-	*7%*	-	*7%*	-	*6%*	*10%*	*7%*
Very dissatisfied	**28**	7	8	12	-	6	9	12	1	5	-	14	1	2	25	-	28	-	28	-	8	19	28
	5%ct	*7%*	**9%c**	*4%*	-	*5%*	*4%*	*8%*	*3%*	*3%*	-	**10%zi**	*1%*	*7%*	*6%*	-	*5%*	-	*5%*	-	*2%*	**11%zt**	*5%*
Don't know/no opinion	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	**435**	**73**	**73**	**289**	**3**	**116**	**194**	**124**	**18**	**133**	**18**	**107**	**68**	**19**	**339**	**5**	**435**	**-**	**435**	**-**	**302**	**120**	**445**
	82%bu	***76%***	***74%***	**85%zab**	***80%***	***85%***	***82%***	***79%***	***73%***	***81%***	***86%***	***78%***	***86%***	***70%***	***81%***	***100%***	***82%***	**-**	***82%***	**-**	**87%zu**	***70%***	***82%***
Dissatisfied	**66**	**18**	**18**	**30**	**1**	**12**	**32**	**22**	**5**	**19**	**2**	**24**	**9**	**5**	**52**	**-**	**66**	**-**	**66**	**-**	**29**	**37**	**67**
	12%ct	**19%zc**	**19%c**	***9%***	***20%***	***9%***	***14%***	***14%***	***18%***	***12%***	***9%***	***17%***	***11%***	***19%***	***13%***	**-**	***12%***	**-**	***12%***	**-**	***8%***	**22%zt**	***12%***
Net Satisfied	**369**	**55**	**53**	**259**	**2**	**105**	**162**	**102**	**14**	**114**	**16**	**83**	**59**	**14**	**287**	**5**	**369**	**0**	**369**	**0**	**273**	**83**	**378**
	69%abku	***58%***	***55%***	**77%zab**	***59%***	**76%zg**	***68%***	***65%***	***55%***	***69%***	***77%***	***61%***	***75%***	***51%***	***69%***	***100%***	***69%***	***0%***	***69%***	***0%***	**79%zu**	***48%***	***70%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 36

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**543**	47	73	70	34	70	81	61	60	47	371	106	196	147	185	543
Weighted Total	**533**	45*	61*	71*	31*	68*	85*	57*	63*	53*	363	105	191	145	183	543
Very satisfied	**237**	20	30	17	19	30	44	29	29	19	186	26	85	71	72	247
	44%ck	**45%c**	**48%c**	*24%*	**63%zci**	**44%c**	**52%c**	**50%c**	**46%c**	*36%*	**51%zk**	*25%*	*44%*	*49%*	*39%*	*45%*
Fairly satisfied	**199**	15	24	31	11	28	33	18	19	20	140	37	71	58	67	198
	37%	*34%*	*39%*	*44%*	*34%*	*42%*	*39%*	*31%*	*30%*	*38%*	*39%*	*35%*	*37%*	*40%*	*36%*	*36%*
Neither satisfied nor dissatisfied	**32**	2	4	6	-	2	1	4	9	3	11	13	10	6	16	31
	6%j	*5%*	*6%*	*8%*	-	*3%*	*2%*	*7%*	**15%zdef**	*7%*	*3%*	**13%zj**	*5%*	*4%*	*9%*	*6%*
Fairly dissatisfied	**38**	4	3	11	1	4	2	4	4	6	18	15	15	5	17	39
	7%jm	*9%*	*5%*	**15%zf**	*3%*	*6%*	*3%*	*6%*	*6%*	*11%*	*5%*	**15%zj**	*8%*	*4%*	**9%m**	*7%*
Very dissatisfied	**28**	3	1	6	-	4	4	3	2	4	7	13	10	6	11	28
	5%j	*8%*	*1%*	*9%*	-	*6%*	*5%*	*5%*	*3%*	*8%*	*2%*	**12%zj**	*5%*	*4%*	*6%*	*5%*
Don't know/no opinion	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	**435**	**35**	**53**	**48**	**30**	**58**	**77**	**46**	**48**	**39**	**326**	**63**	**156**	**129**	**139**	**445**
	82%ckn	***79%***	**87%c**	***68%***	**97%zacghi**	**86%c**	**91%zchi**	***81%***	***77%***	***74%***	**90%zk**	***60%***	***82%***	**89%zn**	***76%***	***82%***
Dissatisfied	**66**	**7**	**4**	**17**	**1**	**8**	**6**	**7**	**6**	**10**	**25**	**28**	**25**	**11**	**28**	**67**
	12%jm	***16%***	***7%***	**24%zbdfh**	***3%***	***12%***	***8%***	***12%***	***9%***	**19%bd**	***7%***	**27%zj**	***13%***	***8%***	**15%m**	***12%***
Net Satisfied	**369**	**28**	**49**	**31**	**29**	**50**	**71**	**40**	**43**	**29**	**301**	**35**	**131**	**117**	**111**	**378**
	69%cikn	**63%c**	**80%zaci**	***44%***	**94%zaceghi**	**74%ci**	**83%zachi**	**70%c**	**68%c**	***55%***	**83%zk**	***33%***	***68%***	**81%zln**	***61%***	***70%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 37

Q6. Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents who have been an inpatient, outpatient or A&E user in the last year

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	543	440	196	393	225	126	201	41	117	37	130	241	104	213	143	29	94	443	543
Weighted Total	533	429	192	376	230	130	199	42*	119	34*	131	232	102	211	139	29**	96*	432	543
Very satisfied	237	188	98	175	87	49	75	13	46	15	62	95	52	79	70	8	31	202	247
	44%dfmp	44%df	51%zadefgh	47%defg	38%	38%	37%	31%	39%	45%	47%	41%	51%m	37%	50%	29%	33%	47%zp	45%
Fairly satisfied	199	164	61	130	93	56	84	23	44	11	50	86	36	83	52	10	47	149	198
	37%bcq	38%bc	32%	35%	41%b	43%bc	42%bc	55%zabchi	37%	31%	38%	37%	35%	39%	37%	35%	49%zq	35%	36%
Neither satisfied nor dissatisfied	32	23	10	21	16	6	11	1	5	2	8	16	4	19	10	4	5	27	31
	6%	5%	5%	6%	7%	5%	5%	2%	4%	7%	6%	7%	4%	9%z	7%	15%	5%	6%	6%
Fairly dissatisfied	38	30	12	24	20	10	15	2	10	1	7	23	8	14	4	3	10	29	39
	7%n	7%	6%	6%	9%	8%	8%	4%	9%	3%	6%	10%z	8%	7%	3%	10%	10%	7%	7%
Very dissatisfied	28	24	12	25	14	8	15	3	13	5	4	12	2	16	3	3	3	25	28
	5%	6%	6%	7%z	6%	6%	8%	8%	11%zabd	14%zad	3%	5%	2%	7%	2%	11%	3%	6%	5%
Don't know/no opinion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	435	352	158	306	180	105	158	36	90	26	112	181	88	162	122	18	78	352	445
	82%m	82%	83%	81%	78%	81%	79%	86%	76%	76%	85%	78%	86%m	77%	88%z	64%	82%	81%	82%
Dissatisfied	66	54	24	49	34	18	30	5	24	6	12	35	10	30	8	6	13	54	67
	12%n	13%	12%	13%	15%	14%	15%	12%	20%zabc	17%	9%	15%	10%	14%	5%	21%	13%	12%	12%
Net Satisfied	369	298	135	256	147	87	128	31	66	20	100	146	78	132	114	12	66	298	378
	69%dfhkm	69%dfh	70%h	68%h	64%	67%h	64%	74%h	56%	59%	76%zk	63%	76%m	62%	82%z	43%	69%	69%	70%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 38

Q7. Now thinking about the last time you visited your local doctor or GP, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Very satisfied	**442**	215	227	50	63	144	81	104	130	127	88	98	234	127	22	59	454
	44%c	*44%*	*44%*	*35%*	*38%*	*41%*	**57%zcde**	**53%zcde**	**52%zik**	*41%*	*44%*	*41%*	*42%*	**54%zlno**	*37%*	*38%*	*45%*
Fairly satisfied	**394**	187	207	62	63	154	43	72	87	121	76	109	218	82	26	67	389
	39%f	*39%*	*40%*	**43%f**	*38%*	**44%zf**	*30%*	*36%*	*35%*	*39%*	*38%*	**46%zh**	*40%*	*35%*	*45%*	*43%*	*39%*
Neither satisfied or dissatisfied	**52**	31	22	10	15	16	6	5	11	20	11	10	32	7	3	10	50
	5%gm	*6%*	*4%*	*7%*	**9%zg**	*5%*	*4%*	*3%*	*4%*	*7%*	*5%*	*4%*	*6%*	*3%*	*5%*	*6%*	*5%*
Fairly dissatisfied	**67**	26	41	12	17	22	8	8	12	26	14	15	41	9	5	12	65
	7%m	*5%*	*8%*	*8%*	**10%g**	*6%*	*6%*	*4%*	*5%*	*8%*	*7%*	*6%*	*7%*	*4%*	*9%*	*7%*	*6%*
Very dissatisfied	**23**	10	13	2	4	7	3	6	5	9	6	3	11	8	2	2	23
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*1%*	*2%*
Not applicable/haven't been	**14**	11	2	2	4	6	-	1	4	4	4	2	10	-	-	4	12
	1%b	**2%zb**	*	*2%*	**3%f**	*2%*	-	*	*1%*	*1%*	*2%*	*1%*	**2%m**	-	-	**2%m**	*1%*
None/Don't know	**9**	6	3	5	1	1	1	1	1	4	3	1	5	1	-	3	8
	1%	*1%*	*1%*	**3%zeg**	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	-	*2%*	*1%*
Satisfied	**836**	**403**	**434**	**112**	**126**	**297**	**124**	**176**	**217**	**248**	**164**	**207**	**452**	**210**	**48**	**126**	**843**
	84%di	***83%***	***84%***	***78%***	***76%***	**85%d**	**87%d**	**89%zcd**	**87%i**	***80%***	***82%***	**87%i**	***82%***	**89%zlo**	***83%***	***80%***	***84%***
Dissatisfied	**90**	**36**	**54**	**14**	**21**	**29**	**12**	**15**	**17**	**35**	**20**	**18**	**52**	**17**	**7**	**14**	**88**
	9%	***7%***	***11%***	***10%***	***12%***	***8%***	***8%***	***7%***	***7%***	***11%***	***10%***	***8%***	***9%***	***7%***	***12%***	***9%***	***9%***
Net Satisfied	**746**	**367**	**379**	**98**	**106**	**268**	**113**	**162**	**200**	**213**	**144**	**189**	**400**	**192**	**41**	**113**	**755**
	75%di	***76%***	***74%***	***68%***	***63%***	**77%d**	**79%d**	**82%zcd**	**80%zij**	***68%***	***72%***	**79%i**	***73%***	**82%zlno**	***70%***	***72%***	***75%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 39

Q7. Now thinking about the last time you visited your local doctor or GP, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Very satisfied	**442**	61	62	315	4	116	201	125	26	133	19	128	63	13	361	3	250	192	410	32	304	126	454
	44%abms	*36%*	*35%*	**49%zab**	*40%*	**53%zfg**	*42%*	*41%*	*50%*	*45%*	*49%*	**51%z**	**40%m**	*17%*	**48%zlm**	*28%*	*47%*	*41%*	**46%zs**	*31%*	**47%z**	*42%*	*45%*
Fairly satisfied	**394**	80	68	240	6	78	184	132	20	117	11	89	80	41	264	6	190	204	356	38	255	115	389
	39%np	**46%zc**	*38%*	*38%*	*60%*	*35%*	*39%*	*43%*	*39%*	*40%*	*30%*	*36%*	**50%zn**	**53%zn**	*35%*	*51%*	*36%*	**44%zp**	*40%*	*37%*	*39%*	*38%*	*39%*
Neither satisfied or dissatisfied	**52**	11	16	25	-	5	34	13	1	13	2	5	9	10	31	2	27	25	43	9	35	15	50
	5%cekn	*7%*	**9%zc**	*4%*	-	*2%*	**7%ze**	*4%*	*3%*	*4%*	*6%*	*2%*	*6%*	**13%zn**	*4%*	*20%*	*5%*	*5%*	*5%*	*8%*	*5%*	*5%*	*5%*
Fairly dissatisfied	**67**	12	18	37	-	13	34	20	2	20	6	17	5	5	57	-	46	21	61	7	30	36	65
	7%lqt	*7%*	**10%c**	*6%*	-	*6%*	*7%*	*7%*	*4%*	*7%*	**15%z**	*7%*	*3%*	*6%*	**8%l**	-	**9%zq**	*4%*	*7%*	*6%*	*5%*	**12%zt**	*6%*
Very dissatisfied	**23**	7	6	10	-	7	7	8	1	3	-	8	2	-	20	-	14	9	19	4	11	9	23
	2%c	*4%*	*3%*	*2%*	-	*3%*	*2%*	*3%*	*2%*	*1%*	-	*3%*	*2%*	-	*3%*	-	*3%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*
Not applicable/haven't been	**14**	1	6	7	-	1	8	5	1	3	-	1	-	6	8	-	3	10	3	10	11	1	12
	1%pr	*1%*	**3%z**	*1%*	-	*	*2%*	*1%*	*2%*	*1%*	-	*	-	**7%zln**	*1%*	-	*1%*	**2%p**	*	**10%zr**	*2%*	*	*1%*
None/Don't know	**9**	-	3	6	-	1	6	2	-	4	-	2	-	2	7	-	2	6	5	4	4	1	8
	1%r	-	*1%*	*1%*	-	*	*1%*	*1%*	-	*1%*	-	*1%*	-	**3%l**	*1%*	-	*	*1%*	*1%*	**4%zr**	*1%*	*	*1%*
Satisfied	**836**	**141**	**130**	**555**	**10**	**194**	**386**	**257**	**47**	**249**	**30**	**217**	**143**	**55**	**625**	**9**	**440**	**397**	**766**	**70**	**560**	**241**	**843**
	84%bmsu	***82%***	***73%***	**87%zb**	***100%***	**88%zf**	***81%***	***84%***	***89%***	***85%***	***79%***	***87%***	**90%zm**	***71%***	**84%m**	***80%***	***83%***	***85%***	**85%zs**	***67%***	**86%zu**	***79%***	***84%***
Dissatisfied	**90**	**19**	**24**	**47**	**-**	**20**	**41**	**29**	**3**	**23**	**6**	**24**	**7**	**5**	**77**	**-**	**61**	**30**	**79**	**11**	**41**	**46**	**88**
	9%clqt	***11%***	**14%zc**	***7%***	**-**	***9%***	***9%***	***9%***	***6%***	***8%***	***15%***	***10%***	***5%***	***6%***	**10%zl**	**-**	**11%zq**	***6%***	***9%***	***10%***	***6%***	**15%zt**	***9%***
Net Satisfied	**746**	**122**	**106**	**508**	**10**	**174**	**344**	**228**	**43**	**226**	**24**	**193**	**136**	**50**	**548**	**9**	**379**	**367**	**687**	**60**	**518**	**196**	**755**
	75%bmpsu	**71%b**	***60%***	**79%zab**	***100%***	***79%***	***72%***	***75%***	**83%j**	***77%***	***64%***	***77%***	**85%zmn**	***65%***	***73%***	***80%***	***71%***	**78%zp**	**77%zs**	***57%***	**80%zu**	***64%***	***75%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 40

Q7. Now thinking about the last time you visited your local doctor or GP, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Very satisfied	442	41	65	33	26	66	79	48	47	39	344	49	149	142	138	454
	44%ck	47%c	59%zchi	22%	50%c	49%c	49%c	47%c	44%c	39%c	49%zk	29%	44%	47%	42%	45%
Fairly satisfied	394	31	34	80	21	51	63	39	36	40	277	66	134	118	130	389
	39%b	35%	31%	54%zabefghi	42%	37%	39%	38%	34%	40%	39%	40%	39%	39%	40%	39%
Neither satisfied or dissatisfied	52	1	4	18	1	8	6	5	4	5	29	15	21	14	14	50
	5%j	1%	4%	12%zabdfh	2%	6%	4%	5%	3%	5%	4%	9%zj	6%	5%	4%	5%
Fairly dissatisfied	67	10	4	11	2	5	9	6	12	9	30	24	20	18	29	65
	7%j	11%e	4%	7%	3%	4%	5%	6%	11%be	9%	4%	14%zj	6%	6%	9%	6%
Very dissatisfied	23	3	1	2	-	4	4	4	2	3	5	12	7	6	10	23
	2%j	4%	1%	1%	-	3%	2%	3%	2%	3%	1%	7%zj	2%	2%	3%	2%
Not applicable/haven't been	14	1	-	3	1	2	2	-	3	1	11	1	7	4	2	12
	1%	1%	-	2%	2%	2%	1%	-	2%	1%	2%	1%	2%	1%	1%	1%
None/Don't know	9	-	1	1	-	-	-	1	3	3	6	-	1	1	5	8
	1%	-	1%	1%	-	-	-	1%	3%zf	3%f	1%	-	*	*	2%	1%
Satisfied	836	71	99	113	47	117	141	86	83	79	621	115	283	259	268	843
	84%ck	83%	90%zchi	76%	92%chi	86%c	87%c	85%	78%	79%	89%zk	69%	83%	86%	82%	84%
Dissatisfied	90	13	5	13	2	9	13	9	14	12	35	37	28	24	38	88
	9%j	15%bd	5%	9%	3%	7%	8%	9%	13%bd	12%	5%	22%zj	8%	8%	12%z	9%
Net Satisfied	746	58	93	100	46	108	129	77	68	67	586	79	255	235	229	755
	75%chkn	68%	86%zachi	67%	89%zacghi	79%chi	79%achi	75%	65%	67%	84%zk	47%	75%	78%n	70%	75%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 41

Q7. Now thinking about the last time you visited your local doctor or GP, overall, how satisfied or dissatisfied were you with this last visit as a patient?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Very satisfied	**442**	364	89	185	92	101	150	34	75	18	133	168	84	181	131	17	74	360	454
	44%	**47%zdh**	*47%*	**49%zdh**	*40%*	**55%zadh**	**50%zdh**	**61%zadh**	*40%*	*42%*	*48%*	*43%*	*42%*	*48%*	**54%z**	*38%*	*43%*	*44%*	*45%*
Fairly satisfied	**394**	308	69	129	89	61	100	14	77	14	112	145	89	127	76	21	69	319	389
	39%cfgmn	**40%cefg**	*36%*	*34%*	*39%*	*33%*	*33%*	*26%*	**41%fg**	*34%*	*40%*	*37%*	**45%m**	*34%*	*31%*	**48%n**	*39%*	*39%*	*39%*
Neither satisfied or dissatisfied	**52**	30	9	16	17	6	13	1	7	-	11	22	12	24	11	2	12	40	50
	5%a	*4%*	*5%*	*4%*	**7%acef**	*3%*	*4%*	*2%*	*4%*	-	*4%*	*6%*	*6%*	*6%*	*4%*	*5%*	*7%*	*5%*	*5%*
Fairly dissatisfied	**67**	53	21	31	23	11	24	7	20	5	12	37	5	36	20	3	13	53	65
	7%l	*7%*	**11%za**	*8%*	**10%za**	*6%*	*8%*	*12%*	**11%za**	*13%*	*4%*	**10%zj**	*2%*	**10%zl**	*8%*	*7%*	*7%*	*7%*	*6%*
Very dissatisfied	**23**	15	3	11	6	3	10	-	5	4	2	14	2	9	3	1	4	19	23
	2%j	*2%*	*2%*	*3%*	*3%*	*1%*	**3%a**	-	*3%*	**8%zabcdeg**	*1%*	**4%zj**	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Not applicable/haven't been	**14**	-	-	2	2	-	1	-	1	1	6	5	6	-	2	-	1	12	12
	1%am	-	-	**1%a**	**1%a**	-	*	-	**1%a**	**3%abe**	*2%*	*1%*	**3%zm**	-	*1%*	-	*1%*	*2%*	*1%*
None/Don't know	**9**	2	-	1	1	1	2	-	1	-	2	2	2	1	1	-	1	8	8
	1%a	*	-	*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*
Satisfied	**836**	**672**	**158**	**314**	**180**	**162**	**250**	**49**	**153**	**32**	**244**	**313**	**174**	**309**	**207**	**38**	**143**	**679**	**843**
	84%dk	**87%zcdfhi**	***83%***	**84%d**	***78%***	**88%dfhi**	***83%***	***87%***	***81%***	***76%***	**88%zk**	***80%***	***87%***	***81%***	***85%***	***86%***	***82%***	***84%***	***84%***
Dissatisfied	**90**	**67**	**24**	**42**	**29**	**14**	**34**	**7**	**26**	**9**	**14**	**51**	**7**	**45**	**22**	**4**	**17**	**72**	**88**
	9%jl	***9%***	**13%a**	**11%a**	**13%zae**	***8%***	***11%***	***12%***	**14%zae**	**21%zace**	***5%***	**13%zj**	***3%***	**12%zl**	***9%***	***9%***	***10%***	***9%***	***9%***
Net Satisfied	**746**	**605**	**134**	**273**	**151**	**148**	**216**	**42**	**127**	**23**	**230**	**261**	**167**	**263**	**185**	**34**	**126**	**607**	**755**
	75%dhikm	**78%zbcdfhi**	**70%i**	**73%di**	***66%***	**81%zbcdfhi**	**72%i**	**75%i**	***68%***	***55%***	**83%zk**	***66%***	**83%zm**	***69%***	***76%***	***77%***	***72%***	***75%***	***75%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 42

Q8. In which, if any, of the following ways have you consulted your GP in the last year? By consulted your GP, I mean sought advice from them about a health related matter.

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Face to face	**869**	403	466	116	145	307	121	180	221	267	161	220	463	214	52	140	874
	87%ajl	*83%*	**90%za**	*81%*	*86%*	*88%*	*85%*	**91%zc**	**89%j**	*86%*	*80%*	**92%zij**	*84%*	**91%zl**	*90%*	*89%*	*87%*
Telephone (not including NHS Direct)	**243**	81	162	30	48	99	29	36	65	86	42	49	145	49	10	38	245
	24%ag	*17%*	**31%za**	*21%*	**29%g**	**28%zfg**	*20%*	*18%*	*26%*	*28%*	*21%*	*21%*	*26%*	*21%*	*17%*	*25%*	*24%*
Email	**16**	8	9	4	5	5	3	1	4	11	-	1	14	2	-	1	15
	2%	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*	*2%*	**4%zjk**	-	*	*2%*	*1%*	-	*1%*	*1%*
A voice or video call on the internet using a microphone or webcam (e.g. using Skype)	**2**	2	-	1	-	1	-	-	-	1	-	1	2	-	-	-	2
	*****	*	-	*1%*	-	*	-	-	-	*	-	*	*	-	-	-	*
Other	**2**	2	-	-	-	-	-	2	1	1	-	-	-	2	-	-	2
	*****	*	-	-	-	-	-	**1%z**	*	*	-	-	-	**1%l**	-	-	*
None	**95**	67	29	16	17	31	18	12	23	27	33	12	67	15	3	10	92
	10%bgkm	**14%zb**	*6%*	*12%*	*10%*	*9%*	**13%g**	*6%*	*9%*	*9%*	**16%zhik**	*5%*	**12%zmo**	*6%*	*5%*	*7%*	*9%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 43

Q8. In which, if any, of the following ways have you consulted your GP in the last year? By consulted your GP, I mean sought advice from them about a health related matter.

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Face to face	**869**	150	148	563	8	200	396	273	48	249	34	220	140	64	649	10	491	378	830	39	574	257	874
	87%fqs	*87%*	*83%*	*88%*	*80%*	**90%f**	*83%*	**90%f**	*92%*	*85%*	*87%*	*88%*	*88%*	*82%*	*87%*	*90%*	**92%zq**	*81%*	**93%zs**	*37%*	*88%*	*85%*	*87%*
Telephone (not including NHS Direct)	**243**	48	49	145	1	45	115	83	12	83	8	69	49	9	182	1	155	88	235	8	156	80	245
	24%mqs	*28%*	*27%*	*23%*	*10%*	*20%*	*24%*	*27%*	*23%*	*28%*	*22%*	*27%*	**31%zm**	*11%*	**24%m**	*11%*	**29%zq**	*19%*	**26%zs**	*8%*	*24%*	*26%*	*24%*
Email	**16**	4	2	10	-	2	13	2	-	6	-	1	5	1	10	-	8	8	12	4	13	3	15
	2%r	*2%*	*1%*	*2%*	-	*1%*	**3%z**	*1%*	-	*2%*	-	*	*3%*	*1%*	*1%*	-	*1%*	*2%*	*1%*	*4%*	*2%*	*1%*	*1%*
A voice or video call on the internet using a microphone or webcam (e.g. using Skype)	**2**	-	2	-	-	-	1	1	1	-	-	-	-	-	2	-	-	2	1	1	1	1	2
	***r**	-	**1%zc**	-	-	-	*	*	**3%zik**	-	-	-	-	-	*	-	-	*	*	**1%zr**	*	*	*
Other	**2**	-	-	2	-	2	-	-	-	1	-	-	-	-	2	-	2	-	2	-	1	-	2
	*****	-	-	*	-	**1%z**	-	-	-	*	-	-	-	-	*	-	*	-	*	-	*	-	*
None	**95**	13	19	62	1	15	57	23	1	31	3	19	16	9	69	1	25	70	39	56	54	34	92
	10%hpr	*8%*	*11%*	*10%*	*10%*	*7%*	**12%ze**	*8%*	*2%*	**11%h**	*7%*	*8%*	*10%*	*12%*	*9%*	*10%*	*5%*	**15%zp**	*4%*	**54%zr**	*8%*	*11%*	*9%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 44

Q8. In which, if any, of the following ways have you consulted your GP in the last year? By consulted your GP, I mean sought advice from them about a health related matter.

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Face to face	**869**	77	98	127	46	123	139	85	92	81	614	155	300	252	295	874
	87%	*89%*	*90%*	*86%*	*91%*	*90%*	*86%*	*83%*	*87%*	*81%*	*87%*	**92%z**	*88%*	*83%*	**90%zm**	*87%*
Telephone (not including NHS Direct)	**243**	16	29	33	13	39	38	36	13	26	171	45	95	66	78	245
	24%h	*19%*	**27%h**	*22%*	*25%*	**29%h**	**23%h**	**35%zacfh**	*13%*	**26%h**	*24%*	*27%*	*28%*	*22%*	*24%*	*24%*
Email	**16**	-	1	1	1	4	2	1	-	6	13	2	7	4	4	15
	2%	-	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	-	**6%zabch**	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
A voice or video call on the internet using a microphone or webcam (e.g. using Skype)	**2**	-	1	-	-	-	-	-	-	1	2	-	1	-	1	2
	*****	-	*1%*	-	-	-	-	-	-	**1%z**	*	-	*	-	*	*
Other	**2**	-	2	-	-	-	-	-	-	-	2	-	1	-	1	2
	*****	-	**1%z**	-	-	-	-	-	-	-	*	-	*	-	*	*
None	**95**	7	9	12	4	11	18	14	9	10	62	8	29	35	24	92
	10%k	*9%*	*8%*	*8%*	*7%*	*8%*	*11%*	*14%*	*9%*	*10%*	*9%*	*5%*	*8%*	*12%*	*7%*	*9%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 45

Q8. In which, if any, of the following ways have you consulted your GP in the last year? By consulted your GP, I mean sought advice from them about a health related matter.

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Face to face	**869**	740	185	354	205	175	284	54	173	38	239	350	172	341	211	43	151	703	874
	87%	**96%zdh**	**96%zdhi**	**94%zd**	*89%*	**96%zd**	**95%zd**	**97%z**	**92%z**	*90%*	*86%*	*89%*	*86%*	**90%z**	*86%*	**97%zn**	*86%*	*87%*	*87%*
Telephone (not including NHS Direct)	**243**	218	59	122	77	82	101	29	71	17	66	107	50	100	63	17	51	190	245
	24%	**28%z**	**31%z**	**32%za**	**33%z**	**45%zabcdf**	**34%za**	**51%zabcdf**	**38%za**	**41%z**	*24%*	*27%*	*25%*	*26%*	*26%*	**38%z**	*29%*	*24%*	*24%*
Email	**16**	11	2	5	4	6	4	1	2	-	8	4	4	4	2	-	8	8	15
	2%q	*1%*	*1%*	*1%*	*2%*	**3%a**	*1%*	*2%*	*1%*	-	*3%*	*1%*	*2%*	*1%*	*1%*	-	**4%zq**	*1%*	*1%*
A voice or video call on the internet using a microphone or webcam (e.g. using Skype)	**2**	1	-	-	-	-	1	-	-	-	1	1	-	1	1	-	-	2	2
	*****	*	-	-	-	-	*	-	-	-	*	*	-	*	*1%*	-	-	*	*
Other	**2**	2	2	2	1	1	2	1	-	-	-	1	-	1	1	-	-	2	2
	*****	*	**1%z**	*	*	*	*1%*	**1%z**	-	-	-	*	-	*	*	-	-	*	*
None	**95**	16	2	8	18	3	11	2	7	3	27	26	19	28	15	1	15	79	92
	10%abcefhkn	*2%*	*1%*	*2%*	**8%abcef**	*2%*	**4%a**	*3%*	*3%*	**6%b**	*10%*	*7%*	*10%*	*7%*	*6%*	*3%*	*9%*	*10%*	*9%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 46

Q9.a If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By telephone (not including NHS Direct) -

Base : All respondents who have not consulted their GP by telephone in the last year

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	756	394	362	97	112	235	133	179	183	218	159	196	372	213	50	121	756
Weighted Total	758	405	354	113*	119	250	114	161	184	225	159	190	406	186	48*	119	756
Very likely	225	115	110	29	31	85	42	39	58	65	47	56	135	49	9	32	227
	30%g	28%	31%	26%	26%	34%g	37%zg	24%	32%	29%	30%	29%	33%zn	26%	18%	27%	30%
Fairly likely	296	144	152	39	54	105	33	66	80	86	60	71	154	73	23	45	293
	39%af	36%	43%za	34%	45%f	42%f	29%	41%f	43%	38%	38%	37%	38%	39%	48%	38%	39%
Not very likely	108	64	44	22	19	30	16	22	20	43	21	23	58	26	7	16	107
	14%	16%	12%	19%	16%	12%	14%	14%	11%	19%zh	13%	12%	14%	14%	15%	14%	14%
Not at all likely	118	73	44	20	14	30	21	32	25	27	28	38	54	35	9	20	118
	15%b	18%zb	13%	18%	12%	12%	19%	20%e	13%	12%	17%	20%zi	13%	19%	18%	17%	16%
Don't know/ No opinion	11	8	3	4	2	1	2	3	1	5	3	2	4	3	-	4	11
	1%	2%	1%	3%	2%	*	2%	2%	*	2%	2%	1%	1%	1%	-	4%zl	1%
Likely	522	259	263	68	85	190	75	104	138	151	107	126	289	123	32	78	520
	69%ac	64%	74%za	60%	71%	76%zcfg	66%	65%	75%z	67%	67%	66%	71%	66%	66%	66%	69%
Not likely	225	137	88	42	33	60	37	54	45	70	49	61	112	61	16	36	225
	30%be	34%zb	25%	37%e	27%	24%	32%	34%e	24%	31%	31%	32%	28%	33%	34%	31%	30%
Net likely	296	122	175	26	52	130	38	50	93	81	58	65	177	62	16	41	295
	39%acgm	30%	49%za	23%	44%cg	52%zcfg	33%	31%	51%zijk	36%	36%	34%	44%zm	33%	33%	35%	39%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 47

Q9.a If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By telephone (not including NHS Direct) -

Base : All respondents who have not consulted their GP by telephone in the last year

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**756**	125	122	500	9	198	349	209	39	206	28	185	110	65	567	9	385	371	664	92	491	226	756
Weighted Total	**758**	125	129	495	9**	177	360	222	40*	209	30**	181	110	69*	565	10**	378	380	662	96*	496	224	756
Very likely	**225**	36	45	143	1	47	101	78	12	66	10	60	43	18	161	1	121	104	199	26	157	58	227
	30%	29%	35%	29%	12%	26%	28%	35%	29%	31%	33%	33%	**39%zn**	26%	29%	12%	32%	27%	30%	27%	32%	26%	30%
Fairly likely	**296**	52	45	197	3	72	142	83	14	95	12	68	27	23	241	4	143	153	259	38	192	91	293
	39%l	41%	35%	40%	32%	41%	39%	37%	34%	**45%z**	39%	37%	25%	33%	**43%zl**	45%	38%	40%	39%	39%	39%	41%	39%
Not very likely	**108**	18	21	67	2	19	62	26	3	26	4	25	16	8	83	1	49	58	92	16	74	29	107
	14%	14%	16%	14%	26%	11%	**17%ze**	12%	8%	12%	14%	14%	14%	12%	15%	11%	13%	15%	14%	16%	15%	13%	14%
Not at all likely	**118**	18	18	79	3	37	46	35	10	19	3	27	22	17	74	3	61	56	105	12	66	45	118
	15%fint	14%	14%	16%	31%	**21%zf**	13%	16%	**24%i**	9%	10%	**15%i**	**20%n**	**25%zn**	13%	32%	16%	15%	16%	13%	13%	**20%zt**	16%
Don't know/ No opinion	**11**	1	1	9	-	3	9	-	2	4	1	2	2	3	6	-	3	8	7	5	7	1	11
	1%r	1%	1%	2%	-	2%	**2%g**	-	5%	2%	4%	1%	2%	**5%zn**	1%	-	1%	2%	1%	**5%zr**	1%	*	1%
Likely	**522**	**88**	**90**	**340**	**4**	**118**	**243**	**161**	**26**	**161**	**22**	**127**	**70**	**40**	**403**	**5**	**265**	**257**	**458**	**64**	**349**	**149**	**520**
	69%	***71%***	***70%***	***69%***	***43%***	***67%***	***68%***	***72%***	***63%***	**77%z**	***72%***	***70%***	***63%***	***58%***	**71%zm**	***56%***	***70%***	***68%***	***69%***	***66%***	***70%***	***67%***	***69%***
Not likely	**225**	**36**	**38**	**146**	**5**	**56**	**108**	**61**	**13**	**45**	**7**	**52**	**38**	**26**	**157**	**4**	**111**	**115**	**197**	**28**	**140**	**74**	**225**
	30%in	***29%***	***30%***	***30%***	***57%***	***32%***	***30%***	***28%***	***32%***	***21%***	***25%***	**29%i**	***35%***	***37%***	***28%***	***44%***	***29%***	***30%***	***30%***	***29%***	***28%***	***33%***	***30%***
Net likely	**296**	**53**	**51**	**194**	**-1**	**62**	**135**	**99**	**13**	**116**	**14**	**76**	**32**	**15**	**246**	**1**	**154**	**142**	**261**	**36**	**209**	**75**	**295**
	39%lmu	***42%***	***40%***	***39%***	***-14%***	***35%***	***37%***	***45%***	***32%***	**55%zhk**	***47%***	***42%***	***29%***	***21%***	**44%zlm**	***13%***	***41%***	***37%***	***39%***	***37%***	**42%zu**	***34%***	***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 48

Q9.a If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By telephone (not including NHS Direct) -

Base : All respondents who have not consulted their GP by telephone in the last year

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	756	71	92	112	42	99	117	69	87	67	530	123	247	231	250	756
Weighted Total	758	70*	80*	116	38*	97*	124	66*	93*	74*	531	123	246	236	249	756
Very likely	225	28	21	32	21	25	33	26	17	22	168	32	70	68	74	227
	30%h	41%zefh	27%	28%	54%zbcefhi	26%	26%	39%h	18%	30%	32%	26%	29%	29%	30%	30%
Fairly likely	296	21	34	53	11	34	53	19	40	32	203	53	105	81	104	293
	39%	29%	43%	46%ag	28%	35%	42%	29%	43%	43%	38%	43%	43%	35%	42%	39%
Not very likely	108	7	14	19	3	11	27	13	9	6	70	20	28	36	38	107
	14%	10%	17%	17%	8%	11%	22%zaehi	19%	10%	8%	13%	17%	11%	15%	15%	14%
Not at all likely	118	12	11	10	4	25	11	9	26	11	80	17	38	45	31	118
	15%cf	18%	14%	8%	9%	26%zbcdf	9%	13%	28%zbcdfg	15%	15%	14%	15%	19%n	12%	16%
Don't know/ No opinion	11	2	-	2	-	2	1	-	1	3	10	1	4	4	2	11
	1%	2%	-	2%	-	2%	1%	-	1%	5%z	2%	1%	2%	2%	1%	1%
Likely	522	49	55	85	32	59	85	45	57	54	371	85	176	150	178	520
	69%m	70%	69%	73%	83%zeh	61%	69%	68%	62%	73%	70%	69%	72%	63%	71%	69%
Not likely	225	19	25	29	7	36	38	21	34	17	150	37	66	82	69	225
	30%	28%	31%	25%	17%	37%d	31%	32%	37%d	22%	28%	30%	27%	35%	28%	30%
Net likely	296	30	31	56	25	23	47	24	23	38	221	48	110	68	109	295
	39%ehm	42%eh	38%eh	48%zeh	66%zabefgh	24%	38%eh	36%	25%	51%zeh	42%z	39%	45%zm	29%	44%m	39%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 49

Q9.a If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By telephone (not including NHS Direct) -

Base : All respondents who have not consulted their GP by telephone in the last year

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**756**	559	135	265	151	99	199	28	113	26	203	295	150	283	185	27	120	621	756
Weighted Total	**758**	555	133	254	154	101*	199	28**	117	25**	210	286	151	280	181	27**	124	620	756
Very likely	**225**	168	44	87	54	41	60	7	32	7	65	82	42	85	52	4	39	183	227
	30%	*30%*	*33%*	*34%*	*35%*	**41%zafh**	*30%*	*24%*	*27%*	*27%*	*31%*	*29%*	*28%*	*31%*	*29%*	*14%*	*31%*	*29%*	*30%*
Fairly likely	**296**	222	51	95	61	37	86	12	51	10	79	115	65	113	69	20	53	237	293
	39%	*40%*	*38%*	*37%*	*40%*	*36%*	*43%*	*45%*	*44%*	*40%*	*38%*	*40%*	*43%*	*41%*	*38%*	*72%*	*43%*	*38%*	*39%*
Not very likely	**108**	76	16	29	21	14	25	5	17	4	28	41	19	39	31	1	23	81	107
	14%	*14%*	*12%*	*12%*	*13%*	*13%*	*12%*	*17%*	*15%*	*15%*	*13%*	*14%*	*13%*	*14%*	*17%*	*4%*	*18%*	*13%*	*14%*
Not at all likely	**118**	84	20	40	18	10	27	4	17	5	33	45	23	39	28	3	7	110	118
	15%p	*15%*	*15%*	*16%*	*12%*	*10%*	*13%*	*14%*	*14%*	*18%*	*15%*	*16%*	*15%*	*14%*	*15%*	*10%*	*6%*	**18%zp**	*16%*
Don't know/ No opinion	**11**	5	2	2	-	-	2	-	-	-	5	3	2	4	2	-	2	8	11
	1%a	*1%*	*1%*	*1%*	-	-	*1%*	-	-	-	*3%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*
Likely	**522**	**390**	**95**	**182**	**115**	**78**	**146**	**19**	**83**	**16**	**145**	**197**	**107**	**199**	**121**	**23**	**92**	**420**	**520**
	69%	***70%***	***72%***	***72%***	***75%***	***77%***	***73%***	***68%***	***71%***	***67%***	***69%***	***69%***	***71%***	***71%***	***67%***	***86%***	***74%***	***68%***	***69%***
Not likely	**225**	**160**	**36**	**70**	**39**	**24**	**51**	**9**	**34**	**8**	**60**	**86**	**42**	**77**	**58**	**4**	**30**	**192**	**225**
	30%	***29%***	***27%***	***27%***	***25%***	***23%***	***26%***	***32%***	***29%***	***33%***	***29%***	***30%***	***28%***	***28%***	***32%***	***14%***	***24%***	***31%***	***30%***
Net likely	**296**	**230**	**59**	**112**	**76**	**54**	**95**	**10**	**49**	**8**	**84**	**111**	**65**	**122**	**63**	**19**	**62**	**228**	**295**
	39%q	**41%z**	***45%***	**44%z**	**49%za**	**53%zah**	**47%za**	***37%***	***42%***	***34%***	***40%***	***39%***	***43%***	***43%***	***35%***	***71%***	**50%zq**	***37%***	***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 50

Q9.b If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By email -

Base : All respondents who have not consulted their GP by email in the last year

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**986**	467	519	120	154	327	166	219	243	296	201	246	496	268	61	161	986
Weighted Total	**985**	478	507	140	163	345	140	197	245	301	201	238	537	233	58*	156	986
Very likely	**107**	42	64	6	26	55	13	6	50	34	16	7	83	9	3	12	105
	11%cgkm	*9%*	*13%*	*4%*	**16%zcg**	**16%zcg**	**10%g**	*3%*	**20%zijk**	**11%k**	**8%k**	*3%*	**15%zmno**	*4%*	*4%*	*8%*	*11%*
Fairly likely	**156**	70	86	25	25	71	19	16	50	52	26	27	106	22	5	23	151
	16%gkm	*15%*	*17%*	**18%g**	**15%g**	**21%zg**	*14%*	*8%*	**20%zjk**	*17%*	*13%*	*11%*	**20%zmn**	*9%*	*9%*	*15%*	*15%*
Not very likely	**206**	112	94	47	42	73	23	21	45	70	45	46	123	29	13	40	200
	21%bgm	*23%*	*18%*	**33%zefg**	**26%fg**	**21%g**	*16%*	*11%*	*18%*	*23%*	*22%*	*19%*	**23%m**	*13%*	**23%m**	**26%m**	*20%*
Not at all likely	**507**	251	256	61	70	144	84	148	99	143	113	152	225	167	37	78	520
	51%dehl	*52%*	*51%*	*44%*	*43%*	*42%*	**60%zcde**	**75%zcdef**	*40%*	*48%*	**56%h**	**64%zhi**	*42%*	**71%zlo**	**64%zl**	*50%*	*53%*
Don't know/ No opinion	**10**	3	7	1	-	2	1	6	1	2	1	6	1	6	-	2	10
	1%l	*1%*	*1%*	*1%*	-	*1%*	*1%*	**3%zde**	*	*1%*	*	**2%zh**	*	**3%zl**	-	*1%*	*1%*
Likely	**263**	**113**	**150**	**31**	**51**	**126**	**33**	**23**	**100**	**86**	**43**	**34**	**189**	**31**	**8**	**35**	**256**
	27%agjkmn	***24%***	**30%za**	**22%g**	**31%g**	**36%zcfg**	**23%g**	***11%***	**41%zijk**	**29%k**	***21%***	***14%***	**35%zmno**	***13%***	***13%***	**23%m**	***26%***
Not likely	**712**	**363**	**350**	**107**	**112**	**217**	**107**	**169**	**144**	**213**	**158**	**198**	**347**	**196**	**51**	**119**	**720**
	72%behl	**76%zb**	***69%***	**77%e**	***69%***	***63%***	**76%e**	**86%zcdef**	***59%***	**71%h**	**78%zh**	**83%zhi**	***65%***	**84%zlo**	**87%zl**	**76%l**	***73%***
Net likely	**-450**	**-250**	**-200**	**-77**	**-62**	**-91**	**-74**	**-147**	**-44**	**-127**	**-115**	**-164**	**-158**	**-165**	**-43**	**-83**	**-464**
	-46%	***-52%***	***-39%***	***-55%***	***-38%***	***-26%***	***-53%***	***-74%***	***-18%***	***-42%***	***-57%***	***-69%***	***-30%***	***-71%***	***-74%***	***-53%***	***-47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 51

Q9.b If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By email -

Base : All respondents who have not consulted their GP by email in the last year

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**986**	170	167	639	10	247	450	289	51	284	36	253	156	73	741	10	536	450	890	96	635	305	986
Weighted Total	**985**	169	176	630	10**	220	462	303	52*	287	38*	248	154	77*	738	11**	525	460	884	100*	639	300	986
Very likely	**107**	8	24	75	-	8	56	43	10	44	6	35	16	7	82	1	59	48	98	9	62	37	105
	11%ae	*5%*	**14%a**	**12%a**	-	*4%*	**12%e**	**14%ze**	*18%*	**15%z**	*16%*	*14%*	*11%*	*9%*	*11%*	*11%*	*11%*	*10%*	*11%*	*8%*	*10%*	*12%*	*11%*
Fairly likely	**156**	21	28	106	1	20	83	53	9	44	10	40	25	16	111	1	80	76	143	13	111	37	151
	16%eu	*13%*	*16%*	*17%*	*10%*	*9%*	**18%e**	**17%e**	*17%*	*15%*	*26%*	*16%*	*16%*	*21%*	*15%*	*10%*	*15%*	*17%*	*16%*	*13%*	*17%*	*12%*	*15%*
Not very likely	**206**	39	41	121	4	23	108	75	8	69	3	47	26	18	160	1	105	100	181	25	154	46	200
	21%eu	*23%*	*23%*	*19%*	*40%*	*10%*	**23%e**	**25%e**	*15%*	**24%j**	*8%*	*19%*	*17%*	*23%*	*22%*	*10%*	*20%*	*22%*	*20%*	*25%*	**24%zu**	*15%*	*20%*
Not at all likely	**507**	100	82	320	5	163	212	132	25	127	19	126	85	35	376	7	279	228	455	52	306	178	520
	51%fgit	**59%zb**	*47%*	*51%*	*50%*	**74%zfg**	*46%*	*44%*	*48%*	*44%*	*49%*	*51%*	*55%*	*46%*	*51%*	*68%*	*53%*	*50%*	*51%*	*52%*	*48%*	**59%zt**	*53%*
Don't know/ No opinion	**10**	1	1	8	-	6	2	1	1	2	-	-	1	-	8	-	2	8	7	2	7	2	10
	1%p	*1%*	*1%*	*1%*	-	**3%zfg**	*	*	**2%k**	*1%*	-	-	*1%*	-	*1%*	-	*	**2%p**	*1%*	*2%*	*1%*	*1%*	*1%*
Likely	**263**	**29**	**52**	**180**	**1**	**27**	**140**	**96**	**18**	**88**	**16**	**75**	**41**	**24**	**193**	**2**	**139**	**124**	**241**	**21**	**173**	**74**	**256**
	27%ae	***17%***	**30%a**	**29%a**	***10%***	***12%***	**30%ze**	**32%ze**	***35%***	***31%***	**42%z**	***30%***	***27%***	***31%***	***26%***	***21%***	***26%***	***27%***	***27%***	***21%***	***27%***	***25%***	***26%***
Not likely	**712**	**139**	**123**	**441**	**9**	**186**	**320**	**207**	**33**	**197**	**22**	**173**	**111**	**53**	**536**	**9**	**384**	**328**	**636**	**77**	**459**	**224**	**720**
	72%cj	**82%zbc**	***70%***	***70%***	***90%***	**85%zfg**	***69%***	***68%***	***63%***	***69%***	***58%***	***70%***	***72%***	***69%***	***73%***	***79%***	***73%***	***71%***	***72%***	***76%***	***72%***	***75%***	***73%***
Net likely	**-450**	**-110**	**-70**	**-261**	**-8**	**-159**	**-180**	**-111**	**-15**	**-109**	**-6**	**-98**	**-70**	**-29**	**-342**	**-6**	**-245**	**-205**	**-394**	**-55**	**-286**	**-149**	**-464**
	-46%	***-65%***	***-40%***	***-41%***	***-80%***	***-72%***	***-39%***	***-37%***	***-28%***	***-38%***	***-15%***	***-39%***	***-45%***	***-38%***	***-46%***	***-57%***	***-47%***	***-45%***	***-45%***	***-55%***	***-45%***	***-50%***	***-47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 52

Q9.b If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By email -

Base : All respondents who have not consulted their GP by email in the last year

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**986**	88	125	142	54	135	152	106	99	85	691	166	336	294	324	986
Weighted Total	**985**	86*	108	147	50*	132	160	101	106*	94*	689	166	333	297	323	986
Very likely	**107**	5	21	20	6	10	19	8	9	9	72	20	34	32	38	105
	11%	*5%*	**20%zaeghi**	**14%a**	*12%*	*8%*	*12%*	*8%*	*9%*	*9%*	*10%*	*12%*	*10%*	*11%*	*12%*	*11%*
Fairly likely	**156**	12	19	27	5	23	24	11	14	19	111	25	56	45	47	151
	16%	*14%*	*18%*	*19%*	*11%*	*18%*	*15%*	*11%*	*13%*	*20%*	*16%*	*15%*	*17%*	*15%*	*15%*	*15%*
Not very likely	**206**	17	29	49	8	18	31	19	22	15	150	29	67	66	69	200
	21%e	*19%*	**27%e**	**34%zadefghi**	*15%*	*13%*	*19%*	*19%*	*20%*	*15%*	*22%*	*17%*	*20%*	*22%*	*21%*	*20%*
Not at all likely	**507**	51	38	50	31	79	85	63	60	49	350	88	171	152	167	520
	51%bc	**60%bc**	*35%*	*34%*	**62%bc**	**60%zbc**	**53%bc**	**63%zbc**	**57%bc**	**52%bc**	*51%*	*53%*	*51%*	*51%*	*52%*	*53%*
Don't know/ No opinion	**10**	1	1	-	-	3	1	-	1	3	6	3	6	2	2	10
	1%	*1%*	*1%*	-	-	*2%*	*1%*	-	*1%*	**3%zc**	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Likely	**263**	**17**	**41**	**48**	**11**	**33**	**43**	**19**	**23**	**28**	**183**	**45**	**90**	**77**	**85**	**256**
	27%g	***20%***	**38%zaegh**	**32%ag**	***22%***	***25%***	***27%***	***18%***	***22%***	***30%***	***27%***	***27%***	***27%***	***26%***	***26%***	***26%***
Not likely	**712**	**68**	**67**	**99**	**39**	**96**	**116**	**82**	**82**	**63**	**500**	**117**	**237**	**218**	**236**	**720**
	72%b	**79%b**	***62%***	***68%***	**78%b**	***73%***	***72%***	**82%zbci**	**77%b**	***67%***	***73%***	***71%***	***71%***	***73%***	***73%***	***73%***
Net likely	**-450**	**-51**	**-26**	**-52**	**-27**	**-63**	**-73**	**-64**	**-59**	**-35**	**-317**	**-72**	**-148**	**-141**	**-150**	**-464**
	-46%	***-59%***	***-24%***	***-35%***	***-55%***	***-48%***	***-46%***	***-63%***	***-55%***	***-37%***	***-46%***	***-43%***	***-44%***	***-47%***	***-47%***	***-47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 53

Q9.b If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- By email -

Base : All respondents who have not consulted their GP by email in the last year

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**986**	770	194	388	222	172	296	54	180	45	262	399	196	378	247	44	163	807	986
Weighted Total	**985**	762	190	370	227	177	296	55*	186	42*	268	389	196	375	242	44*	167	802	986
Very likely	**107**	89	20	46	24	41	47	18	26	4	35	49	27	43	21	9	39	66	105
	11%q	*12%*	*11%*	*12%*	*11%*	**23%zabcdfhi**	**16%zabd**	**32%zabcdfhi**	*14%*	*8%*	*13%*	*13%*	*14%*	*11%*	*9%*	**20%zn**	**23%zq**	*8%*	*11%*
Fairly likely	**156**	128	28	50	38	36	49	8	32	7	44	63	38	62	25	9	31	124	151
	16%n	**17%c**	*15%*	*13%*	*17%*	**21%c**	*17%*	*14%*	*17%*	*18%*	*16%*	*16%*	*19%*	*16%*	*10%*	*20%*	*18%*	*15%*	*15%*
Not very likely	**206**	150	35	68	54	34	49	12	39	3	62	67	43	68	49	7	36	164	200
	21%fik	**20%i**	**19%i**	**18%i**	**24%cfi**	**19%i**	*17%*	**22%i**	**21%i**	*7%*	*23%*	*17%*	*22%*	*18%*	*20%*	*16%*	*22%*	*20%*	*20%*
Not at all likely	**507**	387	105	205	111	64	148	17	88	28	126	206	88	197	143	18	60	439	520
	51%eglp	**51%eg**	**55%eg**	**55%aegh**	**49%eg**	*36%*	**50%eg**	*30%*	**47%eg**	**67%zadefgh**	*47%*	*53%*	*45%*	*52%*	**59%zo**	*42%*	*36%*	**55%zp**	*53%*
Don't know/ No opinion	**10**	7	1	2	-	1	3	1	1	-	2	5	-	6	3	1	1	9	10
	1%	*1%*	*	*	-	*1%*	*1%*	**2%d**	*	-	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Likely	**263**	**217**	**49**	**96**	**62**	**77**	**96**	**25**	**58**	**11**	**79**	**112**	**65**	**105**	**47**	**18**	**70**	**190**	**256**
	27%nq	**28%z**	***26%***	***26%***	***27%***	**44%zabcdfhi**	**33%zbc**	**46%zabcdfhi**	***31%***	***26%***	***29%***	***29%***	**33%z**	***28%***	***19%***	**40%zn**	**42%zq**	***24%***	***26%***
Not likely	**712**	**538**	**140**	**273**	**165**	**99**	**197**	**29**	**127**	**31**	**188**	**272**	**131**	**265**	**192**	**25**	**97**	**603**	**720**
	72%aefgop	**71%eg**	**74%efg**	**74%efg**	**73%eg**	***56%***	**66%eg**	***52%***	**68%eg**	**74%eg**	***70%***	***70%***	***67%***	***71%***	**79%zo**	***58%***	***58%***	**75%zp**	***73%***
Net likely	**-450**	**-321**	**-92**	**-177**	**-103**	**-22**	**-101**	**-3**	**-69**	**-20**	**-109**	**-160**	**-65**	**-160**	**-146**	**-8**	**-27**	**-413**	**-464**
	-46%	***-42%***	***-48%***	***-48%***	***-45%***	***-12%***	***-34%***	***-6%***	***-37%***	***-48%***	***-41%***	***-41%***	***-33%***	***-43%***	***-60%***	***-17%***	***-16%***	***-51%***	***-47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 54

Q9.c If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- A voice or video call on the internet using a microphone or webcam (e.g. using Skype) -

Base : All respondents who have not consulted their GP by voice or video call on the internet in the last year

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	999	472	527	122	158	330	169	220	247	305	201	246	506	270	61	162	999
Weighted Total	999	483	515	142	167	349	143	198	249	310	201	238	548	235	58*	157	999
Very likely	54	28	26	5	11	27	10	2	24	18	8	4	42	3	1	9	53
	5%gkm	6%	5%	4%	6%g	8%zg	7%g	1%	10%zjk	6%k	4%	2%	8%zm	1%	1%	6%m	5%
Fairly likely	132	64	68	21	23	57	20	11	46	45	18	23	92	18	6	17	128
	13%gjm	13%	13%	15%g	14%g	16%zg	14%g	5%	18%zjk	14%	9%	10%	17%zm	8%	11%	11%	13%
Not very likely	190	102	88	40	44	75	18	13	44	75	33	39	127	16	10	38	180
	19%fgm	21%	17%	28%zfg	26%zfg	22%fg	13%g	7%	18%	24%zjk	16%	16%	23%zm	7%	17%m	24%m	18%
Not at all likely	609	281	328	74	87	185	95	168	131	169	141	168	283	194	41	92	626
	61%cdehil	58%	64%	53%	52%	53%	66%cde	85%zcdef	53%	54%	70%zhi	70%zhi	52%	82%zlno	71%l	58%	63%
Don't know/ No opinion	12	7	5	1	3	3	-	4	4	3	1	4	6	4	-	2	12
	1%	2%	1%	1%	2%	1%	-	2%	2%	1%	*	2%	1%	2%	-	1%	1%
Likely	187	93	94	26	34	85	30	12	70	63	26	28	133	21	7	26	181
	19%gjkm	19%	18%	18%g	20%g	24%zg	21%g	6%	28%zijk	20%jk	13%	12%	24%zmno	9%	12%	16%m	18%
Not likely	800	383	416	114	130	261	113	181	175	244	174	207	410	210	51	129	806
	80%ehl	79%	81%	81%	78%	75%	79%	92%zcdef	70%	79%h	86%zhi	87%zhi	75%	89%zlo	88%l	82%	81%
Net likely	-613	-291	-322	-88	-96	-176	-83	-169	-105	-182	-148	-179	-277	-189	-44	-103	-625
	-61%	-60%	-62%	-62%	-57%	-51%	-58%	-85%	-42%	-59%	-73%	-75%	-50%	-80%	-76%	-66%	-63%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 55

Q9.c If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- A voice or video call on the internet using a microphone or webcam (e.g. using Skype) -

Base : All respondents who have not consulted their GP by voice or video call on the internet in the last year

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**999**	173	167	649	10	249	460	290	50	289	36	254	161	74	748	10	543	456	900	99	646	307	999
Weighted Total	**999**	173	176	640	10**	221	473	304	51*	292	38*	250	159	78*	745	11**	533	466	896	103*	651	302	999
Very likely	**54**	5	13	36	-	2	35	17	4	20	2	16	9	5	40	-	37	18	50	4	32	21	53
	5%eq	*3%*	*7%*	*6%*	-	*1%*	**7%ze**	**6%e**	*8%*	*7%*	*5%*	*6%*	*6%*	*7%*	*5%*	-	**7%zq**	*4%*	*6%*	*4%*	*5%*	*7%*	*5%*
Fairly likely	**132**	18	34	79	1	12	75	45	9	48	7	42	27	16	88	1	55	78	123	9	85	41	128
	13%enp	*11%*	**19%zac**	*12%*	*11%*	*6%*	**16%ze**	**15%e**	*18%*	*16%*	*18%*	*17%*	*17%*	**20%n**	*12%*	*11%*	*10%*	**17%zp**	*14%*	*9%*	*13%*	*13%*	*13%*
Not very likely	**190**	34	34	122	-	16	107	68	8	56	2	32	32	21	133	3	97	93	161	29	138	43	180
	19%ejkru	*20%*	*20%*	*19%*	-	*7%*	**23%ze**	**22%e**	*15%*	**19%jk**	*6%*	*13%*	*20%*	*27%*	*18%*	*32%*	*18%*	*20%*	*18%*	**28%zr**	**21%zu**	*14%*	*18%*
Not at all likely	**609**	113	93	394	9	187	251	171	30	167	28	159	89	34	475	6	341	269	551	58	388	194	626
	61%bfm	**66%b**	*53%*	**62%b**	*89%*	**85%zfg**	*53%*	*56%*	*59%*	*57%*	*72%*	*64%*	*56%*	*43%*	**64%zm**	*57%*	**64%zq**	*58%*	*62%*	*56%*	*60%*	*64%*	*63%*
Don't know/ No opinion	**12**	2	2	8	-	4	5	3	-	2	-	1	1	2	9	-	4	8	10	2	8	3	12
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	-	*1%*	-	*	*1%*	*3%*	*1%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Likely	**187**	**23**	**47**	**116**	**1**	**15**	**110**	**62**	**13**	**68**	**9**	**58**	**36**	**21**	**128**	**1**	**91**	**96**	**173**	**14**	**116**	**62**	**181**
	19%en	***13%***	**27%zac**	***18%***	***11%***	***7%***	**23%ze**	**20%e**	***25%***	**23%z**	***23%***	**23%z**	***23%***	**27%n**	***17%***	***11%***	***17%***	***21%***	***19%***	***14%***	***18%***	***20%***	***18%***
Not likely	**800**	**147**	**127**	**516**	**9**	**203**	**358**	**239**	**38**	**223**	**30**	**190**	**122**	**55**	**608**	**10**	**438**	**362**	**713**	**87**	**526**	**237**	**806**
	80%bfm	**85%b**	***72%***	**81%b**	***89%***	**92%zfg**	***76%***	***79%***	***75%***	***76%***	***77%***	***76%***	***76%***	***70%***	**82%zm**	***89%***	***82%***	***78%***	***80%***	***84%***	***81%***	***78%***	***81%***
Net likely	**-613**	**-124**	**-80**	**-400**	**-8**	**-188**	**-248**	**-177**	**-25**	**-155**	**-21**	**-132**	**-85**	**-34**	**-479**	**-8**	**-346**	**-267**	**-540**	**-73**	**-410**	**-175**	**-625**
	-61%	***-72%***	***-46%***	***-63%***	***-77%***	***-85%***	***-52%***	***-58%***	***-49%***	***-53%***	***-55%***	***-53%***	***-54%***	***-43%***	***-64%***	***-78%***	***-65%***	***-57%***	***-60%***	***-71%***	***-63%***	***-58%***	***-63%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 56

Q9.c If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- A voice or video call on the internet using a microphone or webcam (e.g. using Skype) -

Base : All respondents who have not consulted their GP by voice or video call on the internet in the last year

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**999**	88	125	143	55	139	154	107	99	89	701	168	342	298	327	999
Weighted Total	**999**	86*	108	148	51*	136	162	102	106*	99*	699	168	339	302	326	999
Very likely	**54**	3	6	11	4	4	12	5	5	6	33	15	15	16	21	53
	5%	*3%*	*6%*	*7%*	*8%*	*3%*	*7%*	*5%*	*5%*	*6%*	*5%*	**9%zj**	*4%*	*5%*	*7%*	*5%*
Fairly likely	**132**	12	11	31	5	20	22	11	11	11	98	22	44	45	41	128
	13%	*13%*	*10%*	**21%zbghi**	*9%*	*14%*	*14%*	*10%*	*10%*	*11%*	*14%*	*13%*	*13%*	*15%*	*13%*	*13%*
Not very likely	**190**	13	21	51	7	20	28	11	21	20	132	29	77	49	58	180
	19%g	*15%*	*19%*	**35%zabdefghi**	*13%*	*14%*	*17%*	*11%*	*20%*	*20%*	*19%*	*18%*	**23%zm**	*16%*	*18%*	*18%*
Not at all likely	**609**	57	70	53	35	89	99	75	69	61	426	101	198	187	206	626
	61%c	**66%c**	**65%c**	*36%*	**69%c**	**66%c**	**61%c**	**74%zcf**	**65%c**	**62%c**	*61%*	*60%*	*58%*	*62%*	*63%*	*63%*
Don't know/ No opinion	**12**	2	-	2	-	4	2	-	-	2	10	1	6	5	-	12
	1%n	*2%*	-	*2%*	-	*3%*	*1%*	-	-	*2%*	*1%*	*1%*	**2%n**	**2%n**	-	*1%*
Likely	**187**	**14**	**17**	**41**	**9**	**23**	**34**	**16**	**16**	**16**	**130**	**36**	**58**	**61**	**63**	**181**
	19%	***17%***	***16%***	**28%zbeghi**	***17%***	***17%***	***21%***	***16%***	***15%***	***16%***	***19%***	***22%***	***17%***	***20%***	***19%***	***18%***
Not likely	**800**	**70**	**91**	**104**	**42**	**109**	**126**	**86**	**90**	**81**	**558**	**130**	**275**	**236**	**263**	**806**
	80%c	***81%***	**84%c**	***70%***	***83%***	***80%***	***78%***	**84%c**	**85%c**	***82%***	***80%***	***78%***	***81%***	***78%***	***81%***	***81%***
Net likely	**-613**	**-55**	**-74**	**-63**	**-33**	**-86**	**-93**	**-70**	**-74**	**-64**	**-428**	**-94**	**-217**	**-175**	**-201**	**-625**
	-61%	***-64%***	***-68%***	***-43%***	***-65%***	***-63%***	***-57%***	***-69%***	***-70%***	***-65%***	***-61%***	***-56%***	***-64%***	***-58%***	***-62%***	***-63%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 57

Q9.c If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- A voice or video call on the internet using a microphone or webcam (e.g. using Skype) -

Base : All respondents who have not consulted their GP by voice or video call on the internet in the last year

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**999**	779	196	393	225	177	299	55	182	45	268	402	200	381	248	44	170	813	999
Weighted Total	**999**	772	192	376	230	183	300	56*	188	42*	275	391	201	379	243	44*	175	808	999
Very likely	**54**	43	9	31	16	22	18	9	13	1	18	20	11	26	3	6	23	32	53
	5%nq	*6%*	*5%*	**8%zab**	*7%*	**12%zabdfhi**	*6%*	**17%zabcdfhi**	*7%*	*2%*	*7%*	*5%*	*6%*	*7%*	*1%*	**13%zn**	**13%zq**	*4%*	*5%*
Fairly likely	**132**	105	20	32	25	31	41	13	34	5	38	57	36	47	31	9	36	94	128
	13%cq	**14%c**	*10%*	*9%*	*11%*	**17%bcd**	**14%c**	**22%zbcd**	**18%zabcd**	*12%*	*14%*	*14%*	**18%z**	*12%*	*13%*	*20%*	**21%zq**	*12%*	*13%*
Not very likely	**190**	139	32	57	50	33	55	9	26	5	68	65	41	68	39	9	31	154	180
	19%ch	*18%*	*17%*	*15%*	**22%ch**	*18%*	*18%*	*15%*	*14%*	*13%*	**25%zk**	*17%*	*20%*	*18%*	*16%*	*22%*	*18%*	*19%*	*18%*
Not at all likely	**609**	475	129	253	138	96	184	26	113	31	147	244	111	232	167	20	79	521	626
	61%egjop	**62%eg**	**67%zeg**	**67%zadefgh**	**60%eg**	*52%*	**61%eg**	*46%*	**60%g**	**73%eg**	*54%*	**62%j**	*56%*	*61%*	**69%zo**	*46%*	*45%*	**65%zp**	*63%*
Don't know/ No opinion	**12**	10	1	3	1	1	3	-	2	-	4	6	1	6	2	-	5	7	12
	1%q	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*2%*	*1%*	*1%*	*2%*	*1%*	-	**3%zq**	*1%*	*1%*
Likely	**187**	**148**	**29**	**63**	**41**	**54**	**59**	**22**	**47**	**6**	**56**	**76**	**48**	**73**	**35**	**14**	**59**	**126**	**181**
	19%nq	***19%***	***15%***	***17%***	***18%***	**29%zabcdfi**	***20%***	**39%zabcdfhi**	**25%zabcd**	***14%***	***20%***	***20%***	***24%***	***19%***	***14%***	**33%zn**	**34%zq**	***16%***	***18%***
Not likely	**800**	**614**	**162**	**310**	**188**	**128**	**238**	**34**	**138**	**36**	**215**	**309**	**152**	**300**	**206**	**30**	**111**	**676**	**806**
	80%eghop	**80%egh**	**84%egh**	**82%egh**	**82%egh**	***70%***	**79%eg**	***61%***	**74%g**	**86%eg**	***78%***	***79%***	***76%***	***79%***	**85%zo**	***67%***	***63%***	**84%zp**	***81%***
Net likely	**-613**	**-466**	**-132**	**-246**	**-148**	**-74**	**-179**	**-12**	**-91**	**-30**	**-159**	**-233**	**-105**	**-227**	**-171**	**-15**	**-52**	**-550**	**-625**
	-61%	***-60%***	***-69%***	***-66%***	***-64%***	***-41%***	***-60%***	***-22%***	***-49%***	***-72%***	***-58%***	***-60%***	***-52%***	***-60%***	***-71%***	***-35%***	***-30%***	***-68%***	***-63%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 58

Q9. If you were able to consult your GP in the following ways, how likely, if at all, would you be to do so? Again, by consulting your GP, I mean seeking advice from them about a health related matter.

- Summary -

Base : All respondents who have not consulted their GP by telephone, email or voice/video call on the internet in the last year

	By telephone (not including NHS Direct)	By email	A voice or video call on the internet using a microphone or webcam (e.g. using Skype)
Unweighted Total	756	986	999
Weighted Total	758	985	999
Very likely	225 *30%*	107 *11%*	54 *5%*
Fairly likely	296 *39%*	156 *16%*	132 *13%*
Not very likely	108 *14%*	206 *21%*	190 *19%*
Not at all likely	118 *15%*	507 *51%*	609 *61%*
Don't know/ No opinion	11 *1%*	10 *1%*	12 *1%*
Likely	**522** ***69%***	**263** ***27%***	**187** ***19%***
Not likely	**225** ***30%***	**712** ***72%***	**800** ***80%***
Net likely	**296** ***39%***	**-450** ***-46%***	**-613** ***-61%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 59

Q10. Some people are starting to have contact with NHS services in a number of new ways. In which, if any, of the following ways have you had contact with an NHS service (such as your GP surgery, local hospital, dentist or pharmacy) in the last year?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Online appointment booking service	**110** **11%gjm**	45 *9%*	65 *13%*	11 *8%*	24 **14%g**	47 **14%g**	21 **15%g**	7 *3%*	36 **14%jk**	44 **14%zjk**	11 *6%*	19 *8%*	77 **14%zm**	12 *5%*	6 *10%*	16 *10%*	109 *11%*
Receiving reminders about appointments by mobile phone text message	**215** **21%agm**	91 *19%*	124 **24%za**	36 **25%g**	54 **32%zfg**	83 **24%g**	25 **17%g**	17 *9%*	46 *19%*	74 *24%*	43 *21%*	51 *21%*	133 **24%zm**	22 *9%*	16 **27%m**	45 **28%zm**	210 *21%*
Online repeat prescriptions ordering service	**76** **8%k**	32 *7%*	44 *8%*	6 *4%*	7 *4%*	30 *9%*	13 *9%*	19 **10%d**	32 **13%zijk**	23 *7%*	12 *6%*	9 *4%*	43 *8%*	24 **10%o**	2 *3%*	7 *4%*	78 *8%*
Receiving reminders about repeat prescriptions by mobile phone text message	**30** **3%j**	13 *3%*	17 *3%*	7 *5%*	9 **5%f**	8 *2%*	2 *1%*	5 *2%*	6 *3%*	13 **4%j**	1 *	9 **4%j**	18 *3%*	4 *2%*	3 *5%*	5 *3%*	28 *3%*
111 telephone service for non-emergency assistance	**20** **2%a**	5 *1%*	14 *3%*	6 *4%*	3 *2%*	9 *2%*	1 *1%*	2 *1%*	6 *2%*	6 *2%*	3 *2%*	5 *2%*	13 *2%*	2 *1%*	- -	5 *3%*	19 *2%*
None of these	**641** **64%bdel**	329 **68%zb**	312 *60%*	90 *63%*	92 *55%*	204 *58%*	101 **70%de**	154 **78%zcde**	149 *60%*	196 *63%*	137 *68%*	159 *67%*	327 *59%*	179 **76%zlo**	40 *69%*	94 *60%*	646 *65%*
Don't know	**3** *	- -	3 *1%*	- -	1 *1%*	1 *	- -	1 *	1 *	- -	- -	2 *1%*	2 *	1 *	- -	- -	3 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 60

Q10. Some people are starting to have contact with NHS services in a number of new ways. In which, if any, of the following ways have you had contact with an NHS service (such as your GP surgery, local hospital, dentist or pharmacy) in the last year?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Online appointment booking service	**110** **11%eqs**	16 *9%*	28 **16%zc**	66 *10%*	- -	12 *5%*	69 **15%ze**	29 *10%*	9 *17%*	41 *14%*	5 *13%*	33 *13%*	18 *11%*	9 *11%*	80 *11%*	1 *9%*	70 **13%zq**	40 *9%*	108 **12%zs**	2 *2%*	66 *10%*	40 *13%*	109 *11%*
Receiving reminders about appointments by mobile phone text message	**215** **21%ceqs**	46 **27%c**	65 **36%zc**	103 *16%*	1 *11%*	21 *9%*	120 **25%ze**	75 **24%e**	11 *21%*	77 **26%z**	11 *29%*	60 *24%*	37 *24%*	20 *25%*	154 *21%*	2 *21%*	138 **26%zq**	77 *16%*	209 **23%zs**	6 *6%*	143 *22%*	66 *22%*	210 *21%*
Online repeat prescriptions ordering service	**76** **8%a**	7 *4%*	10 *5%*	59 **9%za**	- -	22 *10%*	32 *7%*	22 *7%*	6 *12%*	27 *9%*	1 *3%*	26 *11%*	7 *5%*	3 *4%*	66 **9%z**	- -	42 *8%*	34 *7%*	73 *8%*	3 *3%*	49 *8%*	24 *8%*	78 *8%*
Receiving reminders about repeat prescriptions by mobile phone text message	**30** **3%c**	6 **4%c**	15 **8%zc**	8 *1%*	- -	3 *2%*	20 *4%*	7 *2%*	3 *5%*	12 *4%*	- -	10 *4%*	3 *2%*	3 *4%*	23 *3%*	1 *11%*	19 *4%*	11 *2%*	28 *3%*	1 *1%*	18 *3%*	11 *3%*	28 *3%*
111 telephone service for non-emergency assistance	**20** **2%n**	4 *2%*	5 *3%*	11 *2%*	- -	3 *1%*	9 *2%*	8 *3%*	2 *4%*	3 *1%*	2 **6%i**	7 *3%*	8 **5%zn**	3 **4%n**	9 *1%*	- -	9 *2%*	10 *2%*	20 *2%*	- -	14 *2%*	6 *2%*	19 *2%*
None of these	**641** **64%bfikpr**	109 **63%b**	88 *49%*	435 **68%zb**	9 *89%*	168 **76%zfg**	288 *61%*	185 *61%*	30 *56%*	167 *57%*	21 *54%*	147 *59%*	100 *63%*	48 *61%*	483 *65%*	8 *70%*	325 *61%*	316 **68%zp**	550 *61%*	91 **88%zr**	416 *64%*	192 *63%*	646 *65%*
Don't know	**3** *****	1 *1%*	1 *1%*	1 *	- -	1 *	1 *	1 *	- -	1 *	- -	- -	1 *	1 **1%n**	1 *	- -	- -	3 *1%*	3 *	- -	3 *	- -	3 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 61

Q10. Some people are starting to have contact with NHS services in a number of new ways. In which, if any, of the following ways have you had contact with an NHS service (such as your GP surgery, local hospital, dentist or pharmacy) in the last year?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Online appointment booking service	**110** ***11%***	6 *6%*	19 **17%zaefh**	24 **16%zaefh**	5 *11%*	11 *8%*	14 *8%*	9 *9%*	6 *5%*	16 **16%ah**	72 *10%*	21 *12%*	39 *11%*	29 *9%*	40 *12%*	109 *11%*
Receiving reminders about appointments by mobile phone text message	**215** **21%h**	12 *14%*	17 *16%*	45 **30%zabh**	10 *19%*	27 *20%*	37 **23%h**	29 **28%abh**	13 *12%*	26 **26%h**	151 *21%*	39 *23%*	74 *22%*	64 *21%*	72 *22%*	210 *21%*
Online repeat prescriptions ordering service	**76** **8%c**	6 **7%c**	15 **14%zch**	2 *1%*	3 *6%*	10 **7%c**	14 **9%c**	8 **8%c**	6 *6%*	12 **12%c**	52 *7%*	12 *7%*	26 *8%*	19 *6%*	28 *9%*	78 *8%*
Receiving reminders about repeat prescriptions by mobile phone text message	**30** ***3%***	- -	2 *2%*	10 **7%zadefg**	- -	2 *2%*	3 *2%*	1 *1%*	4 *4%*	6 **6%ag**	17 *2%*	7 *4%*	10 *3%*	7 *2%*	13 *4%*	28 *3%*
111 telephone service for non-emergency assistance	**20** ***2%***	1 *1%*	1 *1%*	1 *1%*	6 **11%zabcefghi**	4 *3%*	2 *1%*	1 *1%*	1 *1%*	2 *2%*	18 **3%k**	- -	5 *1%*	4 *1%*	11 *3%*	19 *2%*
None of these	**641** **64%c**	65 **75%zbcgi**	65 *60%*	83 *56%*	32 *63%*	90 *66%*	107 *66%*	60 *58%*	81 **77%zbcgi**	59 *59%*	448 *64%*	107 *64%*	219 *64%*	199 *66%*	199 *61%*	646 *65%*
Don't know	**3** *****	- -	- -	1 *1%*	1 *2%*	1 *1%*	- -	- -	- -	- -	2 *	- -	1 *	1 *	1 *	3 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 62

Q10. Some people are starting to have contact with NHS services in a number of new ways. In which, if any, of the following ways have you had contact with an NHS service (such as your GP surgery, local hospital, dentist or pharmacy) in the last year?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** **(z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Online appointment booking service	**110**	95	25	59	25	29	44	17	30	4	30	50	26	45	21	8	26	82	109
	11%	**12%z**	*13%*	**16%zad**	*11%*	**16%z**	**15%z**	**30%zabcdefhi**	**16%z**	*9%*	*11%*	*13%*	*13%*	*12%*	*9%*	*18%*	*15%*	*10%*	*11%*
Receiving reminders about appointments by mobile phone text message	**215**	183	56	95	62	59	81	17	61	9	60	92	46	70	54	8	46	169	210
	21%	**24%z**	**29%za**	**25%z**	**27%z**	**32%zac**	**27%z**	*31%*	**33%zac**	*21%*	*22%*	*23%*	*23%*	*18%*	*22%*	*18%*	*26%*	*21%*	*21%*
Online repeat prescriptions ordering service	**76**	67	18	34	15	23	25	6	12	4	19	34	18	30	18	5	20	56	78
	8%	**9%z**	*9%*	*9%*	*6%*	**12%zdh**	*8%*	*11%*	*6%*	*9%*	*7%*	*9%*	*9%*	*8%*	*7%*	*11%*	**11%zq**	*7%*	*8%*
Receiving reminders about repeat prescriptions by mobile phone text message	**30**	27	9	13	10	6	11	5	6	2	6	17	5	11	12	1	5	23	28
	3%	*4%*	*5%*	*3%*	*4%*	*4%*	*4%*	**9%zach**	*3%*	*5%*	*2%*	**4%z**	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*3%*
111 telephone service for non-emergency assistance	**20**	19	2	8	1	5	7	1	4	-	9	7	1	9	7	-	2	18	19
	2%	**2%d**	*1%*	**2%d**	*1%*	**3%d**	*2%*	*2%*	*2%*	-	*3%*	*2%*	*1%*	*2%*	*3%*	-	*1%*	*2%*	*2%*
None of these	**641**	465	113	223	147	92	181	28	102	30	174	233	120	249	159	30	102	527	646
	64%aceghk	**60%e**	**59%e**	**59%e**	**64%egh**	*50%*	**60%e**	*50%*	*54%*	**73%egh**	*63%*	*59%*	*60%*	*66%*	*65%*	*69%*	*59%*	*65%*	*65%*
Don't know	**3**	1	-	-	-	-	-	-	2	-	2	1	2	1	-	-	-	3	3
	***a**	*	-	-	-	-	-	-	**1%zac**	-	*1%*	*	*1%*	*	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 63

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Unweighted Total	1001	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
ACCESS TO TREATMENT/ WAITING TIME	160 16%gh	67 14%	93 18%	32 23%zfg	33 20%fg	57 16%	16 11%	22 11%	26 11%	48 15%	29 14%	58 24%zhij	88 16%	31 13%	10 17%	32 20%m	158 16%
Long waiting lists/ times	160 16%gh	67 14%	93 18%	32 23%zfg	33 20%fg	57 16%	16 11%	22 11%	26 11%	48 15%	29 14%	58 24%zhij	88 16%	31 13%	10 17%	32 20%m	158 16%
CHOICE	32 3%ghm	11 2%	21 4%	5 3%	7 4%g	14 4%g	5 4%g	1 *	2 1%	17 5%zh	5 2%	8 3%h	14 3%	3 1%	3 5%	13 8%zlm	32 3%
Not enough patient choice about care/ treatment	17 2%m	5 1%	12 2%	5 3%g	6 3%g	4 1%	3 2%g	- -	1 *	9 3%h	3 1%	4 2%	9 2%m	- -	2 3%m	7 4%zlm	17 2%
Not enough patient say/involvement in decisions about healthcare services	22 2%gh	7 1%	15 3%	1 1%	4 2%	13 4%zg	3 2%	1 *	1 *	11 4%h	3 1%	7 3%h	9 2%	3 1%	2 3%	9 6%zlm	22 2%
EXTERNAL FACTORS	104 10%o	57 12%	47 9%	14 10%	14 8%	36 10%	17 12%	23 11%	20 8%	30 10%	25 13%	29 12%	60 11%	26 11%	8 14%o	9 6%	106 11%
Bird flu	1 *	1 *	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *
Swine flu	1 *	1 *	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *
Foreigners/immigrants	34 3%	18 4%	15 3%	3 2%	3 2%	14 4%	5 4%	8 4%	4 2%	9 3%	10 5%h	11 4%	17 3%	11 5%	3 5%	3 2%	36 4%
Flu pandemic	3 *	3 1%	- -	- -	3 2%ze	- -	- -	- -	- -	- -	- -	3 1%z	1 *	- -	2 3%zlmo	- -	3 *
Overstretched/aging population	53 5%	26 5%	28 5%	5 4%	5 3%	18 5%	12 8%d	14 7%	14 6%	11 4%	15 7%	13 6%	31 6%	15 6%	3 5%	5 3%	56 6%
Public health problems (smoking, obesity, sexual health, etc)	13 1%e	8 2%	6 1%	6 4%zeg	3 2%g	1 *	2 2%	- -	- -	9 3%zh	2 1%	2 1%	9 2%	2 1%	1 2%	1 1%	12 1%
Trivial use/abuse	16 2%	9 2%	7 1%	- -	5 3%	7 2%	2 1%	2 1%	3 1%	4 1%	3 2%	6 2%	9 2%	3 1%	4 6%zlmo	1 1%	16 2%
MANAGEMENT/ BUREAUCRACY	273 27%bc	155 32%zb	118 23%	19 13%	38 23%c	108 31%c	46 32%c	62 32%c	76 31%	78 25%	56 28%	62 26%	153 28%	72 31%o	13 23%	34 22%	275 27%
Bureaucracy/top heavy management	159 16%co	84 17%	75 15%	3 2%	19 11%c	64 18%cd	33 23%zcd	39 20%cd	38 15%	52 17%	33 16%	36 15%	91 17%o	47 20%zo	7 13%	13 9%	162 16%
Political influence/ government targets	65 6%b	40 8%zb	25 5%	7 5%	9 5%	26 7%	13 9%	11 5%	26 11%zik	16 5%	12 6%	11 5%	38 7%	14 6%	2 4%	11 7%	65 6%
Privatisation	57 6%b	37 8%zb	21 4%	8 6%	9 5%	18 5%	8 6%	15 7%	12 5%	16 5%	10 5%	20 8%	25 5%	20 8%zl	4 7%	8 5%	58 6%
Problems prioritising treatment/patient groups	27 3%	16 3%	11 2%	5 3%	2 1%	11 3%	3 2%	6 3%	9 4%	10 3%	3 1%	6 2%	15 3%	5 2%	2 3%	5 3%	27 3%
Big changes to services/ NHS reforms	35 3%	22 5%	12 2%	6 4%	7 4%	11 3%	4 3%	7 4%	7 3%	11 4%	9 4%	8 3%	19 3%	8 3%	- -	8 5%	34 3%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 63

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
RESOURCES/INVESTMENT	620 62%a	272 56%	347 67%za	81 57%	107 64%	228 65%	88 61%	115 58%	160 64%	198 64%	122 60%	140 59%	358 65%zo	140 60%	34 59%	87 55%	617 62%
Lack of resources/ investment	393 39%cko	181 37%	212 41%	44 31%	57 34%	163 47%zcdg	59 41%	71 36%	119 48%zik	120 38%	80 40%	75 31%	237 43%zo	88 38%	23 39%	45 29%	393 39%
Hospital closures/lack of hospitals/ facilities	55 6%h	24 5%	31 6%	8 6%	11 7%	15 4%	13 9%e	8 4%	6 3%	19 6%h	12 6%	18 8%h	29 5%	14 6%	5 8%	8 5%	56 6%
Not enough doctors/ nurses/understaffed	192 19%ah	77 16%	115 22%za	33 23%	36 21%	60 17%	28 19%	36 18%	37 15%	67 22%h	36 18%	52 22%h	98 18%	46 19%	13 21%	36 23%	191 19%
Poor pay for NHS staff	20 2%g	6 1%	14 3%	2 2%	4 2%g	10 3%g	3 2%g	- -	2 1%	8 3%	4 2%	5 2%	13 2%	2 1%	1 2%	4 3%	20 2%
Poor quality staff education/training	51 5%e	19 4%	32 6%	6 4%	10 6%	10 3%	13 9%ze	12 6%	15 6%	18 6%	8 4%	11 4%	26 5%	15 6%	2 3%	8 5%	52 5%
Overworked staff	83 8%	36 7%	47 9%	6 4%	19 11%c	26 7%	15 11%c	17 9%	16 6%	23 7%	21 11%	22 9%	43 8%	24 10%	4 7%	12 8%	85 8%
Shortage of beds	31 3%	11 2%	20 4%	5 3%	9 6%	9 2%	2 2%	6 3%	5 2%	12 4%	7 4%	7 3%	20 4%	5 2%	2 3%	4 3%	30 3%
Shortage of NHS dentists	22 2%jm	9 2%	13 2%	5 3%f	3 2%	12 4%f	- -	2 1%	3 1%	6 2%j	- -	12 5%zhij	11 2%	2 1%	3 6%m	6 4%m	21 2%
Staff retention	37 4%	21 4%	17 3%	2 2%	13 8%zcg	13 4%	4 3%	5 3%	6 3%	18 6%zk	7 4%	6 2%	25 5%	7 3%	1 2%	5 3%	36 4%
TREATMENT QUALITY/ IMPROVEMENTS	87 9%c	33 7%	53 10%	4 3%	14 9%c	40 11%zc	16 11%c	13 7%	23 9%	27 9%	14 7%	23 9%	41 8%	18 8%	6 11%	21 14%zlm	89 9%
Low quality of services/treatment/ care	48 5%	17 4%	30 6%	3 2%	6 4%	21 6%	12 8%zcg	6 3%	13 5%	12 4%	9 5%	13 6%	24 4%	10 4%	2 3%	12 8%z	49 5%
Poor quality care of the elderly	28 3%	10 2%	18 3%	1 1%	6 4%	11 3%	3 2%	6 3%	8 3%	12 4%	5 3%	4 2%	13 2%	7 3%	3 5%	6 4%	29 3%
Poor standards of cleanliness/superbugs/ MRSA	21 2%	9 2%	12 2%	- -	6 4%c	8 2%	2 1%	5 3%	4 2%	8 3%	3 1%	7 3%	11 2%	6 2%	2 3%	3 2%	22 2%
Access to services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Bad press/the media	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Being supported through taxation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cancellation of appointments/operations	1 *	1 *	- -	- -	- -	- -	1 1%z	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *
Culture change/diversity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cutbacks	7 1%	6 1%	2 *	1 1%	- -	3 1%	2 2%	- -	- -	3 1%	3 1%	1 *	5 1%	2 1%	- -	1 1%	7 1%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 63

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Doctors/consultants spending too much time on private practice	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employment of overseas doctors/nursing staff	**1** *****	- -	1 *	- -	- -	- -	1 *1%*	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *
Enable patients to see a doctor 24-7/out-of-hours service	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Expectations/demands from patients/public	**5** *****	3 *1%*	2 *	1 *1%*	- -	2 *1%*	2 *1%*	- -	3 *1%*	1 *	- -	1 *	4 *1%*	- -	- -	1 *1%*	5 *
GP appointment system/ long wait to get an appointment	**4** *****	3 *1%*	1 *	- -	1 *1%*	2 *1%*	- -	1 *	1 *	3 *1%*	- -	- -	2 *	1 *	- -	1 *1%*	4 *
Health risks due to uniforms being worn outside hospital	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
High cost of drugs/ equipment/availability	**3** *****	3 *1%*	- -	- -	- -	2 *1%*	- -	1 *	1 *	1 *	1 *	- -	2 *	1 *	- -	- -	3 *
Improve hospital appointment system/fewer cancellations	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of aftercare	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of communication between departments	**6** ***1%***	3 *1%*	2 *	- -	2 *1%*	2 *1%*	2 *1%*	- -	1 *	3 *1%*	1 *	1 *	4 *1%*	- -	1 *1%*	1 *	6 *1%*
Lack of focus on the patient	**2** *****	1 *	1 *	- -	- -	1 *	- -	1 *	1 *	1 *	- -	- -	1 *	1 *	- -	- -	2 *
Lack of government support/backing	**2** *****	2 *	- -	- -	- -	- -	- -	2 **1%z**	1 *	1 *	- -	- -	- -	2 **1%l**	- -	- -	2 *
Lack of information	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of vision/ direction/planning	**3** *****	1 *	2 *	- -	- -	1 *	2 *1%*	- -	1 *	2 *1%*	- -	- -	1 *	- -	1 *1%*	1 *1%*	3 *
Language problems/ foreign staff	**3** *****	2 *	1 *	- -	- -	1 *	1 *1%*	1 *	- -	1 *	1 *	1 *	1 *	1 *	- -	1 *1%*	3 *
Litigation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Low staff morale	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Management/too inefficient	**2** *****	2 *	- -	- -	- -	2 *1%*	- -	- -	1 *	1 *	- -	- -	2 *	- -	- -	- -	2 *
Misuse of funds/money not going to the right places	**6** ***1%***	3 *1%*	3 *1%*	- -	1 *1%*	2 *1%*	1 *1%*	2 *1%*	4 **2%zk**	2 *1%*	- -	- -	1 *	3 *1%*	- -	2 *1%*	6 *1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 63

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Mixed wards	**1** *****	- -	1 *	- -	- -	- -	1 *1%*	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *
Need new/updated equipment/technology	**1** *****	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *
NHS is run by people with little/no experience	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *****	- -	3 *1%*	- -	- -	1 *	2 **1%z**	- -	2 *1%*	1 *	- -	- -	3 *1%*	- -	- -	- -	3 *
Opening times of GP/ doctor's surgery	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Overpaid management/GPs	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Patients having to pay/ pay for prescriptions/ general costs	**2** *****	1 *	1 *	- -	- -	2 *1%*	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 **2%z**	- -	2 *
Poor administration/ organisation/lost records	**6** ***1%***	2 *	4 *1%*	1 *1%*	- -	2 *1%*	- -	3 *1%*	5 **2%zjk**	1 *	- -	- -	5 *1%*	2 *1%*	- -	- -	6 *1%*
Poor/expensive hospital parking	**1** *****	1 *	- -	- -	- -	- -	1 *1%*	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *
Poor food/catering	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor GP services/ facilities	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor IT systems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor/lack of A&E services	**1** *****	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *1%*	1 *
Poor/slow response time of ambulances	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Postcode lottery	**3** *****	1 *	2 *	- -	1 *1%*	- -	1 *1%*	1 *	1 *	- -	1 *1%*	1 *	1 *	1 *	- -	1 *1%*	3 *
Public opinions/ perception/lack of public confidence	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reduce pay of underperforming staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rude/arrogant attitude of NHS staff	**1** *****	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *
Security	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 63

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Should bring back matrons	**3** *****	2 *	1 *	- -	- -	- -	1 *1%*	2 *1%*	1 *	1 *	- -	1 *	1 *	1 *	- -	1 *1%*	3 *
Too much admin/reduce amount spent on admin	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Too much centralisation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Too many people using who are not entitled/ have not paid N.I	**10** **1%b**	8 **2%b**	2 *	- -	1 *1%*	4 *1%*	3 *2%*	2 *1%*	3 *1%*	1 *	3 *2%*	3 *1%*	5 *1%*	3 *1%*	1 *2%*	1 *1%*	10 *1%*
Too unwieldy/too large to manage	**1** *****	- -	1 *	- -	- -	- -	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *
Use of sub-contractors rather than permanent staff	**1** *****	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *
Other	**11** ***1%***	4 *1%*	6 *1%*	- -	4 **2%g**	5 *2%*	2 *1%*	- -	10 **4%zijk**	1 *	- -	- -	9 **2%m**	- -	- -	2 *1%*	10 *1%*
Don't know	**57** **6%efl**	29 *6%*	28 *5%*	21 **15%zefg**	13 **8%ef**	7 *2%*	2 *2%*	14 **7%ef**	12 *5%*	18 *6%*	10 *5%*	17 *7%*	17 *3%*	15 **6%l**	5 **9%l**	20 **13%zlm**	57 *6%*
None of these/No answer	**17** ***2%***	9 *2%*	8 *2%*	3 *2%*	3 *2%*	4 *1%*	- -	6 **3%f**	3 *1%*	2 *1%*	4 *2%*	7 **3%i**	6 *1%*	5 *2%*	3 **5%zl**	3 *2%*	17 *2%*
Not stated	**5** ***1%***	2 *	3 *1%*	2 **2%e**	2 **1%e**	- -	1 *	- -	2 *1%*	2 *1%*	- -	1 *	3 *1%*	1 *	- -	1 *1%*	5 *
Mean number of mentions	**1.79cg**	**1.74**	**1.85**	**1.49**	**1.86c**	**1.90cg**	**2.00zcg**	**1.63**	**1.74**	**1.88**	**1.71**	**1.81**	**1.83**	**1.74**	**1.78**	**1.76**	**1.80**

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
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Table 64

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	1001	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	1001	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
ACCESS TO TREATMENT/ WAITING TIME	160 16%cin	40 23%zc	44 25%zc	76 12%	- -	29 13%	76 16%	56 18%	4 8%	31 11%	5 14%	37 15%	32 20%n	28 36%zln	99 13%	1 10%	94 18%	66 14%	149 17%	11 10%	109 17%	46 15%	158 16%
Long waiting lists/ times	160 16%cin	40 23%zc	44 25%zc	76 12%	- -	29 13%	76 16%	56 18%	4 8%	31 11%	5 14%	37 15%	32 20%n	28 36%zln	99 13%	1 10%	94 18%	66 14%	149 17%	11 10%	109 17%	46 15%	158 16%
CHOICE	32 3%ce	14 8%zc	9 5%c	9 1%	- -	3 1%	17 4%	12 4%	2 4%	6 2%	2 5%	7 3%	5 3%	6 7%zn	21 3%	- -	18 3%	14 3%	31 3%	1 1%	21 3%	9 3%	32 3%
Not enough patient choice about care/ treatment	17 2%c	8 5%zc	5 3%c	4 1%	- -	1 *	10 2%	6 2%	1 2%	2 1%	2 5%ik	2 1%	2 1%	5 6%zln	10 1%	- -	9 2%	8 2%	17 2%	- -	10 2%	5 2%	17 2%
Not enough patient say/involvement in decisions about healthcare services	22 2%c	11 6%zc	5 3%	6 1%	- -	3 1%	8 2%	11 4%	1 2%	5 2%	1 3%	5 2%	4 2%	2 2%	16 2%	- -	12 2%	10 2%	21 2%	1 1%	15 2%	7 2%	22 2%
EXTERNAL FACTORS	104 10%g	14 8%	17 9%	70 11%	3 29%	25 12%	56 12%	23 7%	5 9%	33 11%	1 2%	26 10%	18 11%	6 8%	78 10%	1 9%	51 10%	53 11%	91 10%	13 12%	66 10%	31 10%	106 11%
Bird flu	1 *	- -	1 1%c	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Swine flu	1 *	- -	1 1%c	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Foreigners/immigrants	34 3%	5 3%	6 3%	23 4%	- -	11 5%	14 3%	9 3%	- -	8 3%	1 2%	8 3%	6 4%	1 1%	24 3%	1 9%	18 3%	15 3%	32 4%	2 2%	20 3%	11 3%	36 4%
Flu pandemic	3 *	1 1%	2 1%c	- -	- -	- -	3 1%	- -	- -	- -	- -	- -	1 1%	1 1%	1 *	- -	- -	3 1%	3 *	- -	3 *	- -	3 *
Overstretched/aging population	53 5%	6 4%	5 3%	41 6%z	1 8%	15 7%	25 5%	13 4%	1 2%	16 6%	- -	14 6%	9 6%	3 4%	41 6%	- -	27 5%	26 6%	45 5%	8 8%	34 5%	15 5%	56 6%
Public health problems (smoking, obesity, sexual health, etc)	13 1%c	3 2%	6 3%zc	3 *	1 11%	1 *	11 2%zg	1 *	1 3%k	4 1%	- -	- -	3 2%	- -	10 1%	- -	7 1%	7 1%	12 1%	1 1%	8 1%	5 2%	12 1%
Trivial use/abuse	16 2%n	3 2%	2 1%	10 2%	1 10%	2 1%	10 2%	4 1%	2 4%	7 2%	- -	6 2%	5 3%n	2 3%	9 1%	- -	7 1%	9 2%	15 2%	1 1%	11 2%	4 1%	16 2%
MANAGEMENT/ BUREAUCRACY	273 27%	39 22%	42 24%	189 29%z	3 32%	69 31%	126 27%	78 25%	19 37%	90 31%	8 21%	66 27%	36 23%	15 20%	217 29%z	2 20%	153 29%	120 26%	251 28%	22 21%	164 25%	93 31%	275 27%
Bureaucracy/top heavy management	159 16%alt	16 9%	23 13%	118 19%za	1 10%	40 18%	79 17%	40 13%	14 26%zk	48 16%	5 14%	37 15%	15 10%	6 8%	135 18%zlm	1 10%	90 17%	69 15%	148 16%	11 11%	85 13%	67 22%zt	162 16%
Political influence/ government targets	65 6%	8 5%	13 7%	43 7%	1 10%	13 6%	34 7%	18 6%	2 4%	19 7%	1 3%	15 6%	6 4%	5 7%	53 7%	- -	29 5%	36 8%	57 6%	8 8%	40 6%	18 6%	65 6%
Privatisation	57 6%gu	11 6%	10 6%	35 5%	1 11%	16 7%g	32 7%g	10 3%	3 6%	21 7%	- -	15 6%	16 10%zn	3 4%	39 5%	- -	29 5%	28 6%	54 6%	3 3%	46 7%zu	9 3%	58 6%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
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Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 64

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

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	Wtd. Total (z)	Home Ownership: Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Household Type: Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS/social care staff: NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Ethnicity: Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital use: Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS use: NHS user (r)	Non NHS user (s)	People are treated with dignity and respect: Agree (t)	Disagree (u)	Unwtd total (v)
Weighted Total	1001	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Problems prioritising treatment/patient groups	27 3%	7 4%	5 3%	15 2%	- -	8 4%	12 2%	8 2%	1 2%	7 3%	1 4%	8 3%	3 2%	1 1%	22 3%	1 10%	17 3%	10 2%	26 3%	1 1%	19 3%	8 3%	27 3%
Big changes to services/ NHS reforms	35 3%a	2 1%	7 4%	24 4%	1 11%	8 4%	17 4%	9 3%	4 8%k	17 6%zk	- -	6 2%	7 4%	4 5%	23 3%	1 10%	18 3%	16 4%	34 4%	1 1%	25 4%	8 2%	34 3%
RESOURCES/INVESTMENT	620 62%ms	116 67%	107 60%	393 61%	4 41%	128 58%	291 61%	200 66%	40 77%zik	185 63%	30 78%zk	150 60%	106 67%m	33 43%	472 63%m	5 42%	345 65%zq	274 59%	566 63%zs	54 52%	398 61%	194 64%	617 62%
Lack of resources/ investment	393 39%m	59 34%	58 33%	273 43%zab	3 30%	80 36%	180 38%	133 44%	25 48%	122 42%	17 44%	101 40%	64 40%m	18 23%	307 41%zm	2 22%	218 41%	175 37%	354 40%	39 37%	261 40%	117 39%	393 39%
Hospital closures/lack of hospitals/ facilities	55 6%c	12 7%c	19 11%zc	23 4%	- -	12 6%	26 6%	16 5%	4 8%	14 5%	1 3%	11 4%	6 4%	5 7%	44 6%	- -	34 6%	21 4%	48 5%	7 6%	37 6%	17 6%	56 6%
Not enough doctors/ nurses/understaffed	192 19%cqs	42 25%c	38 22%	110 17%	1 11%	39 18%	84 18%	69 23%	14 27%	62 21%	12 32%zk	42 17%	32 20%	14 18%	146 20%	- -	117 22%zq	75 16%	180 20%zs	12 11%	123 19%	61 20%	191 19%
Poor pay for NHS staff	20 2%e	5 3%	5 3%	10 2%	- -	- -	8 2%	12 4%zef	3 6%	8 3%	- -	8 3%	4 2%	3 4%	13 2%	- -	9 2%	10 2%	19 2%	1 1%	13 2%	4 1%	20 2%
Poor quality staff education/training	51 5%qt	10 6%	6 3%	34 5%	1 11%	13 6%	25 5%	13 4%	8 16%zik	16 6%	4 11%	18 7%	9 6%	1 1%	39 5%	- -	40 7%zq	11 2%	48 5%	3 3%	26 4%	24 8%zt	52 5%
Overworked staff	83 8%	18 11%	15 8%	50 8%	- -	21 9%	36 8%	27 9%	6 12%	25 8%	8 21%zik	21 8%	19 12%	4 5%	59 8%	1 10%	51 10%	32 7%	76 8%	7 7%	52 8%	28 9%	85 8%
Shortage of beds	31 3%c	9 5%c	10 6%zc	12 2%	- -	6 3%	16 3%	9 3%	1 2%	8 3%	1 3%	6 2%	8 5%	3 4%	20 3%	- -	18 3%	13 3%	30 3%	1 1%	19 3%	11 4%	30 3%
Shortage of NHS dentists	22 2%c	12 7%zbc	1 1%	8 1%	- -	2 1%	8 2%	13 4%zef	1 2%	5 2%	1 3%	4 2%	4 2%	1 1%	16 2%	- -	10 2%	12 3%	20 2%	2 2%	16 2%	4 1%	21 2%
Staff retention	37 4%i	8 5%	9 5%	20 3%	- -	6 3%	22 5%	9 3%	5 9%ik	6 2%	4 10%zik	5 2%	6 4%	3 4%	26 3%	1 10%	15 3%	23 5%	34 4%	3 3%	24 4%	13 4%	36 4%
TREATMENT QUALITY/ IMPROVEMENTS	87 9%qt	14 8%	18 10%	54 8%	- -	16 7%	37 8%	33 11%	3 6%	18 6%	4 12%	28 11%i	12 7%	4 5%	68 9%	2 19%	55 10%zq	32 7%	80 9%	6 6%	41 6%	41 13%zt	89 9%
Low quality of services/treatment/ care	48 5%qt	8 4%	11 6%	29 5%	- -	8 4%	23 5%	17 6%	- -	10 3%	3 9%h	18 7%zi	4 2%	3 4%	39 5%	1 10%	34 6%zq	13 3%	45 5%	3 3%	21 3%	24 8%zt	49 5%
Poor quality care of the elderly	28 3%t	5 3%	4 2%	19 3%	- -	7 3%	10 2%	11 4%	2 4%	5 2%	2 5%	10 4%	4 3%	- -	22 3%	1 9%	16 3%	12 3%	24 3%	4 4%	12 2%	14 5%zt	29 3%
Poor standards of cleanliness/superbugs/ MRSA	21 2%	6 3%	4 2%	11 2%	- -	5 2%	8 2%	8 3%	1 2%	4 1%	1 3%	3 1%	6 4%	1 2%	13 2%	- -	10 2%	11 2%	20 2%	1 1%	11 2%	10 3%	22 2%
Access to services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Bad press/the media	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 64

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

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		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Being supported through taxation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cancellation of appointments/operations	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	1 *
Culture change/diversity	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cutbacks	**7** **1%c**	2 *1%*	3 *1%*	2 *	- -	2 *1%*	3 *1%*	3 *1%*	- -	4 *1%*	- -	2 *1%*	1 *	- -	5 *1%*	1 *10%*	3 *1%*	5 *1%*	6 *1%*	1 *1%*	6 *1%*	1 *	7 *1%*
Doctors/consultants spending too much time on private practice	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employment of overseas doctors/nursing staff	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	1 *
Enable patients to see a doctor 24-7/out-of-hours service	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Expectations/demands from patients/public	**5** *****	1 *	- -	4 *1%*	- -	- -	3 *1%*	2 *1%*	1 *2%*	2 *1%*	- -	2 *1%*	- -	- -	4 *1%*	- -	2 *	3 *1%*	5 *1%*	- -	4 *1%*	1 *	5 *
GP appointment system/ long wait to get an appointment	**4** ***n**	- -	2 *1%*	2 *	- -	1 *	- -	3 **1%f**	- -	3 *1%*	- -	1 *	1 *1%*	2 **3%zn**	1 *	- -	1 *	3 *1%*	4 *	- -	3 *	1 *	4 *
Health risks due to uniforms being worn outside hospital	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
High cost of drugs/ equipment/availability	**3** *****	- -	- -	2 *	1 *8%*	- -	3 *1%*	- -	- -	2 *1%*	- -	2 *1%*	- -	- -	3 *	- -	2 *	1 *	3 *	- -	3 *	- -	3 *
Improve hospital appointment system/fewer cancellations	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of aftercare	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of communication between departments	**6** ***1%***	2 *1%*	2 *1%*	2 *	- -	1 *1%*	4 *1%*	1 *	- -	1 *	1 *3%*	3 *1%*	1 *1%*	- -	5 *1%*	- -	4 *1%*	2 *	6 *1%*	- -	- -	6 **2%zt**	6 *1%*
Lack of focus on the patient	**2** *****	- -	- -	2 *	- -	1 *	1 *	- -	1 **2%z**	2 *1%*	- -	2 *1%*	1 *1%*	- -	1 *	- -	1 *	1 *	2 *	- -	1 *	1 *	2 *
Lack of government support/backing	**2** *****	- -	- -	2 *	- -	2 **1%z**	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	1 *	1 *	2 *	- -	2 *	- -	2 *
Lack of information	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of vision/ direction/planning	**3** *****	1 *	- -	2 *	- -	1 *	2 *	- -	- -	2 *1%*	- -	1 *	- -	- -	3 *	- -	2 *	1 *	3 *	- -	2 *	1 *	3 *

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Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Language problems/ foreign staff	**3** *****	- -	1 *1%*	2 *	- -	1 *	1 *	1 *	- -	- -	- -	1 *	- -	- -	3 *	- -	3 *	- -	3 *	- -	2 *	1 *	3 *
Litigation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Low staff morale	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Management/too inefficient	**2** ***r**	- -	- -	2 *	- -	- -	1 *	1 *	- -	- -	- -	1 *	- -	- -	2 *	- -	1 *	1 *	1 *	1 *1%*	2 *	- -	2 *
Misuse of funds/money not going to the right places	**6** ***1%***	- -	- -	6 *1%*	- -	2 *1%*	3 *1%*	1 *	1 *2%*	4 **2%z**	- -	5 **2%z**	1 *1%*	- -	5 *1%*	- -	4 *1%*	2 *	5 *1%*	1 *1%*	3 *	3 *1%*	6 *1%*
Mixed wards	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Need new/updated equipment/technology	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *
NHS is run by people with little/no experience	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *****	1 *1%*	- -	2 *	- -	- -	2 *	1 *	1 *2%*	1 *	- -	1 *	- -	- -	3 *	- -	1 *	2 *	3 *	- -	1 *	2 *1%*	3 *
Opening times of GP/ doctor's surgery	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Overpaid management/GPs	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Patients having to pay/ pay for prescriptions/ general costs	**2** *****	- -	- -	2 *	- -	- -	- -	2 *1%*	- -	2 *1%*	- -	- -	- -	- -	1 *	1 *10%*	1 *	1 *	2 *	- -	1 *	1 *	2 *
Poor administration/ organisation/lost records	**6** ***1%***	1 *1%*	1 *1%*	4 *1%*	- -	3 *1%*	4 *1%*	- -	- -	3 *1%*	- -	2 *1%*	1 *1%*	- -	5 *1%*	- -	3 *1%*	3 *1%*	6 *1%*	- -	4 *1%*	2 *1%*	6 *1%*
Poor/expensive hospital parking	**1** *****	- -	1 *1%*	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Poor food/catering	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor GP services/ facilities	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor IT systems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor/lack of A&E services	**1** *****	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 **1%zn**	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *

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Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Poor/slow response time of ambulances	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Postcode lottery	**3** *****	- -	1 *	2 *	- -	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	3 *	- -	3 *1%*	- -	3 *	- -	1 *	2 *1%*	3 *
Public opinions/ perception/lack of public confidence	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reduce pay of underperforming staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rude/arrogant attitude of NHS staff	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 **1%r**	- -	1 *	1 *
Security	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should bring back matrons	**3** *****	1 *	- -	2 *	- -	2 **1%f**	- -	1 *	- -	1 *	- -	1 *	- -	- -	3 *	- -	2 *	1 *	2 *	1 *1%*	2 *	1 *	3 *
Too much admin/reduce amount spent on admin	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Too much centralisation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Too many people using who are not entitled/ have not paid N.I	**10** ***1%***	2 *1%*	- -	8 *1%*	- -	2 *1%*	7 *1%*	1 *	1 *2%*	4 *1%*	1 *2%*	4 *2%*	- -	- -	10 *1%*	- -	8 *1%*	2 *	9 *1%*	1 *1%*	7 *1%*	1 *	10 *1%*
Too unwieldy/too large to manage	**1** *****	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Use of sub-contractors rather than permanent staff	**1** *****	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Other	**11** ***1%***	1 *1%*	1 *1%*	9 *1%*	- -	1 *	3 *1%*	7 *2%*	- -	1 *	1 *3%*	3 *1%*	- -	1 *1%*	10 *1%*	- -	5 *1%*	5 *1%*	10 *1%*	1 *1%*	4 *1%*	6 *2%*	10 *1%*
Don't know	**57** **6%cpru**	13 *8%*	14 *8%*	27 *4%*	3 *30%*	14 *6%*	22 *5%*	22 *7%*	- -	12 *4%*	1 *3%*	11 *4%*	6 *4%*	10 **13%zln**	41 *5%*	- -	18 *3%*	40 **8%zp**	43 *5%*	14 **14%zr**	48 **7%zu**	7 *2%*	57 *6%*
None of these/No answer	**17** **2%ikn**	4 *3%*	3 *2%*	10 *2%*	- -	5 *2%*	8 *2%*	4 *1%*	- -	1 *	- -	1 *	3 *2%*	7 **10%zln**	7 *1%*	- -	9 *2%*	8 *2%*	16 *2%*	1 *1%*	12 *2%*	4 *1%*	17 *2%*
Not stated	**5** ***1%***	- -	1 *1%*	4 *1%*	- -	1 *	5 *1%*	- -	- -	1 *	- -	1 *	- -	- -	5 *1%*	- -	4 *1%*	1 *	5 *1%*	- -	2 *	3 *1%*	5 *
Mean number of mentions	**1.79cqs**	**1.95c**	**1.90**	**1.73**	**1.43**	**1.70**	**1.81**	**1.84**	**2.21zik**	**1.81**	**2.00**	**1.80**	**1.80**	**1.62**	**1.81**	**1.30**	**1.90zq**	**1.67**	**1.85zs**	**1.35**	**1.74**	**1.92zt**	**1.80**

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 65

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
ACCESS TO TREATMENT/ WAITING TIME	160	14	11	50	5	26	18	15	9	12	111	35	57	42	56	158
	16%h	16%	10%	34%zabdefghi	9%	19%bh	11%	14%	9%	12%	16%	21%	17%	14%	17%	16%
Long waiting lists/ times	160	14	11	50	5	26	18	15	9	12	111	35	57	42	56	158
	16%h	16%	10%	34%zabdefghi	9%	19%bh	11%	14%	9%	12%	16%	21%	17%	14%	17%	16%
CHOICE	32	1	1	16	1	1	4	1	5	2	15	13	16	5	10	32
	3%j	1%	1%	11%zabdefgi	2%	1%	3%	1%	4%	2%	2%	8%zj	5%m	2%	3%	3%
Not enough patient choice about care/ treatment	17	1	-	11	-	1	2	-	2	-	9	7	9	2	5	17
	2%	1%	-	8%zabdefgi	-	1%	1%	-	2%	-	1%	4%zj	3%	1%	2%	2%
Not enough patient say/involvement in decisions about healthcare services	22	-	1	8	1	1	4	1	4	2	8	11	11	3	8	22
	2%j	-	1%	5%zae	2%	1%	3%	1%	3%	2%	1%	6%zj	3%	1%	3%	2%
EXTERNAL FACTORS	104	9	15	19	3	8	20	14	6	10	80	14	34	35	32	106
	10%e	11%	14%eh	13%e	5%	6%	12%	14%e	6%	10%	11%	8%	10%	12%	10%	11%
Bird flu	1	-	-	1	-	-	-	-	-	-	1	-	-	1	-	1
	*	-	-	1%	-	-	-	-	-	-	*	-	-	*	-	*
Swine flu	1	-	-	1	-	-	-	-	-	-	1	-	-	1	-	1
	*	-	-	1%	-	-	-	-	-	-	*	-	-	*	-	*
Foreigners/immigrants	34	3	7	9	2	3	5	4	1	-	26	5	11	10	12	36
	3%	3%	6%zhi	6%hi	4%	2%	3%	4%i	1%	-	4%	3%	3%	3%	4%	4%
Flu pandemic	3	-	-	3	-	-	-	-	-	-	3	-	3	-	-	3
	*	-	-	2%z	-	-	-	-	-	-	*	-	1%	-	-	*
Overstretched/aging population	53	5	12	7	1	3	11	7	4	3	44	4	19	17	15	56
	5%	6%	11%zdehi	5%	2%	2%	7%	7%	4%	3%	6%z	3%	6%	6%	5%	6%
Public health problems (smoking, obesity, sexual health, etc)	13	-	-	5	-	1	2	-	-	5	7	4	2	3	8	12
	1%	-	-	3%zb	-	1%	1%	-	-	5%zabegh	1%	3%	1%	1%	2%	1%
Trivial use/abuse	16	2	-	4	1	2	1	3	1	2	10	3	8	6	2	16
	2%n	3%	-	3%	2%	2%	1%	3%	1%	2%	1%	2%	2%n	2%	1%	2%
MANAGEMENT/ BUREAUCRACY	273	34	29	38	14	34	40	19	42	22	166	68	104	67	94	275
	27%gjm	40%zbcefgi	26%	25%	28%	25%	25%	19%	40%zbcefgi	22%	24%	40%zj	30%m	22%	29%	27%
Bureaucracy/top heavy management	159	21	14	15	7	19	29	15	25	15	94	44	57	45	54	162
	16%cj	25%zbce	13%	10%	14%	14%	18%	14%	23%zbc	15%	13%	26%zj	17%	15%	17%	16%
Political influence/ government targets	65	9	11	9	3	3	7	4	12	7	40	16	28	15	19	65
	6%e	10%e	10%e	6%	6%	2%	5%	4%	12%zefg	7%	6%	10%	8%	5%	6%	6%
Privatisation	57	4	5	15	3	12	4	2	9	4	41	8	25	7	23	58
	6%m	4%	5%	10%zfg	6%	9%fg	3%	2%	8%fg	4%	6%	5%	7%m	2%	7%m	6%
Problems prioritising treatment/patient groups	27	2	4	6	2	5	1	1	5	2	13	8	9	6	12	27
	3%j	2%	3%	4%f	4%	4%	1%	1%	4%f	2%	2%	5%j	3%	2%	4%	3%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 65

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Big changes to services/ NHS reforms	35 3%	4 4%g	3 3%	6 4%g	- -	9 6%zg	4 2%	- -	8 7%zgi	1 1%	20 3%	7 4%	19 6%zm	6 2%	9 3%	34 3%
RESOURCES/INVESTMENT	620 62%em	48 56%	63 57%	93 63%	30 59%	70 51%	103 64%e	73 72%zabe	78 74%zabe	61 61%	424 60%	107 64%	220 65%m	169 56%	216 66%m	617 62%
Lack of resources/ investment	393 39%cek	35 41%ce	48 44%ce	41 28%	21 40%	38 28%	71 44%ce	51 50%zce	52 49%zce	37 37%	274 39%	54 32%	139 41%	111 37%	134 41%	393 39%
Hospital closures/lack of hospitals/ facilities	55 6%m	2 2%	9 8%aefg	15 10%zaefg	2 4%	3 2%	4 2%	2 2%	15 14%zaefgi	4 4%	33 5%	18 11%zj	19 6%	8 3%	26 8%zm	56 6%
Not enough doctors/ nurses/understaffed	192 19%dm	14 16%	15 13%	36 25%bd	4 7%	25 18%	26 16%	23 23%d	28 26%bd	22 22%d	124 18%	43 26%zj	72 21%m	38 13%	77 23%zm	191 19%
Poor pay for NHS staff	20 2%	2 2%	1 1%	5 3%	3 6%h	2 1%	5 3%	1 1%	- -	1 1%	14 2%	3 2%	8 2%	2 1%	6 2%	20 2%
Poor quality staff education/training	51 5%bj	6 6%b	1 1%	7 5%b	3 6%b	9 7%b	10 6%b	4 4%	5 5%	7 7%b	28 4%	16 10%zj	15 5%	14 5%	21 6%	52 5%
Overworked staff	83 8%	7 8%	8 8%	19 13%zfi	2 5%	12 9%	9 5%	8 8%	12 12%	4 4%	59 8%	18 11%	29 8%	25 8%	27 8%	85 8%
Shortage of beds	31 3%b	- -	- -	13 9%zabefg	2 4%b	2 2%	5 3%	2 2%	3 3%	3 3%	22 3%	6 4%	10 3%	12 4%	9 3%	30 3%
Shortage of NHS dentists	22 2%	- -	- -	3 2%	1 2%	1 1%	10 6%zabeh	4 4%bh	- -	2 2%	19 3%	1 1%	7 2%	6 2%	6 2%	21 2%
Staff retention	37 4%	4 5%	3 3%	10 7%zi	- -	3 2%	6 4%	3 3%	6 6%	1 1%	26 4%	6 4%	12 4%	7 2%	17 5%m	36 4%
TREATMENT QUALITY/ IMPROVEMENTS	87 9%j	5 6%	5 4%	16 11%	7 14%b	9 7%	12 7%	13 13%b	9 9%	10 10%	43 6%	23 14%zj	33 10%	24 8%	29 9%	89 9%
Low quality of services/treatment/ care	48 5%j	4 4%	3 3%	8 5%	3 6%	4 3%	6 4%	8 7%	5 5%	6 6%	22 3%	18 11%zj	17 5%	13 4%	18 5%	49 5%
Poor quality care of the elderly	28 3%j	1 1%	3 2%	4 3%	2 4%	2 1%	4 3%	4 4%	5 5%	4 4%	13 2%	7 4%	12 3%	7 2%	8 3%	29 3%
Poor standards of cleanliness/superbugs/ MRSA	21 2%	- -	1 1%	5 3%	4 9%zabefh	3 2%	3 2%	3 3%	- -	2 2%	13 2%	3 2%	6 2%	6 2%	9 3%	22 2%
Access to services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Bad press/the media	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Being supported through taxation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cancellation of appointments/operations	1 *	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *
Culture change/diversity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 65

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Cutbacks	**7**	2	-	-	-	2	-	1	-	3	5	1	3	1	3	7
	1%	**3%f**	-	-	-	*1%*	-	*1%*	-	**3%zf**	*1%*	*	*1%*	*	*1%*	*1%*
Doctors/consultants spending too much time on private practice	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Employment of overseas doctors/nursing staff	**1**	1	-	-	-	-	-	-	-	-	1	-	1	-	-	1
	** * **	**1%z**	-	-	-	-	-	-	-	-	*	-	*	-	-	*
Enable patients to see a doctor 24-7/out-of-hours service	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Expectations/demands from patients/public	**5**	1	2	-	-	1	1	-	-	-	4	1	1	2	2	5
	** * **	*1%*	*2%*	-	-	*1%*	*1%*	-	-	-	*1%*	*1%*	*	*1%*	*1%*	*
GP appointment system/ long wait to get an appointment	**4**	-	1	2	-	-	1	-	-	-	3	1	2	2	-	4
	** * **	-	*1%*	*1%*	-	-	*1%*	-	-	-	*	*1%*	*1%*	*1%*	-	*
Health risks due to uniforms being worn outside hospital	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
High cost of drugs/ equipment/availability	**3**	1	1	-	-	-	1	-	-	-	3	-	1	1	1	3
	** * **	*1%*	*1%*	-	-	-	*1%*	-	-	-	*	-	*	*	*	*
Improve hospital appointment system/fewer cancellations	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of aftercare	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of communication between departments	**6**	-	2	-	-	1	2	-	-	1	1	4	3	1	2	6
	1%j	-	*1%*	-	-	*1%*	*1%*	-	-	*1%*	*	**2%zj**	*1%*	*	*1%*	*1%*
Lack of focus on the patient	**2**	-	-	-	-	-	-	2	-	-	2	-	1	-	1	2
	** * **	-	-	-	-	-	-	**2%z**	-	-	*	-	*	-	*	*
Lack of government support/backing	**2**	-	2	-	-	-	-	-	-	-	2	-	1	-	1	2
	** * **	-	**1%z**	-	-	-	-	-	-	-	*	-	*	-	*	*
Lack of information	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of vision/ direction/planning	**3**	-	-	-	-	-	2	1	-	-	1	1	1	1	1	3
	** * **	-	-	-	-	-	**1%z**	*1%*	-	-	*	*	*	*	*	*
Language problems/ foreign staff	**3**	-	1	1	-	-	-	1	-	-	1	-	2	1	-	3
	** * **	-	*1%*	*1%*	-	-	-	*1%*	-	-	*	-	*1%*	*	-	*
Litigation	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low staff morale	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management/too inefficient	**2**	-	1	-	-	-	-	1	-	-	2	-	1	1	-	2
	** * **	-	*1%*	-	-	-	-	*1%*	-	-	*	-	*	*	-	*

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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
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Table 65

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Misuse of funds/money not going to the right places	**6** ***1%***	1 *1%*	- -	1 *1%*	1 *2%*	- -	3 **2%z**	- -	- -	- -	5 *1%*	1 *	2 *1%*	- -	4 *1%*	6 *1%*
Mixed wards	**1** *	- -	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *
Need new/updated equipment/technology	**1** *	1 **1%z**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *
NHS is run by people with little/no experience	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *	- -	- -	- -	- -	- -	3 **2%z**	- -	- -	- -	1 *	2 **1%j**	1 *	1 *	1 *	3 *
Opening times of GP/ doctor's surgery	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Overpaid management/GPs	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Patients having to pay/ pay for prescriptions/ general costs	**2** *	- -	- -	- -	- -	- -	- -	2 **2%z**	- -	- -	1 *	- -	- -	1 *	1 *	2 *
Poor administration/ organisation/lost records	**6** ***1%***	- -	1 *1%*	1 *1%*	- -	1 *1%*	- -	2 *2%*	- -	1 *1%*	3 *	3 **2%zj**	3 *1%*	2 *1%*	1 *	6 *1%*
Poor/expensive hospital parking	**1** *	- -	- -	- -	- -	- -	- -	1 **1%z**	- -	- -	1 *	- -	- -	- -	1 *	1 *
Poor food/catering	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor GP services/ facilities	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor IT systems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor/lack of A&E services	**1** *	- -	1 **1%z**	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *
Poor/slow response time of ambulances	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Postcode lottery	**3** *	- -	1 *1%*	1 *1%*	- -	- -	1 *1%*	- -	- -	- -	1 *	1 *1%*	1 *	2 *1%*	- -	3 *
Public opinions/ perception/lack of public confidence	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reduce pay of underperforming staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rude/arrogant attitude of NHS staff	**1** *	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 65

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Security	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should bring back matrons	**3** *****	- -	- -	- -	1 *2%*	1 *1%*	- -	1 *1%*	- -	- -	2 *	- -	1 *	1 *	1 *	3 *
Too much admin/reduce amount spent on admin	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Too much centralisation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Too many people using who are not entitled/ have not paid N.I	**10** ***1%***	1 *1%*	3 *2%*	- -	- -	3 *2%*	3 *2%*	- -	- -	- -	8 *1%*	2 *1%*	- -	6 **2%zl**	3 *1%*	10 *1%*
Too unwieldy/too large to manage	**1** *****	- -	- -	- -	- -	- -	- -	1 **1%z**	- -	- -	- -	- -	- -	- -	1 *	1 *
Use of sub-contractors rather than permanent staff	**1** *****	- -	- -	- -	- -	- -	- -	1 **1%z**	- -	- -	- -	1 *1%*	- -	1 *	- -	1 *
Other	**11** ***1%***	- -	- -	1 *1%*	1 *2%*	1 *1%*	8 **5%zabcghi**	- -	- -	- -	6 *1%*	4 *3%*	4 *1%*	3 *1%*	2 *1%*	10 *1%*
Don't know	**57** **6%kl**	1 *1%*	7 *7%*	12 **8%a**	4 *7%*	12 **9%ai**	11 *7%*	6 *6%*	3 *3%*	2 *2%*	45 **6%k**	4 *2%*	12 *4%*	22 **7%l**	14 *4%*	57 *6%*
None of these/No answer	**17** ***2%***	1 *1%*	2 *2%*	4 *3%*	1 *2%*	6 **5%zfgh**	1 *1%*	- -	- -	2 *2%*	17 **2%zk**	- -	4 *1%*	10 **3%zn**	3 *1%*	17 *2%*
Not stated	**5** ***1%***	- -	2 *2%*	1 *1%*	- -	- -	1 *1%*	1 *1%*	- -	- -	4 *1%*	1 *1%*	1 *	3 *1%*	1 *	5 *
Mean number of mentions	**1.79ejm**	**1.86ei**	**1.69**	**2.24zbdefgi**	**1.57**	**1.52**	**1.73**	**1.79e**	**1.98dei**	**1.58**	**1.67**	**2.27zj**	**1.95zm**	**1.52**	**1.92zm**	**1.80**

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 66

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	1001	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	1001	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
ACCESS TO TREATMENT/ WAITING TIME	160 16%en	126 16%e	31 16%e	69 18%egi	44 19%egi	18 10%	43 14%	4 8%	33 18%e	3 6%	56 20%zk	55 14%	36 18%	56 15%	24 10%	12 26%n	24 14%	133 16%	158 16%
Long waiting lists/ times	160 16%en	126 16%e	31 16%e	69 18%egi	44 19%egi	18 10%	43 14%	4 8%	33 18%e	3 6%	56 20%zk	55 14%	36 18%	56 15%	24 10%	12 26%n	24 14%	133 16%	158 16%
CHOICE	32 3%	26 3%	3 1%	13 3%	8 3%	4 2%	11 4%	1 1%	3 2%	2 4%	7 3%	19 5%z	7 4%	14 4%	7 3%	2 5%	6 4%	26 3%	32 3%
Not enough patient choice about care/ treatment	17 2%	15 2%	1 *	6 2%	4 2%	- -	5 2%	- -	3 2%	1 2%e	5 2%	8 2%	4 2%	9 2%	2 1%	1 3%	4 2%	13 2%	17 2%
Not enough patient say/involvement in decisions about healthcare services	22 2%	18 2%	2 1%	8 2%	6 3%	4 2%	9 3%h	1 1%	1 1%	2 4%	3 1%	15 4%zj	3 1%	10 3%	6 3%	1 2%	4 3%	17 2%	22 2%
EXTERNAL FACTORS	104 10%m	81 10%	14 7%	31 8%	25 11%	18 10%	28 9%	2 3%	13 7%	3 6%	29 10%	40 10%	25 13%m	26 7%	20 8%	6 14%	19 11%	85 11%	106 11%
Bird flu	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	1 *
Swine flu	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	1 *
Foreigners/immigrants	34 3%	29 4%	3 2%	13 3%	10 4%	6 3%	10 3%	1 2%	5 2%	1 2%	7 3%	16 4%	7 4%	10 3%	5 2%	3 7%	4 2%	29 4%	36 4%
Flu pandemic	3 *	3 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	2 1%	- -	- -	- -	3 *	3 *
Overstretched/aging population	53 5%	39 5%	7 4%	16 4%	15 6%	11 6%	16 5%	1 2%	5 3%	2 5%	16 6%	18 5%	12 6%	15 4%	11 4%	1 2%	12 7%	41 5%	56 6%
Public health problems (smoking, obesity, sexual health, etc)	13 1%	9 1%	4 2%	3 1%	4 2%	3 2%	5 2%	- -	4 2%	- -	4 2%	8 2%	5 2%	5 1%	3 1%	3 7%zn	2 1%	11 1%	12 1%
Trivial use/abuse	16 2%	15 2%	1 1%	5 1%	2 1%	2 1%	5 2%	- -	- -	- -	5 2%	7 2%	2 1%	4 1%	3 1%	2 5%	2 1%	14 2%	16 2%
MANAGEMENT/ BUREAUCRACY	273 27%jl	223 29%z	47 25%	114 30%	62 27%	46 25%	90 30%	18 32%	45 24%	11 27%	53 19%	149 38%zj	41 21%	138 36%zl	63 26%	17 38%	50 29%	219 27%	275 27%
Bureaucracy/top heavy management	159 16%	133 17%zd	28 15%	72 19%zde	29 13%	24 13%	57 19%de	13 23%d	30 16%	7 16%	35 13%	78 20%zj	30 15%	66 17%	35 14%	10 24%	36 20%	121 15%	162 16%
Political influence/ government targets	65 6%jl	52 7%	10 5%	23 6%	11 5%	13 7%	20 6%	5 9%	10 5%	4 9%	8 3%	40 10%zj	6 3%	39 10%zl	15 6%	3 7%	10 6%	54 7%	65 6%
Privatisation	57 6%j	46 6%	10 5%	22 6%	12 5%	9 5%	22 7%	4 7%	8 4%	3 7%	9 3%	40 10%zj	6 3%	32 8%zl	13 5%	2 5%	5 3%	52 6%	58 6%
Problems prioritising treatment/patient groups	27 3%	23 3%	4 2%	10 3%	10 4%	9 5%	8 3%	2 3%	5 2%	1 2%	5 2%	18 5%z	3 2%	18 5%zl	6 2%	1 2%	4 2%	23 3%	27 3%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 66

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	1001	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Big changes to services/ NHS reforms	35 3%jl	31 4%	6 3%	12 3%	13 6%	7 4%	14 5%	2 3%	4 2%	1 2%	1 *	24 6%zj	2 1%	24 6%zl	8 3%	2 5%	4 2%	31 4%	34 3%
RESOURCES/INVESTMENT	620 62%jl	489 63%	124 64%	241 64%	150 65%	133 72%zabcdf	197 65%	41 72%	127 68%	32 76%z	136 49%	276 70%zj	106 53%	257 68%zl	157 64%	32 72%	110 63%	501 62%	617 62%
Lack of resources/ investment	393 39%jl	307 40%	81 42%	153 41%	92 40%	95 52%zabcdf	121 40%	33 59%zabcdf	87 46%za	26 61%zabcdf	79 29%	179 46%zj	60 30%	178 47%zl	94 38%	21 47%	82 47%zq	307 38%	393 39%
Hospital closures/lack of hospitals/ facilities	55 6%j	44 6%	15 8%	21 6%	18 8%	12 7%	23 8%	5 9%	10 5%	2 5%	9 3%	33 8%zj	10 5%	31 8%z	16 7%	3 7%	6 3%	50 6%	56 6%
Not enough doctors/ nurses/understaffed	192 19%j	160 21%z	47 24%z	80 21%	59 26%za	40 22%	74 25%z	12 22%	38 20%	7 17%	41 15%	95 24%zj	31 16%	80 21%	56 23%	13 30%	33 19%	154 19%	191 19%
Poor pay for NHS staff	20 2%	14 2%	3 2%	5 1%	5 2%	5 3%	6 2%	1 1%	5 2%	- -	2 1%	12 3%zj	2 1%	7 2%	7 3%	- -	2 1%	18 2%	20 2%
Poor quality staff education/training	51 5%	42 5%	18 9%za	28 8%za	15 7%	14 8%	19 6%	5 10%	20 11%zaf	4 8%	10 4%	25 6%	9 5%	15 4%	18 7%	4 8%	6 4%	44 5%	52 5%
Overworked staff	83 8%	65 8%	19 10%	36 10%	27 12%zae	11 6%	28 9%	3 5%	14 7%	1 3%	20 7%	37 9%	16 8%	32 8%	26 11%	3 6%	10 6%	71 9%	85 8%
Shortage of beds	31 3%	28 4%	5 3%	10 3%	9 4%	4 2%	8 3%	- -	5 3%	1 2%	7 3%	13 3%	10 5%	11 3%	8 3%	3 7%	4 3%	27 3%	30 3%
Shortage of NHS dentists	22 2%m	17 2%	3 2%	7 2%	3 2%	3 1%	5 2%	- -	4 2%	- -	5 2%	8 2%	3 2%	4 1%	3 1%	- -	2 1%	20 2%	21 2%
Staff retention	37 4%	31 4%c	3 2%	9 2%	7 3%	3 2%	8 3%	1 1%	5 3%	1 2%	6 2%	16 4%	3 1%	22 6%zl	8 3%	2 4%	3 2%	33 4%	36 4%
TREATMENT QUALITY/ IMPROVEMENTS	87 9%j	71 9%	16 8%	39 11%	26 11%	19 10%	32 11%	4 7%	17 9%	7 17%	12 5%	43 11%j	17 9%	35 9%	25 10%	9 21%z	13 7%	74 9%	89 9%
Low quality of services/treatment/ care	48 5%	41 5%	11 6%	26 7%z	17 7%	9 5%	18 6%	3 5%	13 7%	6 14%zabcef	8 3%	29 7%zj	8 4%	22 6%	19 8%z	2 4%	7 4%	41 5%	49 5%
Poor quality care of the elderly	28 3%j	21 3%	3 2%	12 3%	7 3%	8 5%bh	12 4%h	1 2%	2 1%	2 5%	3 1%	11 3%	3 2%	11 3%	7 3%	7 15%zn	5 3%	23 3%	29 3%
Poor standards of cleanliness/superbugs/ MRSA	21 2%	18 2%	3 2%	6 2%	7 3%	6 3%	5 2%	- -	4 2%	1 2%	2 1%	9 2%	6 3%	9 2%	4 2%	1 2%	2 1%	19 2%	22 2%
Access to services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Bad press/the media	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Being supported through taxation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cancellation of appointments/operations	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	1 *
Culture change/diversity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
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Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 66

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Cutbacks	**7** ***1%***	6 *1%*	2 *1%*	3 *1%*	1 *	- -	2 *1%*	- -	1 *	1 *2%*	3 *1%*	3 *1%*	1 *	4 *1%*	2 *1%*	- -	1 *1%*	6 *1%*	7 *1%*
Doctors/consultants spending too much time on private practice	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employment of overseas doctors/nursing staff	**1** ***	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *
Enable patients to see a doctor 24-7/out-of-hours service	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Expectations/demands from patients/public	**5** ***	5 *1%*	1 *1%*	2 *1%*	1 *	2 *1%*	1 *	1 *2%*	2 *1%*	- -	2 *1%*	1 *	- -	2 *	2 *1%*	- -	1 *1%*	4 *	5 *
GP appointment system/ long wait to get an appointment	**4** ***	4 *1%*	1 *	- -	- -	1 *1%*	2 *1%*	1 **2%cd**	- -	- -	- -	2 *1%*	1 *	1 *	1 *	- -	1 *1%*	2 *	4 *
Health risks due to uniforms being worn outside hospital	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
High cost of drugs/ equipment/availability	**3** ***	3 *	2 *1%*	2 *	1 *	- -	1 *	- -	- -	- -	1 *	2 *	1 *1%*	- -	2 *1%*	- -	- -	3 *	3 *
Improve hospital appointment system/fewer cancellations	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of aftercare	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of communication between departments	**6** ***1%***	6 *1%*	4 **2%z**	4 *1%*	2 *1%*	4 **2%za**	4 *1%*	- -	3 *1%*	1 *2%*	2 *1%*	3 *1%*	3 **2%m**	- -	1 *	1 *3%*	1 *	5 *1%*	6 *1%*
Lack of focus on the patient	**2** ***	1 *	- -	1 *	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 **2%zn**	- -	2 *	2 *
Lack of government support/backing	**2** ***	2 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	2 *	1 *	- -	- -	2 *	2 *
Lack of information	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of vision/ direction/planning	**3** ***	3 *	1 *1%*	2 *1%*	- -	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	3 *	3 *
Language problems/ foreign staff	**3** ***	3 *	1 *	3 *1%*	1 *	- -	- -	1 **1%f**	- -	- -	- -	2 *	2 *1%*	- -	2 *1%*	- -	- -	3 *	3 *
Litigation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Low staff morale	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Management/too inefficient	**2** ***	1 *	1 *1%*	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	1 *1%*	- -	1 *	- -	- -	2 *	2 *

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Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 66

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Misuse of funds/money not going to the right places	**6** **1%q**	5 *1%*	1 *	3 *1%*	2 *1%*	2 *1%*	2 *1%*	- -	2 *1%*	- -	1 *	2 *1%*	4 **2%z**	2 *	2 *1%*	1 *3%*	3 **2%zq**	3 *	6 *1%*
Mixed wards	**1** *	1 *	- -	1 *	- -	- -	- -	1 **1%zaf**	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	1 *
Need new/updated equipment/technology	**1** *	1 *	- -	- -	- -	1 *1%*	- -	- -	- -	- -	- -	1 *	1 *1%*	- -	- -	- -	1 **1%q**	- -	1 *
NHS is run by people with little/no experience	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *	3 *	- -	1 *	- -	- -	1 *	1 *1%*	2 *1%*	- -	1 *	2 *1%*	- -	2 *1%*	1 *	1 *2%*	3 **2%zq**	- -	3 *
Opening times of GP/ doctor's surgery	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Overpaid management/GPs	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Patients having to pay/ pay for prescriptions/ general costs	**2** *	2 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	2 *1%*	- -	- -	1 *	- -	- -	2 *	2 *
Poor administration/ organisation/lost records	**6** ***1%***	5 *1%*	1 *1%*	3 *1%*	1 *1%*	3 *1%*	4 *1%*	5 **8%zabcdefh**	2 *1%*	- -	- -	3 *1%*	- -	3 *1%*	3 *1%*	- -	1 *	6 *1%*	6 *1%*
Poor/expensive hospital parking	**1** *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	1 *
Poor food/catering	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor GP services/ facilities	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor IT systems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor/lack of A&E services	**1** *	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *
Poor/slow response time of ambulances	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Postcode lottery	**3** *	3 *	- -	2 *	1 *1%*	1 *1%*	1 *	- -	1 *1%*	- -	- -	2 *1%*	- -	2 *1%*	- -	- -	1 *	2 *	3 *
Public opinions/ perception/lack of public confidence	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reduce pay of underperforming staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rude/arrogant attitude of NHS staff	**1** *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *	1 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 66

Q11. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Security	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should bring back matrons	**3**	2	1	2	-	-	2	-	1	-	1	1	1	-	-	-	-	3	3
	*****	*	*	*	-	-	*1%*	-	*	-	*	*	*	-	-	-	-	*	*
Too much admin/reduce amount spent on admin	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Too much centralisation	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Too many people using who are not entitled/ have not paid N.I	**10**	7	4	5	4	4	2	-	4	1	2	1	2	4	3	1	1	8	10
	1%k	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Too unwieldy/too large to manage	**1**	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1
	*****	*	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	*	*
Use of sub-contractors rather than permanent staff	**1**	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	1	1
	*****	*	-	*	-	-	-	-	-	-	-	*	*	-	-	-	-	*	*
Other	**11**	9	-	5	3	6	4	2	4	-	1	5	1	4	1	1	3	8	10
	1%	*1%*	-	*1%*	*1%*	**3%zab**	*1%*	**4%zb**	**2%b**	-	*	*1%*	*1%*	*1%*	*	*3%*	*2%*	*1%*	*1%*
Don't know	**57**	35	8	5	9	1	9	1	7	1	30	3	22	7	12	-	5	51	57
	6%acefkmp	**5%ce**	**4%ce**	*1%*	**4%ce**	*1%*	*3%*	*2%*	**4%ce**	*2%*	**11%zk**	*1%*	**11%zm**	*2%*	*5%*	-	*3%*	*6%*	*6%*
None of these/No answer	**17**	13	6	5	2	-	3	-	2	-	12	-	7	2	3	-	-	15	17
	2%km	*2%*	**3%def**	*1%*	*1%*	-	*1%*	-	*1%*	-	**4%zk**	-	**4%zm**	*1%*	*1%*	-	-	*2%*	*2%*
Not stated	**5**	5	-	2	2	4	1	1	-	-	2	-	1	1	2	-	2	3	5
	1%	*1%*	-	*	*1%*	**2%zabcfh**	*	*2%*	-	-	*1%*	-	*1%*	*	*1%*	-	*1%*	*	*
Mean number of mentions	**1.79jl**	**1.89z**	**1.82**	**1.90z**	**2.01z**	**1.98z**	**1.98z**	**1.99**	**1.84**	**1.80**	**1.41**	**2.19zj**	**1.56**	**2.02zl**	**1.82**	**2.50zn**	**1.76**	**1.81**	**1.80**

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 67

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Age-related illnesses/ people living longer/old age	**158** **16%cdko**	77 *16%*	81 *16%*	11 *8%*	15 *9%*	54 **15%cd**	35 **24%zcde**	43 **22%zcd**	56 **22%zijk**	48 *15%*	28 *14%*	26 *11%*	86 **16%o**	54 **23%zlno**	5 *9%*	13 *8%*	165 *16%*
Aids/HIV	**25** **2%bh**	17 **4%zb**	7 *1%*	7 *5%*	6 *4%*	7 *2%*	2 *1%*	3 *1%*	- -	11 **4%h**	7 **4%h**	6 **3%h**	16 *3%*	3 *1%*	3 *5%*	2 *1%*	23 *2%*
Alcohol abuse/drink-related illnesses/ alcoholism/binge drinking	**205** **20%gj**	107 *22%*	98 *19%*	33 *23%*	41 **24%g**	73 *21%*	27 *19%*	31 *16%*	59 **24%j**	69 **22%j**	25 *12%*	51 **22%j**	123 *22%*	39 *17%*	16 **28%m**	27 *17%*	203 *20%*
Cancer	**365** ***36%***	176 *36%*	189 *37%*	49 *34%*	60 *36%*	135 *39%*	52 *36%*	69 *35%*	79 *32%*	125 **40%h**	80 *40%*	81 *34%*	213 *39%*	81 *34%*	20 *34%*	51 *32%*	363 *36%*
Diabetes	**128** ***13%***	56 *12%*	72 *14%*	18 *13%*	26 *16%*	44 *13%*	15 *11%*	25 *13%*	30 *12%*	44 *14%*	23 *12%*	31 *13%*	74 *13%*	27 *11%*	4 *7%*	24 *15%*	128 *13%*
Diabetes in children	**9** ***1%***	4 *1%*	5 *1%*	1 *1%*	5 **3%ze**	- -	2 **1%e**	1 *	2 *1%*	3 *1%*	1 *	3 *1%*	6 *1%*	1 *	1 *2%*	1 *1%*	9 *1%*
Drugs/abuse/misuse of drugs/substances	**120** **12%h**	64 *13%*	55 *11%*	26 **18%zg**	21 *12%*	41 *12%*	15 *11%*	17 *9%*	21 *8%*	38 *12%*	17 *8%*	44 **19%zhij**	60 *11%*	27 *12%*	12 **21%zl**	20 *13%*	120 *12%*
Heart disease/attacks	**181** **18%c**	83 *17%*	98 *19%*	15 *10%*	25 *15%*	77 **22%zc**	26 *18%*	39 **20%c**	42 *17%*	63 *20%*	29 *15%*	47 *20%*	101 *18%*	47 *20%*	7 *11%*	26 *17%*	182 *18%*
Lack of exercise/ sedentary lifestyle	**54** ***5%***	24 *5%*	30 *6%*	6 *4%*	10 *6%*	15 *4%*	10 *7%*	12 *6%*	17 *7%*	15 *5%*	10 *5%*	11 *5%*	30 *5%*	16 *7%*	3 *5%*	6 *4%*	54 *5%*
Unhealthy lifestyle	**102** ***10%***	45 *9%*	57 *11%*	17 *12%*	20 *12%*	33 *10%*	13 *9%*	17 *9%*	26 *11%*	36 *11%*	17 *8%*	23 *10%*	56 *10%*	23 *10%*	8 *13%*	15 *9%*	100 *10%*
Mental health	**75** **8%gj**	33 *7%*	42 *8%*	12 *8%*	17 **10%g**	29 **8%g**	11 *7%*	7 *4%*	24 **10%j**	24 **8%j**	5 *3%*	22 **9%j**	44 *8%*	12 *5%*	6 *11%*	13 *8%*	73 *7%*
MRSA/cleanliness in hospitals	**16** ***2%***	10 *2%*	6 *1%*	1 *1%*	7 **4%zfg**	7 *2%*	1 *	1 *	2 *1%*	8 **3%j**	- -	6 **3%j**	9 *2%*	2 *1%*	2 *3%*	4 *3%*	16 *2%*
Obesity/overeating	**342** **34%dkmo**	175 *36%*	167 *32%*	43 *30%*	42 *25%*	140 **40%zcdg**	54 **38%d**	63 *32%*	108 **43%zik**	105 **34%k**	73 **36%k**	56 *23%*	219 **40%zmo**	67 *29%*	16 *27%*	40 *25%*	343 *34%*
Obesity in children	**63** **6%f**	30 *6%*	33 *6%*	8 *6%*	13 **8%f**	29 **8%f**	4 *3%*	10 *5%*	13 *5%*	25 *8%*	10 *5%*	15 *6%*	39 *7%*	12 *5%*	2 *3%*	10 *6%*	61 *6%*
Poor diet/lack of nutrition/eating habits/ junk food	**80** **8%c**	38 *8%*	42 *8%*	5 *3%*	16 **9%c**	32 **9%c**	12 *9%*	16 *8%*	26 *10%*	20 *6%*	17 *8%*	17 *7%*	41 *8%*	22 *9%*	6 *10%*	11 *7%*	81 *8%*
Bird flu	**7** **1%b**	6 *1%*	1 *	5 **4%zdeg**	- -	- -	1 *1%*	1 *1%*	- -	4 *1%*	1 *	2 *1%*	3 *1%*	1 *	1 *2%*	2 *1%*	6 *1%*
Swine flu (pig flu)	**13** **1%e**	8 *2%*	5 *1%*	6 **5%zefg**	3 **2%e**	- -	1 *1%*	2 *1%*	2 *1%*	4 *1%*	3 *1%*	3 *1%*	8 *1%*	2 *1%*	1 *2%*	2 *1%*	11 *1%*
Flu pandemic	**24** **2%h**	16 *3%*	8 *2%*	7 **5%zg**	7 *4%*	6 *2%*	2 *1%*	2 *1%*	2 *1%*	11 **4%h**	5 *3%*	5 *2%*	15 *3%*	3 *1%*	1 *2%*	5 *3%*	22 *2%*
Smoking/smoking related illnesses	**166** **17%gm**	84 *17%*	82 *16%*	32 **23%g**	35 **21%g**	53 *15%*	24 *17%*	22 *11%*	38 *15%*	60 *19%*	28 *14%*	39 *16%*	97 *18%*	30 *13%*	10 *18%*	29 *19%*	164 *16%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 67

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Stress/pressure	**100** **10%g**	47 *10%*	54 *10%*	9 *7%*	15 *9%*	43 **12%g**	20 **14%cg**	13 *7%*	28 *11%*	34 *11%*	15 *8%*	23 *10%*	57 *10%*	19 *8%*	7 *12%*	17 *11%*	102 *10%*
Stroke	**43** **4%h**	16 *3%*	27 *5%*	5 *3%*	4 *3%*	18 *5%*	6 *4%*	10 *5%*	5 *2%*	11 *3%*	8 *4%*	19 **8%zhi**	18 *3%*	13 *6%*	4 *7%*	8 *5%*	43 *4%*
Dementia	**48** **5%i**	22 *5%*	25 *5%*	3 *2%*	4 *2%*	18 *5%*	14 **10%zcdeg**	8 *4%*	15 *6%*	8 *3%*	15 **7%i**	10 *4%*	28 *5%*	13 *5%*	3 *5%*	4 *3%*	50 *5%*
Other	**49** **5%a**	**17** ***4%***	**32** ***6%***	**4** ***3%***	**7** ***4%***	**20** ***6%***	**6** ***4%***	**13** ***6%***	**20** **8%zik**	**12** ***4%***	**9** ***4%***	**8** ***3%***	**26** ***5%***	**14** ***6%***	**4** ***8%***	**6** ***4%***	**51** ***5%***
Access to treatment/ specialist services/ treatment	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Allergies	**1** *****	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *1%*	1 *
Alzheimers disease	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arthritis	**4** *****	3 *1%*	2 *	- -	- -	1 *	- -	3 **2%z**	1 *	- -	2 *1%*	2 *1%*	1 *	3 **1%zl**	- -	- -	5 *
Asthma	**5** ***1%***	1 *	4 *1%*	- -	2 *1%*	1 *	2 *1%*	- -	1 *	2 *1%*	1 *	1 *	4 *1%*	- -	- -	1 *1%*	5 *
Attitude of staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Back problems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Car accidents/ accidents caused by bad driving	**1** *****	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *
Dental care/ children\222s dental care	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Diseases from abroad/ foreign diseases	**1** *****	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *
Getting appointments	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Health & Hygiene	**2** *****	- -	2 *	- -	1 *1%*	1 *	- -	- -	- -	1 *	- -	1 *	1 *	- -	1 **2%zm**	- -	2 *
Immigrants using the system/multicultural issues	**1** *****	- -	1 *	- -	- -	- -	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *
Lack of education/ knowledge about health issues	**3** *****	2 *	1 *	- -	- -	1 *	2 *1%*	- -	2 *1%*	- -	- -	1 *	1 *	1 *	1 *1%*	- -	3 *
Liver diseases	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 67

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Overcrowding/ overpopulation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Pollution/effects of pollution	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor tolerance to illnesses/lack of immunity to illnesses	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Respiratory problems	**4** *****	1 *	3 *1%*	- -	- -	2 *1%*	- -	2 *1%*	1 *	2 *1%*	1 *	- -	1 *	2 *1%*	- -	1 *1%*	4 *
Sexually transmitted diseases/STD's	**5** ***1%***	4 *1%*	2 *	2 *2%*	1 *1%*	2 *1%*	- -	- -	4 **2%z**	1 *	- -	- -	3 *1%*	- -	- -	2 *1%*	5 *
TB	**1** *****	- -	1 *	- -	- -	- -	1 *1%*	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *
Viruses/colds/flu	**1** *****	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	1 **2%zlm**	- -	1 *
Waiting lists	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Waiting time in hospitals	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Weather/cold weather	**1** *****	- -	1 *	- -	- -	- -	1 *1%*	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *
Other	**23** **2%a**	5 *1%*	18 **3%za**	2 *1%*	3 *2%*	10 *3%*	2 *1%*	6 *3%*	8 *3%*	6 *2%*	4 *2%*	5 *2%*	11 *2%*	6 *3%*	4 **6%zlo**	2 *1%*	24 *2%*
No answer	**12** ***1%***	6 *1%*	6 *1%*	3 *2%*	4 *2%*	2 *1%*	2 *1%*	1 *1%*	- -	6 **2%h**	3 *1%*	3 *1%*	5 *1%*	2 *1%*	2 *4%*	3 *2%*	12 *1%*
Don't know	**72** **7%fil**	31 *6%*	41 *8%*	14 **10%f**	17 **10%ef**	18 *5%*	4 *3%*	19 **10%ef**	14 *6%*	13 *4%*	15 *7%*	30 **12%zhi**	31 *6%*	20 *9%*	4 *6%*	18 **11%zl**	72 *7%*
Diabetes/Diabetes in children	**135** **14%**	**60** ***12%***	**76** ***15%***	**19** ***13%***	**29** ***17%***	**44** ***13%***	**17** ***12%***	**26** ***13%***	**33** ***13%***	**45** ***14%***	**24** ***12%***	**34** ***14%***	**78** ***14%***	**28** ***12%***	**5** ***8%***	**25** ***16%***	**135** ***13%***
Lack of exercise/ sedentary/unhealthy lifestyle	**135** **14%**	**62** ***13%***	**73** ***14%***	**22** ***15%***	**28** ***16%***	**41** ***12%***	**19** ***14%***	**26** ***13%***	**37** ***15%***	**43** ***14%***	**23** ***12%***	**32** ***13%***	**75** ***14%***	**32** ***14%***	**11** ***18%***	**18** ***11%***	**134** ***13%***
Obesity/overeating/ obesity in children	**359** **36%dkmo**	**181** ***37%***	**177** ***34%***	**44** ***31%***	**47** ***28%***	**147** **42%zcdg**	**55** ***38%***	**66** ***33%***	**110** **44%zik**	**112** **36%k**	**75** **37%k**	**61** ***26%***	**228** **41%zmo**	**71** ***30%***	**17** ***29%***	**43** ***27%***	**359** ***36%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

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		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Age-related illnesses/ people living longer/old age	**158** **16%bg**	24 *14%*	18 *10%*	113 **18%zb**	3 *30%*	49 **22%zfg**	72 *15%*	37 *12%*	14 **27%zi**	44 *15%*	7 *18%*	50 **20%z**	28 *18%*	7 *9%*	118 *16%*	3 *30%*	86 *16%*	72 *15%*	140 *16%*	18 *17%*	102 *16%*	51 *17%*	165 *16%*
Aids/HIV	**25** **2%cnr**	7 **4%c**	9 **5%zc**	9 *1%*	- -	3 *1%*	16 *3%*	6 *2%*	4 **7%zik**	4 *2%*	1 *3%*	3 *1%*	6 *4%*	5 **7%zn**	13 *2%*	- -	11 *2%*	14 *3%*	19 *2%*	6 **6%zr**	19 *3%*	5 *2%*	23 *2%*
Alcohol abuse/drink-related illnesses/ alcoholism/binge drinking	**205** ***20%***	38 *22%*	45 *25%*	119 *19%*	2 *22%*	36 *16%*	98 *21%*	71 **23%e**	14 *26%*	65 *22%*	5 *13%*	50 *20%*	31 *20%*	10 *13%*	160 *21%*	1 *9%*	113 *21%*	92 *20%*	185 *21%*	20 *19%*	133 *20%*	64 *21%*	203 *20%*
Cancer	**365** ***36%***	68 *39%*	65 *37%*	230 *36%*	2 *19%*	77 *35%*	179 *38%*	110 *36%*	15 *30%*	109 *37%*	15 *39%*	97 *39%*	55 *34%*	21 *27%*	287 **38%zm**	2 *21%*	206 *39%*	159 *34%*	332 *37%*	33 *32%*	228 *35%*	117 *39%*	363 *36%*
Diabetes	**128** **13%n**	23 *13%*	30 *17%*	74 *12%*	1 *8%*	28 *13%*	63 *13%*	38 *12%*	12 **23%zk**	47 *16%*	7 *17%*	31 *12%*	19 *12%*	23 **29%zln**	84 *11%*	1 *11%*	72 *14%*	56 *12%*	121 *13%*	8 *7%*	95 **15%zu**	30 *10%*	128 *13%*
Diabetes in children	**9** **1%r**	3 *2%*	2 *1%*	4 *1%*	- -	1 *	5 *1%*	3 *1%*	- -	2 *1%*	1 *3%*	4 *1%*	- -	- -	9 *1%*	- -	3 *1%*	6 *1%*	5 *1%*	4 **4%zr**	3 *1%*	5 *2%*	9 *1%*
Drugs/abuse/misuse of drugs/substances	**120** **12%cqs**	39 **23%zbc**	22 *12%*	56 *9%*	2 *23%*	22 *10%*	52 *11%*	45 *15%*	4 *8%*	41 **14%k**	5 *14%*	22 *9%*	24 *15%*	9 *12%*	84 *11%*	1 *10%*	78 **15%zq**	42 *9%*	115 **13%zs**	5 *5%*	83 *13%*	32 *11%*	120 *12%*
Heart disease/attacks	**181** **18%qs**	39 *23%*	26 *14%*	116 *18%*	1 *8%*	41 *19%*	83 *18%*	57 *19%*	9 *18%*	56 *19%*	9 *24%*	55 *22%*	25 *16%*	17 *22%*	137 *18%*	1 *10%*	111 **21%zq**	70 *15%*	172 **19%zs**	9 *9%*	110 *17%*	63 *21%*	182 *18%*
Lack of exercise/ sedentary lifestyle	**54** **5%u**	8 *5%*	7 *4%*	37 *6%*	1 *8%*	14 *6%*	26 *6%*	14 *4%*	5 **10%k**	18 *6%*	2 *5%*	9 *3%*	8 *5%*	3 *4%*	42 *6%*	- -	31 *6%*	23 *5%*	50 *6%*	4 *4%*	41 *6%*	10 *3%*	54 *5%*
Unhealthy lifestyle	**102** ***10%***	22 *13%*	17 *10%*	61 *10%*	1 *11%*	20 *9%*	48 *10%*	34 *11%*	9 *18%*	35 *12%*	6 *15%*	26 *11%*	15 *10%*	13 *16%*	72 *10%*	- -	49 *9%*	52 *11%*	95 *11%*	7 *7%*	75 *12%*	23 *8%*	100 *10%*
Mental health	**75** **8%ce**	16 *10%*	21 **12%zc**	38 *6%*	- -	10 *5%*	35 *7%*	30 **10%e**	1 *2%*	19 *6%*	7 **18%zhi**	26 **10%zi**	11 *7%*	3 *4%*	60 *8%*	1 *9%*	45 *8%*	31 *7%*	71 *8%*	4 *4%*	50 *8%*	25 *8%*	73 *7%*
MRSA/cleanliness in hospitals	**16** ***2%***	6 **4%zc**	2 *1%*	8 *1%*	- -	2 *1%*	9 *2%*	5 *2%*	1 *2%*	4 *1%*	1 *3%*	2 *1%*	3 *2%*	- -	14 *2%*	- -	10 *2%*	6 *1%*	14 *2%*	2 *2%*	8 *1%*	7 *2%*	16 *2%*
Obesity/overeating	**342** **34%ablm**	47 *27%*	49 *28%*	244 **38%zab**	2 *19%*	68 *31%*	172 *36%*	101 *33%*	24 *45%*	114 **39%z**	13 *34%*	81 *33%*	37 *23%*	18 *24%*	281 **38%zlm**	2 *19%*	189 *35%*	153 *33%*	309 *34%*	33 *32%*	213 *33%*	112 *37%*	343 *34%*
Obesity in children	**63** ***6%***	15 *9%*	12 *7%*	35 *5%*	1 *11%*	11 *5%*	29 *6%*	24 *8%*	4 *8%*	17 *6%*	2 *6%*	11 *4%*	9 *6%*	2 *3%*	50 *7%*	1 *11%*	36 *7%*	27 *6%*	55 *6%*	8 *7%*	43 *7%*	18 *6%*	61 *6%*
Poor diet/lack of nutrition/eating habits/ junk food	**80** **8%s**	15 *9%*	17 *9%*	48 *7%*	- -	17 *8%*	43 *9%*	20 *6%*	2 *4%*	31 *10%*	4 *11%*	19 *8%*	8 *5%*	7 *9%*	64 *9%*	1 *10%*	43 *8%*	37 *8%*	78 **9%zs**	2 *2%*	44 *7%*	27 *9%*	81 *8%*
Bird flu	**7** **1%c**	1 *1%*	4 **2%zc**	2 *	- -	1 *	5 *1%*	1 *	- -	1 *	1 **4%zi**	2 *1%*	- -	- -	6 *1%*	1 *10%*	2 *	5 *1%*	6 *1%*	1 *1%*	7 *1%*	- -	6 *1%*
Swine flu (pig flu)	**13** ***1%***	4 *2%*	3 *1%*	6 *1%*	- -	2 *1%*	6 *1%*	5 *2%*	- -	1 *	1 **4%i**	2 *1%*	- -	2 **3%l**	9 *1%*	1 *10%*	6 *1%*	7 *1%*	11 *1%*	2 *2%*	11 *2%*	1 *	11 *1%*

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		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Flu pandemic	**24** **2%ceu**	7 **4%c**	8 **4%c**	8 *1%*	1 *11%*	2 *1%*	11 *2%*	11 **4%e**	- -	5 *2%*	4 **10%zhik**	7 *3%*	5 *3%*	4 **6%n**	14 *2%*	- -	14 *3%*	10 *2%*	22 *2%*	2 *2%*	21 **3%zu**	3 *1%*	22 *2%*
Smoking/smoking related illnesses	**166** **17%ce**	40 **23%zc**	33 *18%*	92 *14%*	1 *10%*	26 *12%*	88 **19%e**	52 *17%*	11 *21%*	57 *20%*	10 *25%*	44 *18%*	34 *21%*	11 *14%*	120 *16%*	- -	85 *16%*	81 *17%*	149 *17%*	17 *16%*	113 *17%*	49 *16%*	164 *16%*
Stress/pressure	**100** **10%c**	24 **14%c**	21 *12%*	55 *9%*	- -	19 *8%*	49 *10%*	33 *11%*	8 *15%*	35 *12%*	4 *9%*	27 *11%*	16 *10%*	9 *12%*	72 *10%*	2 *20%*	48 *9%*	52 *11%*	91 *10%*	10 *9%*	58 *9%*	33 *11%*	102 *10%*
Stroke	**43** ***4%***	15 **9%zbc**	6 *3%*	22 *3%*	- -	12 *5%*	18 *4%*	13 *4%*	- -	9 *3%*	3 **8%h**	11 *4%*	6 *4%*	5 *6%*	31 *4%*	1 *9%*	20 *4%*	23 *5%*	41 *5%*	2 *2%*	26 *4%*	14 *4%*	43 *4%*
Dementia	**48** ***5%***	7 *4%*	8 *4%*	32 *5%*	1 *8%*	10 *4%*	25 *5%*	13 *4%*	- -	13 *4%*	5 **14%zhi**	23 **9%zhi**	5 *3%*	- -	42 **6%zm**	1 *9%*	23 *4%*	24 *5%*	44 *5%*	3 *3%*	25 *4%*	20 *7%*	50 *5%*
Other	**49** **5%l**	**5** ***3%***	**9** ***5%***	**35** ***5%***	**1** ***10%***	**14** ***6%***	**19** ***4%***	**16** ***5%***	**3** ***5%***	**12** ***4%***	**2** ***6%***	**20** **8%zi**	**1** ***1%***	**5** **7%l**	**42** **6%l**	**1** ***11%***	**32** ***6%***	**18** ***4%***	**47** ***5%***	**3** ***3%***	**34** ***5%***	**12** ***4%***	**51** ***5%***
Access to treatment/ specialist services/ treatment	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Allergies	**1** *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	1 *
Alzheimers disease	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arthritis	**4** *	1 *1%*	1 *	3 *	- -	3 **2%zf**	- -	1 *	- -	- -	- -	3 *1%*	- -	- -	4 *1%*	- -	2 *	3 *1%*	4 *	- -	3 *	- -	5 *
Asthma	**5** ***1%***	1 *1%*	1 *1%*	3 *	- -	1 *	2 *	2 *1%*	1 *2%*	1 *	2 **6%zi**	5 **2%zi**	- -	1 *1%*	3 *	1 *11%*	3 *1%*	2 *	4 *	1 *1%*	4 *1%*	1 *	5 *
Attitude of staff	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Back problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Car accidents/ accidents caused by bad driving	**1** *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Dental care/ children\222s dental care	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Diseases from abroad/ foreign diseases	**1** *	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Getting appointments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Health & Hygiene	**2** *	1 *1%*	1 *1%*	- -	- -	- -	- -	2 *1%*	- -	- -	- -	2 **1%z**	- -	- -	2 *	- -	1 *	1 *	2 *	- -	1 *	1 *	2 *

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Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Immigrants using the system/multicultural issues	**1** *****	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	1 *
Lack of education/ knowledge about health issues	**3** *****	1 *	- -	2 *	- -	- -	3 *1%*	- -	- -	- -	- -	1 *	- -	1 *1%*	2 *	- -	1 *	2 *	2 *	1 *1%*	1 *	2 *1%*	3 *
Liver diseases	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Overcrowding/ overpopulation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Pollution/effects of pollution	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor tolerance to illnesses/lack of immunity to illnesses	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Respiratory problems	**4** *****	- -	1 *1%*	2 *	1 *10%*	2 **1%f**	- -	2 *1%*	- -	1 *	- -	2 *1%*	- -	1 *1%*	3 *	- -	2 *	2 *	4 *	- -	3 *	1 *	4 *
Sexually transmitted diseases/STD's	**5** ***1%***	- -	3 *1%*	3 *	- -	- -	4 *1%*	1 *	- -	2 *1%*	- -	1 *	- -	- -	5 *1%*	- -	4 *1%*	1 *	5 *1%*	- -	5 *1%*	1 *	5 *
TB	**1** *****	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Viruses/colds/flu	**1** *****	1 *1%*	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Waiting lists	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Waiting time in hospitals	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Weather/cold weather	**1** *****	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Other	**23** ***2%***	2 *1%*	2 *1%*	19 **3%z**	- -	6 *3%*	8 *2%*	9 *3%*	2 *3%*	6 *2%*	- -	7 *3%*	1 *1%*	3 *4%*	19 *3%*	- -	16 *3%*	7 *1%*	22 *2%*	1 *1%*	17 *3%*	5 *2%*	24 *2%*
No answer	**12** ***1%***	3 *2%*	2 *1%*	7 *1%*	- -	1 *	7 *2%*	4 *1%*	- -	2 *1%*	- -	- -	2 *1%*	3 **4%zn**	7 *1%*	- -	6 *1%*	7 *1%*	10 *1%*	2 *2%*	10 *2%*	2 *1%*	12 *1%*
Don't know	**72** **7%cin**	18 **11%c**	19 **11%c**	35 *5%*	- -	21 *10%*	27 *6%*	24 *8%*	2 *4%*	12 *4%*	4 *11%*	13 *5%*	19 **12%zn**	7 *9%*	44 *6%*	1 *9%*	36 *7%*	36 *8%*	67 *7%*	5 *5%*	52 *8%*	17 *6%*	72 *7%*
Diabetes/Diabetes in children	**135** **14%n**	**25** ***15%***	**32** ***18%***	**77** ***12%***	**1** ***8%***	**29** ***13%***	**66** ***14%***	**40** ***13%***	**12** **23%z**	**48** ***16%***	**7** ***17%***	**35** ***14%***	**19** ***12%***	**23** **29%zln**	**91** ***12%***	**1** ***11%***	**75** ***14%***	**60** ***13%***	**125** ***14%***	**11** ***10%***	**98** ***15%***	**33** ***11%***	**135** ***13%***
Lack of exercise/ sedentary/unhealthy lifestyle	**135** **14%u**	**26** ***15%***	**22** ***13%***	**85** ***13%***	**2** ***19%***	**29** ***13%***	**64** ***14%***	**42** ***14%***	**13** **24%zk**	**45** ***15%***	**6** ***15%***	**32** ***13%***	**21** ***13%***	**14** ***19%***	**99** ***13%***	**-** **-**	**67** ***13%***	**69** ***15%***	**125** ***14%***	**11** ***10%***	**101** **15%zu**	**29** ***9%***	**134** ***13%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 68

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Obesity/overeating/ obesity in children	**359** 36%lm	**51** *30%*	**53** *30%*	**252** 39%zab	**2** *19%*	**71** *32%*	**178** *37%*	**110** *36%*	**26** 50%zk	**116** *40%*	**13** *34%*	**84** *34%*	**40** *25%*	**18** *24%*	**293** 39%zlm	**3** *30%*	**198** *37%*	**161** *34%*	**323** *36%*	**35** *34%*	**226** *35%*	**115** *38%*	**359** *36%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 69

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Age-related illnesses/ people living longer/old age	**158** **16%ce**	26 **30%zbcefhi**	20 **18%ce**	14 *10%*	9 *18%*	13 *9%*	26 *16%*	20 **20%ce**	17 *16%*	13 *13%*	108 *15%*	28 *17%*	63 *18%*	46 *15%*	46 *14%*	165 *16%*
Aids/HIV	**25** ***2%***	1 *1%*	1 *1%*	12 **8%zabdefg**	- -	1 *1%*	- -	2 *2%*	4 **3%f**	4 **4%f**	19 *3%*	3 *2%*	13 **4%zm**	4 *1%*	8 *2%*	23 *2%*
Alcohol abuse/drink-related illnesses/ alcoholism/binge drinking	**205** **20%agh**	8 *9%*	20 **18%ah**	38 **26%agh**	23 **46%zabcefghi**	31 **23%agh**	37 **23%agh**	13 *13%*	10 *9%*	24 **24%agh**	149 *21%*	31 *18%*	71 *21%*	61 *20%*	63 *19%*	203 *20%*
Cancer	**365** **36%aem**	17 *20%*	46 **42%ae**	73 **49%zadefg**	17 *34%*	32 *24%*	51 *32%*	37 **36%ae**	45 **42%ae**	46 **46%zaef**	256 *37%*	67 *40%*	135 **40%m**	92 *31%*	132 **40%m**	363 *36%*
Diabetes	**128** **13%a**	5 *6%*	14 *13%*	41 **28%zabefghi**	8 **16%a**	12 *9%*	18 *11%*	8 *8%*	9 *9%*	13 *13%*	94 *13%*	19 *12%*	48 *14%*	30 *10%*	46 *14%*	128 *13%*
Diabetes in children	**9** ***1%***	1 *1%*	1 *1%*	- -	1 *2%*	1 *1%*	2 *1%*	- -	2 *2%*	1 *1%*	5 *1%*	2 *1%*	2 *	1 *	5 *2%*	9 *1%*
Drugs/abuse/misuse of drugs/substances	**120** **12%ab**	1 *1%*	7 *7%*	27 **19%zabhi**	13 **25%zabfghi**	25 **18%zabhi**	19 **12%a**	12 **11%a**	7 *7%*	8 **8%a**	93 *13%*	18 *11%*	42 *12%*	32 *11%*	39 *12%*	120 *12%*
Heart disease/attacks	**181** **18%a**	9 *10%*	22 *20%*	35 **23%ae**	8 *15%*	18 *13%*	31 *19%*	15 *14%*	20 *19%*	24 **24%ae**	124 *18%*	32 *19%*	76 **22%zm**	45 *15%*	55 *17%*	182 *18%*
Lack of exercise/ sedentary lifestyle	**54** **5%bn**	6 *7%*	2 *1%*	5 *3%*	4 **8%b**	14 **11%zbchi**	11 **7%b**	5 *5%*	3 *3%*	3 *3%*	42 *6%*	6 *4%*	22 *6%*	21 **7%n**	11 *3%*	54 *5%*
Unhealthy lifestyle	**102** **10%bl**	14 **17%zbgi**	5 *4%*	15 *10%*	5 *9%*	24 **18%zbfgi**	15 *9%*	6 *6%*	12 *11%*	5 *5%*	72 *10%*	22 *13%*	23 *7%*	42 **14%zl**	32 *10%*	100 *10%*
Mental health	**75** **8%agj**	2 *2%*	10 **9%g**	17 **11%ag**	2 *3%*	12 **9%ag**	9 *5%*	2 *2%*	11 **10%ag**	11 **11%ag**	43 *6%*	20 **12%zj**	35 **10%zm**	16 *5%*	23 *7%*	73 *7%*
MRSA/cleanliness in hospitals	**16** ***2%***	1 *1%*	1 *1%*	3 *2%*	2 *3%*	2 *2%*	4 *3%*	1 *1%*	1 *1%*	1 *1%*	11 *2%*	3 *2%*	7 *2%*	4 *1%*	5 *1%*	16 *2%*
Obesity/overeating	**342** **34%eh**	27 **32%h**	46 **42%zeh**	54 **36%eh**	23 **45%eh**	29 *21%*	83 **51%zaceghi**	31 *30%*	20 *19%*	29 *29%*	238 *34%*	51 *30%*	112 *33%*	112 *37%*	108 *33%*	343 *34%*
Obesity in children	**63** **6%g**	3 *3%*	3 *3%*	11 *7%*	6 **12%abghi**	12 **9%ghi**	22 **14%zabghi**	2 *2%*	2 *2%*	2 *2%*	45 *6%*	8 *5%*	19 *6%*	25 *8%*	16 *5%*	61 *6%*
Poor diet/lack of nutrition/eating habits/ junk food	**80** **8%j**	4 *4%*	4 *4%*	15 **10%bi**	5 *9%*	21 **16%zabfi**	8 *5%*	12 **12%bfi**	9 *8%*	3 *3%*	42 *6%*	23 **14%zj**	21 *6%*	31 *10%*	26 *8%*	81 *8%*
Bird flu	**7** ***1%***	- -	- -	1 *1%*	- -	- -	- -	- -	3 **3%zef**	3 **3%z**	6 *1%*	- -	2 *1%*	3 *1%*	2 *1%*	6 *1%*
Swine flu (pig flu)	**13** ***1%***	1 *1%*	- -	4 *2%*	- -	1 *1%*	1 *1%*	- -	3 *3%*	2 *2%*	10 *1%*	1 *1%*	3 *1%*	5 *2%*	4 *1%*	11 *1%*
Flu pandemic	**24** ***2%***	2 **3%f**	- -	9 **6%zbf**	- -	3 *2%*	- -	3 **3%f**	6 **6%zbf**	1 *1%*	19 *3%*	2 *1%*	7 *2%*	8 *2%*	9 *3%*	22 *2%*
Smoking/smoking related illnesses	**166** **17%gh**	13 *15%*	17 *16%*	25 **17%gh**	16 **32%zabcfghi**	33 **24%zgh**	30 **18%gh**	8 *8%*	7 *7%*	16 *16%*	119 *17%*	25 *15%*	55 *16%*	40 *13%*	62 *19%*	164 *16%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 69

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Stress/pressure	**100** **10%i**	10 **11%i**	11 *10%*	26 **18%zfhi**	4 *9%*	14 *10%*	15 *9%*	11 **11%i**	6 *5%*	3 *3%*	62 *9%*	19 *12%*	34 *10%*	24 *8%*	42 **13%m**	102 *10%*
Stroke	**43** **4%gm**	- -	2 *2%*	16 **11%zabefgi**	1 *2%*	5 *3%*	7 **5%ag**	- -	10 **10%zabegi**	2 *2%*	25 *4%*	11 *7%*	24 **7%zm**	5 *2%*	14 *4%*	43 *4%*
Dementia	**48** **5%j**	5 *6%*	10 **9%zgh**	6 *4%*	3 *5%*	6 *4%*	11 **7%h**	3 *3%*	1 *1%*	3 *3%*	25 *4%*	14 **8%zj**	14 *4%*	13 *4%*	18 *6%*	50 *5%*
Other	**49** **5%**	**3** ***3%***	**10** **9%zch**	**4** ***3%***	**1** ***2%***	**6** ***4%***	**9** ***5%***	**10** **10%zch**	**1** ***1%***	**6** ***6%***	**33** ***5%***	**10** ***6%***	**17** ***5%***	**17** ***6%***	**14** ***4%***	**51** ***5%***
Access to treatment/ specialist services/ treatment	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Allergies	**1** *****	- -	1 **1%z**	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	1 *
Alzheimers disease	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arthritis	**4** *****	- -	3 **2%zf**	1 *1%*	- -	- -	- -	- -	- -	1 *1%*	4 *1%*	- -	1 *	1 *	2 *1%*	5 *
Asthma	**5** ***1%***	- -	1 *1%*	- -	- -	1 *1%*	2 *1%*	1 *1%*	- -	- -	4 *1%*	1 *1%*	4 **1%zn**	1 *	- -	5 *
Attitude of staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Back problems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Car accidents/ accidents caused by bad driving	**1** *****	- -	- -	- -	- -	- -	- -	1 **1%z**	- -	- -	1 *	- -	- -	1 *	- -	1 *
Dental care/ children\222s dental care	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Diseases from abroad/ foreign diseases	**1** *****	- -	- -	- -	1 **2%z**	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *
Getting appointments	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Health & Hygiene	**2** *****	- -	- -	1 *1%*	- -	1 *1%*	- -	- -	- -	- -	1 *	1 *1%*	1 *	- -	1 *	2 *
Immigrants using the system/multicultural issues	**1** *****	- -	- -	- -	- -	- -	- -	1 **1%z**	- -	- -	1 *	- -	1 *	- -	- -	1 *
Lack of education/ knowledge about health issues	**3** *****	- -	1 *1%*	1 *1%*	- -	1 *1%*	- -	- -	- -	- -	- -	3 **2%zj**	- -	2 *1%*	1 *	3 *
Liver diseases	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 69

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Overcrowding/ overpopulation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Pollution/effects of pollution	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor tolerance to illnesses/lack of immunity to illnesses	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Respiratory problems	**4** *****	- -	- -	1 *1%*	- -	- -	- -	1 *1%*	- -	2 **2%z**	3 *	- -	- -	4 **1%zln**	- -	4 *
Sexually transmitted diseases/STD's	**5** ***1%***	- -	2 *2%*	- -	- -	- -	2 *1%*	- -	- -	1 *1%*	5 *1%*	1 *	1 *	1 *	3 *1%*	5 *
TB	**1** *****	- -	- -	- -	- -	1 *1%*	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *
Viruses/colds/flu	**1** *****	- -	- -	- -	- -	1 *1%*	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *
Waiting lists	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Waiting time in hospitals	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Weather/cold weather	**1** *****	- -	- -	- -	- -	1 *1%*	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *
Other	**23** ***2%***	3 **3%c**	4 **3%c**	- -	- -	3 *2%*	4 *3%*	6 **6%zch**	1 *1%*	2 *2%*	14 *2%*	4 *2%*	8 *2%*	7 *2%*	7 *2%*	24 *2%*
No answer	**12** **1%n**	1 *1%*	2 *2%*	2 *1%*	- -	3 *2%*	- -	1 *1%*	3 **3%f**	- -	9 *1%*	2 *1%*	8 **2%zn**	3 *1%*	1 *	12 *1%*
Don't know	**72** ***7%***	7 *8%*	6 *6%*	9 *6%*	3 *7%*	15 *11%*	13 *8%*	7 *7%*	7 *6%*	4 *4%*	54 *8%*	11 *7%*	21 *6%*	24 *8%*	19 *6%*	72 *7%*
Diabetes/Diabetes in children	**135** **14%am**	**6** ***7%***	**15** ***14%***	**41** **28%zabefghi**	**8** ***16%***	**13** ***10%***	**19** ***12%***	**8** ***8%***	**12** ***11%***	**14** ***14%***	**98** ***14%***	**21** ***13%***	**50** ***15%***	**31** ***10%***	**49** ***15%***	**135** ***13%***
Lack of exercise/ sedentary/unhealthy lifestyle	**135** **14%b**	**18** **21%bi**	**6** ***6%***	**18** ***12%***	**6** ***12%***	**31** **23%zbcfgi**	**22** **14%b**	**11** ***11%***	**15** **14%b**	**7** ***7%***	**100** ***14%***	**24** ***14%***	**39** ***11%***	**54** **18%zln**	**39** ***12%***	**134** ***13%***
Obesity/overeating/ obesity in children	**359** **36%eh**	**29** **34%h**	**46** **42%eh**	**57** **39%eh**	**23** **45%eh**	**32** ***23%***	**90** **55%zabceghi**	**31** ***30%***	**20** ***19%***	**31** ***31%***	**253** ***36%***	**52** ***31%***	**114** ***34%***	**120** ***40%***	**113** ***34%***	**359** ***36%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 70

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Age-related illnesses/ people living longer/old age	**158**	121	31	66	35	22	44	11	24	6	31	71	31	57	41	13	34	124	165
	16%j	*16%*	*16%*	*18%*	*15%*	*12%*	*15%*	*19%*	*13%*	*15%*	*11%*	**18%j**	*16%*	*15%*	*17%*	**30%zn**	*19%*	*15%*	*16%*
Aids/HIV	**25**	14	2	8	2	1	2	1	2	-	10	8	9	4	6	2	4	21	23
	2%afm	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*4%*	*2%*	**5%zm**	*1%*	*2%*	*5%*	*2%*	*3%*	*2%*
Alcohol abuse/drink-related illnesses/ alcoholism/binge drinking	**205**	168	36	82	47	52	66	16	41	10	51	87	45	66	49	16	41	164	203
	20%	*22%*	*19%*	*22%*	*21%*	**29%zabcdf**	*22%*	*28%*	*22%*	*23%*	*18%*	*22%*	*23%*	*17%*	*20%*	**36%zn**	*23%*	*20%*	*20%*
Cancer	**365**	288	72	135	88	79	122	27	65	16	84	156	68	153	94	21	70	293	363
	36%j	*37%*	*38%*	*36%*	*38%*	**43%zch**	*41%*	*47%*	*35%*	*39%*	*31%*	**40%j**	*34%*	**40%z**	*39%*	*48%*	*40%*	*36%*	*36%*
Diabetes	**128**	106	25	49	30	26	41	10	28	4	41	50	31	50	36	10	23	102	128
	13%	*14%*	*13%*	*13%*	*13%*	*14%*	*14%*	*17%*	*15%*	*9%*	*15%*	*13%*	*16%*	*13%*	*15%*	*22%*	*13%*	*13%*	*13%*
Diabetes in children	**9**	4	1	2	1	1	1	1	-	-	2	5	2	4	2	1	3	6	9
	1%a	*1%*	*1%*	*1%*	*	*1%*	*	**2%h**	-	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*
Drugs/abuse/misuse of drugs/substances	**120**	103	34	53	36	32	44	6	34	4	28	52	22	41	30	7	19	101	120
	12%	**13%z**	**18%z**	*14%*	*16%*	**17%z**	*15%*	*10%*	**18%z**	*9%*	*10%*	*13%*	*11%*	*11%*	*12%*	*16%*	*11%*	*12%*	*12%*
Heart disease/attacks	**181**	150	39	76	48	39	63	14	32	8	45	81	37	79	46	14	39	142	182
	18%	*19%*	*20%*	*20%*	*21%*	*21%*	*21%*	*25%*	*17%*	*18%*	*16%*	*21%*	*19%*	*21%*	*19%*	**33%zn**	*22%*	*17%*	*18%*
Lack of exercise/ sedentary lifestyle	**54**	46	14	19	15	13	15	4	7	2	14	24	12	17	17	4	13	40	54
	5%	*6%*	*7%*	*5%*	*6%*	*7%*	*5%*	*7%*	*4%*	*5%*	*5%*	*6%*	*6%*	*4%*	*7%*	*9%*	*8%*	*5%*	*5%*
Unhealthy lifestyle	**102**	85	22	37	19	23	31	10	23	3	24	44	19	35	32	4	17	85	100
	10%	*11%*	*12%*	*10%*	*8%*	*13%*	*10%*	**18%d**	*12%*	*7%*	*9%*	*11%*	*9%*	*9%*	*13%*	*8%*	*10%*	*10%*	*10%*
Mental health	**75**	64	17	33	21	18	29	2	16	7	17	38	9	31	23	4	11	64	73
	8%	*8%*	*9%*	*9%*	*9%*	*10%*	*10%*	*3%*	*8%*	**17%zag**	*6%*	**10%z**	*5%*	*8%*	*9%*	*10%*	*6%*	*8%*	*7%*
MRSA/cleanliness in hospitals	**16**	12	4	8	4	2	6	1	3	-	4	9	3	9	7	-	4	12	16
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	-	*2%*	*2%*	*1%*	*2%*	*3%*	-	*2%*	*1%*	*2%*
Obesity/overeating	**342**	265	66	136	82	74	104	19	64	16	85	143	75	128	80	21	69	270	343
	34%	*34%*	*35%*	*36%*	*36%*	*41%*	*35%*	*33%*	*34%*	*37%*	*31%*	*37%*	*37%*	*34%*	*33%*	*47%*	*39%*	*33%*	*34%*
Obesity in children	**63**	50	16	23	17	15	13	2	11	2	16	24	10	18	22	1	11	51	61
	6%	*6%*	**8%f**	*6%*	*8%*	**8%f**	*4%*	*4%*	*6%*	*4%*	*6%*	*6%*	*5%*	*5%*	*9%*	*3%*	*6%*	*6%*	*6%*
Poor diet/lack of nutrition/eating habits/ junk food	**80**	66	8	31	17	18	26	12	15	-	11	35	15	29	21	6	13	64	81
	8%bj	**9%bi**	*4%*	**8%bi**	*7%*	**10%bi**	**9%bi**	**22%zabcdefhi**	**8%b**	-	*4%*	**9%j**	*7%*	*8%*	*9%*	*14%*	*7%*	*8%*	*8%*
Bird flu	**7**	6	1	-	2	3	4	1	4	-	3	-	2	1	2	-	1	6	6
	1%	*1%*	*1%*	-	**1%c**	**1%c**	**1%c**	**2%c**	**2%zc**	-	*1%*	-	*1%*	*	*1%*	-	*1%*	*1%*	*1%*
Swine flu (pig flu)	**13**	11	4	2	2	1	5	-	3	-	6	1	3	3	4	1	2	10	11
	1%k	*1%*	**2%c**	*1%*	*1%*	*1%*	*2%*	-	*1%*	-	**2%k**	*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*
Flu pandemic	**24**	20	5	5	9	4	4	1	5	-	9	6	6	8	7	-	1	21	22
	2%	**3%c**	*3%*	*1%*	**4%cf**	*2%*	*1%*	*2%*	*3%*	-	*3%*	*2%*	*3%*	*2%*	*3%*	-	*1%*	*3%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 70

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Smoking/smoking related illnesses	**166** ***17%***	130 *17%*	31 *16%*	56 *15%*	43 *19%*	43 **24%zabcf**	49 *16%*	13 *23%*	34 *18%*	7 *16%*	38 *14%*	73 *18%*	30 *15%*	63 *17%*	49 *20%*	11 *25%*	28 *16%*	138 *17%*	164 *16%*
Stress/pressure	**100** ***10%***	85 *11%*	14 *7%*	33 *9%*	25 *11%*	15 *8%*	31 *10%*	3 *6%*	24 **13%b**	6 *14%*	24 *9%*	52 **13%z**	23 *11%*	50 **13%z**	17 *7%*	5 *10%*	21 *12%*	79 *10%*	102 *10%*
Stroke	**43** ***4%***	39 **5%z**	6 *3%*	15 *4%*	7 *3%*	5 *3%*	16 *5%*	1 *2%*	7 *4%*	2 *4%*	9 *3%*	19 *5%*	12 *6%*	19 *5%*	8 *3%*	6 **14%zn**	3 *2%*	40 *5%*	43 *4%*
Dementia	**48** ***5%***	39 *5%*	9 *5%*	17 *5%*	9 *4%*	10 *5%*	10 *3%*	- -	11 *6%*	2 *6%*	12 *4%*	25 *6%*	12 *6%*	19 *5%*	14 *6%*	5 **11%z**	5 *3%*	41 *5%*	50 *5%*
Other	**49** ***5%***	**45** **6%z**	**9** ***5%***	**26** **7%z**	**17** ***7%***	**13** ***7%***	**18** ***6%***	**4** ***7%***	**13** ***7%***	**1** ***2%***	**10** ***4%***	**20** ***5%***	**10** ***5%***	**20** ***5%***	**18** **8%z**	**2** ***4%***	**11** ***6%***	**38** ***5%***	**51** ***5%***
Access to treatment/ specialist services/ treatment	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Allergies	**1** *****	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *	1 *
Alzheimers disease	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arthritis	**4** *****	4 *1%*	2 *1%*	2 *	- -	- -	2 *1%*	- -	- -	1 **2%deh**	1 *	2 *	3 *1%*	2 *	4 **2%z**	- -	- -	4 *1%*	5 *
Asthma	**5** ***1%***	4 *1%*	- -	2 *1%*	2 *1%*	- -	1 *	- -	2 *1%*	- -	2 *1%*	1 *	1 *	1 *	1 *	- -	2 *1%*	3 *	5 *
Attitude of staff	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Back problems	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Car accidents/ accidents caused by bad driving	**1** *****	1 *	- -	1 *	1 *	- -	1 *	- -	1 *1%*	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	1 *
Dental care/ children\222s dental care	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Diseases from abroad/ foreign diseases	**1** *****	1 *	- -	- -	- -	1 *1%*	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 *	1 *
Getting appointments	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Health & Hygiene	**2** *****	2 *	- -	1 *	- -	- -	2 *1%*	- -	2 **1%z**	- -	- -	2 *1%*	- -	2 *1%*	1 *	- -	- -	2 *	2 *
Immigrants using the system/multicultural issues	**1** *****	1 *	- -	1 *	- -	- -	- -	1 **1%zaf**	- -	- -	- -	1 *	- -	1 *	1 *	- -	- -	1 *	1 *
Lack of education/ knowledge about health issues	**3** *****	2 *	- -	1 *	1 *	- -	1 *	- -	1 *	- -	- -	3 *1%*	- -	2 *	1 *	- -	1 *1%*	2 *	3 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 70

Q12. Thinking generally, what are the biggest health problems facing people today? What else?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Liver diseases	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Overcrowding/ overpopulation	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Pollution/effects of pollution	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor tolerance to illnesses/lack of immunity to illnesses	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Respiratory problems	**4** *****	3 *	2 *1%*	2 *1%*	2 *1%*	2 *1%*	1 *	- -	1 *1%*	- -	1 *	1 *	2 *1%*	- -	1 *	- -	1 *1%*	3 *	4 *
Sexually transmitted diseases/STD's	**5** ***1%***	5 *1%*	- -	2 *1%*	2 *1%*	2 *1%*	2 *1%*	- -	2 *1%*	- -	1 *1%*	1 *	1 *	3 *1%*	- -	- -	2 *1%*	3 *	5 *
TB	**1** *****	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	1 *
Viruses/colds/flu	**1** *****	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	1 *	- -	- -	1 *	1 *
Waiting lists	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Waiting time in hospitals	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Weather/cold weather	**1** *****	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	1 *	- -	- -	1 *	1 *
Other	**23** ***2%***	22 **3%z**	4 *2%*	12 *3%*	10 **4%z**	8 **4%z**	8 *3%*	3 *5%*	5 *3%*	- -	3 *1%*	9 *2%*	5 *2%*	10 *3%*	9 *4%*	2 *4%*	6 *3%*	17 *2%*	24 *2%*
No answer	**12** ***1%***	7 *1%*	4 *2%*	3 *1%*	4 *2%*	- -	2 *1%*	1 *2%*	3 *2%*	1 **2%e**	8 **3%zk**	3 *1%*	4 *2%*	2 *1%*	1 *	1 *2%*	- -	10 *1%*	12 *1%*
Don't know	**72** **7%k**	54 *7%*	13 *7%*	26 *7%*	17 *7%*	9 *5%*	19 *6%*	2 *3%*	15 *8%*	1 *2%*	35 **13%zk**	17 *4%*	15 *8%*	23 *6%*	13 *5%*	- -	7 *4%*	64 *8%*	72 *7%*
Diabetes/Diabetes in children	**135** **14%**	**109** ***14%***	**27** ***14%***	**51** ***14%***	**31** ***14%***	**27** ***15%***	**42** ***14%***	**11** ***19%***	**28** ***15%***	**4** ***9%***	**43** ***16%***	**55** ***14%***	**33** ***17%***	**52** ***14%***	**37** ***15%***	**11** **24%z**	**26** ***15%***	**106** ***13%***	**135** ***13%***
Lack of exercise/ sedentary/unhealthy lifestyle	**135** **14%**	**114** **15%z**	**31** ***16%***	**46** ***12%***	**29** ***13%***	**29** ***16%***	**39** ***13%***	**12** **21%ci**	**27** ***15%***	**3** ***7%***	**36** ***13%***	**57** ***15%***	**27** ***14%***	**46** ***12%***	**42** **17%z**	**6** ***13%***	**26** ***15%***	**110** ***14%***	**134** ***13%***
Obesity/overeating/ obesity in children	**359** **36%**	**280** ***36%***	**70** ***36%***	**140** ***37%***	**85** ***37%***	**78** **43%zaf**	**108** ***36%***	**20** ***35%***	**68** ***36%***	**16** ***37%***	**89** ***32%***	**151** ***38%***	**75** ***37%***	**135** ***36%***	**86** ***35%***	**21** ***47%***	**72** ***41%***	**282** ***35%***	**359** ***36%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 71

Q13. How much do you feel you know about the changes the government is making to the NHS?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
A great deal	**35**	13	22	5	9	15	4	3	14	11	4	6	22	3	3	7	34
	3%gm	*3%*	*4%*	*3%*	**5%g**	*4%*	*3%*	*1%*	**6%zj**	*4%*	*2%*	*2%*	*4%*	*1%*	*4%*	*5%*	*3%*
A fair amount	**258**	135	123	30	44	87	41	55	86	85	37	49	149	70	9	30	259
	26%jko	*28%*	*24%*	*21%*	*26%*	*25%*	*29%*	*28%*	**35%zjk**	**27%j**	*19%*	*20%*	**27%o**	**30%no**	*16%*	*19%*	*26%*
Not very much	**485**	229	256	60	67	186	77	95	114	163	97	111	274	111	32	68	487
	48%d	*47%*	*50%*	*42%*	*40%*	**53%zcd**	**54%cd**	*48%*	*46%*	*52%*	*48%*	*46%*	*50%*	*47%*	*55%*	*43%*	*49%*
Nothing at all	**186**	92	94	40	40	52	19	35	27	44	55	61	95	40	12	39	184
	19%ehi	*19%*	*18%*	**28%zefg**	**24%ef**	*15%*	*13%*	*18%*	*11%*	*14%*	**27%zhi**	**25%zhi**	*17%*	*17%*	*21%*	**25%zlm**	*18%*
Don't know	**37**	16	21	8	8	10	1	10	7	8	9	13	11	11	2	13	37
	4%fl	*3%*	*4%*	**5%f**	*5%*	*3%*	*1%*	**5%f**	*3%*	*3%*	*4%*	*5%*	*2%*	**5%l**	*3%*	**8%zl**	*4%*
Great deal/fair amount	**292**	**148**	**145**	**35**	**53**	**102**	**45**	**58**	**101**	**96**	**41**	**55**	**170**	**73**	**12**	**37**	**293**
	29%jk	***30%***	***28%***	***24%***	***31%***	***29%***	***32%***	***29%***	**40%zijk**	**31%jk**	***20%***	***23%***	***31%***	***31%***	***20%***	***23%***	***29%***
Not very much/nothing at all	**672**	**322**	**350**	**100**	**107**	**238**	**96**	**130**	**141**	**207**	**151**	**171**	**369**	**151**	**45**	**107**	**671**
	67%h	***66%***	***68%***	***70%***	***64%***	***68%***	***67%***	***66%***	***57%***	**67%h**	**75%zhi**	**72%h**	***67%***	***64%***	***76%***	***68%***	***67%***
Net	**-379**	**-174**	**-205**	**-66**	**-54**	**-136**	**-51**	**-73**	**-41**	**-111**	**-110**	**-117**	**-198**	**-78**	**-33**	**-70**	**-378**
	-38%	***-36%***	***-40%***	***-46%***	***-33%***	***-39%***	***-35%***	***-37%***	***-16%***	***-36%***	***-55%***	***-49%***	***-36%***	***-33%***	***-56%***	***-45%***	***-38%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 72

Q13. How much do you feel you know about the changes the government is making to the NHS?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
A great deal	**35**	3	7	24	1	4	17	14	9	16	3	17	3	5	26	1	22	13	33	2	25	10	34
	3%	*2%*	*4%*	*4%*	*8%*	*2%*	*4%*	*4%*	**17%zik**	*5%*	*8%*	**7%z**	*2%*	*7%*	*3%*	*11%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*
A fair amount	**258**	35	49	172	2	58	125	75	19	90	6	60	38	24	192	3	139	118	232	26	172	82	259
	26%	*20%*	*28%*	*27%*	*20%*	*26%*	*26%*	*24%*	**36%j**	**31%zjk**	*15%*	*24%*	*24%*	*31%*	*26%*	*29%*	*26%*	*25%*	*26%*	*25%*	*26%*	*27%*	*26%*
Not very much	**485**	81	78	321	5	106	240	139	21	140	26	128	65	23	391	4	268	217	439	46	325	134	487
	48%lm	*47%*	*44%*	*50%*	*51%*	*48%*	*51%*	*46%*	*40%*	*48%*	**69%zhik**	*51%*	*41%*	*29%*	**52%zlm**	*39%*	*50%*	*46%*	*49%*	*44%*	*50%*	*44%*	*49%*
Nothing at all	**186**	47	37	102	1	42	78	66	2	38	2	40	50	18	114	1	86	100	162	24	105	68	184
	19%chijnpt	**27%zc**	*21%*	*16%*	*12%*	*19%*	*16%*	*22%*	*3%*	**13%h**	*6%*	**16%h**	**32%zn**	*24%*	*15%*	*10%*	*16%*	**21%zp**	*18%*	*23%*	*16%*	**22%t**	*18%*
Don't know	**37**	8	7	21	1	12	14	11	2	9	1	5	3	7	25	1	17	20	30	7	25	10	37
	4%	*4%*	*4%*	*3%*	*10%*	*5%*	*3%*	*4%*	*4%*	*3%*	*2%*	*2%*	*2%*	**9%zln**	*3%*	*10%*	*3%*	*4%*	*3%*	*6%*	*4%*	*3%*	*4%*
Great deal/fair amount	**292**	**37**	**56**	**196**	**3**	**62**	**142**	**88**	**28**	**106**	**9**	**77**	**41**	**29**	**217**	**4**	**162**	**131**	**265**	**27**	**197**	**92**	**293**
	29%a	***22%***	**32%a**	**31%a**	***27%***	***28%***	***30%***	***29%***	**53%zijk**	**36%z**	***23%***	***31%***	***26%***	***38%***	***29%***	***40%***	***30%***	***28%***	***30%***	***26%***	***30%***	***30%***	***29%***
Not very much/nothing at all	**672**	**128**	**115**	**423**	**6**	**148**	**318**	**206**	**23**	**178**	**29**	**168**	**116**	**41**	**505**	**5**	**354**	**317**	**601**	**71**	**430**	**202**	**671**
	67%him	**74%z**	***65%***	***66%***	***63%***	***67%***	***67%***	***67%***	***43%***	**61%h**	**75%h**	**67%h**	**73%m**	***53%***	**68%m**	***49%***	***66%***	***68%***	***67%***	***68%***	***66%***	***66%***	***67%***
Net	**-379**	**-90**	**-58**	**-227**	**-4**	**-86**	**-176**	**-117**	**5**	**-72**	**-20**	**-91**	**-75**	**-12**	**-288**	**-1**	**-193**	**-186**	**-336**	**-43**	**-233**	**-110**	**-378**
	-38%	***-52%***	***-33%***	***-35%***	***-36%***	***-39%***	***-37%***	***-38%***	***10%***	***-25%***	***-52%***	***-36%***	***-47%***	***-15%***	***-39%***	***-9%***	***-36%***	***-40%***	***-37%***	***-41%***	***-36%***	***-36%***	***-38%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 73

Q13. How much do you feel you know about the changes the government is making to the NHS?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
A great deal	**35**	2	7	5	-	6	6	1	6	2	22	7	10	6	17	34
	3%	*2%*	**6%g**	*3%*	-	*5%*	*4%*	*1%*	*5%*	*2%*	*3%*	*4%*	*3%*	*2%*	**5%m**	*3%*
A fair amount	**258**	20	35	50	12	35	45	14	19	28	191	45	93	77	86	259
	26%g	*23%*	**33%gh**	**34%zgh**	*23%*	**26%g**	**28%g**	*14%*	*18%*	**28%g**	*27%*	*27%*	*27%*	*25%*	*26%*	*26%*
Not very much	**485**	45	50	57	25	65	89	56	52	45	348	69	178	137	156	487
	48%ck	**52%c**	*46%*	*39%*	*49%*	*48%*	**55%c**	**55%c**	*49%*	*45%*	*50%*	*41%*	*52%*	*45%*	*48%*	*49%*
Nothing at all	**186**	18	13	26	14	24	18	28	24	22	114	40	48	66	59	184
	19%bfjl	**21%f**	*12%*	*18%*	**27%bf**	*18%*	*11%*	**27%zbf**	**23%bf**	**22%f**	*16%*	**24%j**	*14%*	**22%l**	*18%*	*18%*
Don't know	**37**	1	3	9	1	5	5	3	5	4	26	6	11	16	9	37
	4%	*1%*	*3%*	*6%*	*2%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*
Great deal/fair amount	**292**	**22**	**42**	**55**	**12**	**42**	**51**	**15**	**25**	**30**	**213**	**52**	**103**	**83**	**103**	**293**
	29%g	***25%***	**39%zadgh**	**37%zgh**	***23%***	**31%g**	**31%g**	***15%***	***23%***	**30%g**	***30%***	***31%***	***30%***	***27%***	***31%***	***29%***
Not very much/nothing at all	**672**	**63**	**64**	**84**	**39**	**89**	**106**	**84**	**76**	**66**	**462**	**109**	**226**	**203**	**215**	**671**
	67%bc	**74%bc**	***58%***	***57%***	**76%bc**	***66%***	***66%***	**83%zbcefi**	**72%bc**	***66%***	***66%***	***65%***	***67%***	***67%***	***66%***	***67%***
Net	**-379**	**-42**	**-21**	**-29**	**-27**	**-48**	**-56**	**-69**	**-51**	**-36**	**-250**	**-57**	**-123**	**-120**	**-113**	**-378**
	-38%	***-48%***	***-19%***	***-19%***	***-53%***	***-35%***	***-34%***	***-68%***	***-48%***	***-36%***	***-36%***	***-34%***	***-36%***	***-40%***	***-34%***	***-38%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 74

Q13. How much do you feel you know about the changes the government is making to the NHS?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
A great deal	**35**	30	10	19	8	6	11	3	8	3	9	22	12	18	12	2	7	28	34
	3%	*4%*	*5%*	**5%z**	*3%*	*3%*	*4%*	*6%*	*4%*	*8%*	*3%*	**6%z**	**6%z**	*5%*	*5%*	*5%*	*4%*	*3%*	*3%*
A fair amount	**258**	200	43	89	61	54	83	21	54	11	86	121	69	112	57	15	53	200	259
	26%	*26%*	*22%*	*24%*	*27%*	*30%*	*28%*	**37%bc**	*29%*	*26%*	**31%z**	**31%z**	**34%z**	**29%z**	*23%*	*33%*	*30%*	*25%*	*26%*
Not very much	**485**	376	94	199	119	96	153	27	92	15	127	173	92	190	125	21	93	387	487
	48%k	*49%*	*49%*	**53%zai**	**52%i**	**52%i**	**51%i**	*48%*	*49%*	*35%*	*46%*	*44%*	*46%*	*50%*	*51%*	*47%*	*53%*	*48%*	*49%*
Nothing at all	**186**	141	37	58	38	26	45	4	29	10	41	69	22	51	41	7	19	161	184
	19%cglmp	**18%g**	**19%g**	*15%*	*16%*	*14%*	*15%*	*7%*	*15%*	**24%g**	*15%*	*18%*	*11%*	*13%*	*17%*	*15%*	*11%*	**20%zp**	*18%*
Don't know	**37**	26	8	10	4	1	8	1	5	3	13	8	6	8	10	-	3	34	37
	4%ekm	**3%e**	**4%e**	**3%e**	*2%*	*	*3%*	*2%*	*3%*	**6%e**	**5%k**	*2%*	*3%*	*2%*	*4%*	-	*2%*	*4%*	*4%*
Great deal/fair amount	**292**	**230**	**53**	**109**	**69**	**60**	**94**	**24**	**62**	**14**	**95**	**143**	**81**	**130**	**69**	**17**	**61**	**228**	**293**
	29%	***30%***	***28%***	***29%***	***30%***	***33%***	***31%***	**43%zabc**	***33%***	***35%***	**34%z**	**36%z**	**40%z**	**34%z**	***28%***	***38%***	***35%***	***28%***	***29%***
Not very much/nothing at all	**672**	**517**	**131**	**257**	**157**	**122**	**198**	**31**	**121**	**25**	**168**	**242**	**113**	**241**	**165**	**27**	**112**	**548**	**671**
	67%jkl	***67%***	***68%***	**68%g**	***68%***	***67%***	***66%***	***56%***	***64%***	***59%***	***61%***	***62%***	***57%***	***64%***	***68%***	***62%***	***64%***	***68%***	***67%***
Net	**-379**	**-287**	**-78**	**-148**	**-88**	**-62**	**-105**	**-7**	**-59**	**-10**	**-73**	**-99**	**-32**	**-111**	**-96**	**-11**	**-51**	**-321**	**-378**
	-38%	***-37%***	***-41%***	***-39%***	***-38%***	***-34%***	***-35%***	***-13%***	***-31%***	***-24%***	***-26%***	***-25%***	***-16%***	***-29%***	***-39%***	***-24%***	***-29%***	***-40%***	***-38%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 75

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Unweighted Total	1001	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Cuts	306	157	149	45	48	111	46	56	72	104	60	69	184	67	13	42	301
	31%	32%	29%	31%	29%	32%	32%	28%	29%	33%	30%	29%	33%z	28%	22%	27%	30%
Necessary/positive cuts (general mention)	69	40	29	11	12	31	6	9	19	27	13	10	50	10	3	6	68
	7%km	8%	6%	8%	7%	9%	4%	5%	7%	9%k	7%	4%	9%zmo	4%	5%	4%	7%
Negative/ damaging/ too many cuts (general mention)	110	56	54	19	19	40	14	18	30	35	18	28	68	22	3	18	107
	11%	11%	11%	14%	11%	11%	10%	9%	12%	11%	9%	12%	12%	9%	5%	11%	11%
Cuts in managers	58	29	28	8	6	26	7	11	8	27	11	12	32	14	2	10	57
	6%h	6%	5%	6%	3%	7%	5%	6%	3%	9%zh	5%	5%	6%	6%	3%	6%	6%
Cuts in bureaucracy	51	29	21	8	8	18	10	7	13	18	11	9	32	10	1	9	50
	5%	6%	4%	6%	5%	5%	7%	3%	5%	6%	5%	4%	6%	4%	2%	6%	5%
Hospital closures	63	31	32	4	10	18	13	18	14	20	12	17	33	21	1	8	64
	6%	6%	6%	3%	6%	5%	9%c	9%zc	6%	6%	6%	7%	6%	9%	2%	5%	6%
Cuts in frontline services	86	36	50	15	13	32	12	15	17	33	20	16	55	16	5	10	82
	9%	7%	10%	10%	8%	9%	8%	7%	7%	10%	10%	7%	10%	7%	9%	6%	8%
Cuts in quangos	10	3	6	1	-	2	2	5	4	1	2	3	2	4	1	2	10
	1%	1%	1%	1%	-	1%	1%	2%zd	1%	*	1%	1%	*	2%l	2%	1%	1%
Organisational Change	302	160	142	26	39	116	56	65	111	89	52	50	176	80	14	32	307
	30%cdko	33%	28%	18%	23%	33%cd	39%zcd	33%cd	44%zijk	29%k	26%	21%	32%o	34%o	23%	20%	31%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	130	69	61	7	19	46	25	33	67	39	11	13	77	37	5	10	133
	13%cjko	14%	12%	5%	11%	13%c	17%c	17%c	27%zijk	13%jk	5%	5%	14%o	16%o	9%	7%	13%
Organisational changes/ reconfiguration (general mention)	94	45	50	7	10	46	16	15	44	21	18	11	63	22	3	7	93
	9%iko	9%	10%	5%	6%	13%zcdg	11%c	8%	18%zijk	7%	9%	5%	11%zo	9%o	5%	4%	9%
Privatisation/ more services provided by private sector	144	76	68	14	21	58	29	23	47	41	28	29	86	32	6	20	145
	14%	16%	13%	10%	13%	16%	20%zcg	11%	19%zk	13%	14%	12%	16%	13%	10%	13%	14%
More care available outside of hospital	27	11	16	3	7	6	4	7	6	11	4	6	14	9	3	1	28
	3%	2%	3%	2%	4%	2%	3%	4%	2%	3%	2%	2%	3%	4%o	4%o	1%	3%
More services provided by charity sector	17	8	9	4	3	4	4	2	3	8	2	4	12	2	2	1	17
	2%	2%	2%	2%	2%	1%	3%	1%	1%	3%	1%	2%	2%	1%	3%	1%	2%
Access to Services	48	28	20	4	10	17	8	8	10	17	8	14	22	12	5	8	49
	5%	6%	4%	3%	6%	5%	6%	4%	4%	5%	4%	6%	4%	5%	8%	5%	5%
Faster access to hospitals/ shorter hospital waiting times	18	9	9	-	2	11	2	3	6	6	3	4	10	4	2	3	19
	2%	2%	2%	-	1%	3%zc	1%	2%	2%	2%	1%	2%	2%	2%	3%	2%	2%
Faster access to GPs/ shorter GP waiting times	21	15	6	3	5	5	4	3	2	8	4	7	10	5	2	4	21
	2%b	3%b	1%	2%	3%	2%	3%	1%	1%	3%	2%	3%	2%	2%	4%	3%	2%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 75

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Longer waiting times	13 1%	8 2%	5 1%	1 1%	3 2%	3 1%	3 2%	3 1%	3 1%	4 1%	3 2%	3 1%	6 1%	4 2%	1 2%	3 2%	14 1%
Choice of Services	57 6%cj	29 6%	28 5%	2 1%	13 8%c	23 6%c	10 7%c	10 5%	15 6%	25 8%j	5 2%	13 5%	34 6%	14 6%	4 7%	5 3%	59 6%
More choice for patients (general mention)	11 1%	6 1%	5 1%	2 1%	1 1%	7 2%zg	- -	- -	2 1%	7 2%zj	- -	1 *	9 2%m	- -	1 2%m	1 1%	10 1%
Patients can choose their GP/GP surgery	22 2%	13 3%	9 2%	- -	5 3%	9 3%	5 4%c	4 2%	4 1%	10 3%	3 1%	6 2%	11 2%	7 3%	2 3%	3 2%	24 2%
More choice for patients over where they get treated	27 3%jo	15 3%	11 2%	- -	8 5%c	7 2%	5 4%c	6 3%c	9 4%j	11 4%j	- -	6 2%j	17 3%o	9 4%o	1 2%	- -	27 3%
Patients having more say in their healthcare	19 2%	9 2%	11 2%	- -	5 3%c	7 2%	3 2%	4 2%	7 3%	3 1%	3 1%	7 3%	11 2%	5 2%	2 3%	1 1%	20 2%
Other	98 10%cn	41 8%	57 11%	3 2%	16 10%c	37 11%c	22 15%zc	19 10%c	41 17%zijk	23 7%	13 7%	21 9%	53 10%n	31 13%zn	1 2%	12 8%	102 10%
Budget ring-fenced/ protected spending	26 3%j	12 2%	14 3%	- -	4 3%	12 3%c	5 3%c	5 2%	14 6%zij	6 2%j	- -	5 2%j	14 3%	10 4%	- -	2 1%	26 3%
Encouraging people to take responsibility for their own health	10 1%	6 1%	4 1%	- -	- -	4 1%	2 2%	4 2%	- -	2 1%	2 1%	7 3%zh	4 1%	5 2%z	- -	1 1%	11 1%
Better quality services for patients	13 1%	8 2%	5 1%	1 1%	3 2%	4 1%	3 2%	1 *	5 2%	3 1%	4 2%	1 *	9 2%	2 1%	- -	1 1%	13 1%
New non-emergency telephone number '111'	6 1%	1 *	4 1%	- -	- -	4 1%	2 1%	- -	2 1%	2 1%	- -	2 1%	3 1%	1 *	- -	2 1%	6 1%
Allocation of funds/ saving money	2 *	- -	2 *	- -	- -	- -	1 1%	1 *	1 *	- -	1 *	- -	- -	2 1%zl	- -	- -	2 *
Better management/ efficiency	3 *	2 *	1 *	- -	- -	2 1%	- -	1 *	2 1%	- -	1 1%	- -	2 *	1 *	- -	- -	3 *
Funding cuts	6 1%	1 *	5 1%	- -	1 1%	3 1%	2 1%	- -	3 1%	1 *	2 1%	- -	4 1%	1 *	- -	1 1%	6 1%
GPs responsible for their own budgets	6 1%	2 *	4 1%	- -	1 1%	1 *	3 2%ze	1 *	2 1%	2 1%	1 *	1 *	3 *	2 1%	- -	2 1%	7 1%
More funding	2 *	1 *	1 *	1 1%	- -	1 *	- -	- -	- -	2 1%	- -	- -	1 *	- -	- -	1 1%	2 *
Reduction in staff	7 1%a	1 *	7 1%a	- -	3 2%	2 1%	2 1%	1 *	1 *	3 1%	1 *	3 1%	3 1%	2 1%	- -	3 2%	8 1%
Re-instate matrons	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *
Removing PCTs	3 *	1 *	2 *	- -	1 1%	- -	1 1%	1 *	1 *	1 *	1 *	- -	1 *	1 *	- -	1 1%	3 *
Staff pensions	3 *	1 *	2 *	- -	- -	2 1%	1 1%	- -	2 1%	1 *	- -	- -	2 *	1 *	- -	- -	3 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 75

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Other	**24**	9	15	1	3	8	5	7	11	6	4	4	12	8	1	3	26
	2%	*2%*	*3%*	*1%*	*2%*	*2%*	*4%*	*3%*	**4%z**	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
Not heard of any changes	**39**	23	17	9	8	12	3	6	6	9	12	12	21	6	7	5	38
	4%	*5%*	*3%*	*7%*	*5%*	*3%*	*2%*	*3%*	*2%*	*3%*	*6%*	*5%*	*4%*	*3%*	**12%zlmo**	*3%*	*4%*
No answer	**2**	1	1	1	-	-	-	1	1	-	-	1	-	1	-	1	2
	*****	*	*	*1%*	-	-	-	*	*	-	-	*	-	*	-	*1%*	*
Don't know	**385**	169	216	69	76	120	44	76	70	115	84	115	193	85	27	80	383
	38%afhl	*35%*	**42%za**	**48%zef**	**45%ef**	*34%*	*31%*	*38%*	*28%*	**37%h**	**42%h**	**48%zhi**	*35%*	*36%*	*46%*	**51%zlm**	*38%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 76

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	1001	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	1001	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Cuts	306 31%c	56 33%	67 38%zc	181 28%	1 10%	63 28%	152 32%	91 30%	22 41%	97 33%	14 36%	76 30%	50 31%	18 24%	233 31%	3 31%	176 33%	129 28%	279 31%	27 26%	202 31%	93 31%	301 30%
Necessary/positive cuts (general mention)	69 7%g	10 6%	16 9%	43 7%	- -	12 5%	45 9%zg	12 4%	3 6%	22 8%	2 5%	15 6%	19 12%zn	4 5%	45 6%	1 11%	36 7%	33 7%	60 7%	9 9%	50 8%	15 5%	68 7%
Negative/ damaging/ too many cuts (general mention)	110 11%c	22 13%	30 17%zc	57 9%	1 10%	20 9%	47 10%	43 14%	9 16%	36 12%	6 16%	26 10%	17 11%	6 8%	85 11%	1 10%	64 12%	47 10%	100 11%	10 10%	71 11%	34 11%	107 11%
Cuts in managers	58 6%c	13 7%	15 9%	30 5%	- -	12 5%	25 5%	22 7%	1 2%	18 6%	3 9%	16 6%	9 6%	2 3%	46 6%	- -	28 5%	30 6%	54 6%	4 3%	40 6%	18 6%	57 6%
Cuts in bureaucracy	51 5%	6 3%	12 7%	33 5%	- -	8 4%	26 6%	17 5%	3 6%	20 7%	1 3%	20 8%z	7 4%	4 5%	40 5%	- -	30 6%	21 4%	49 5%	2 2%	32 5%	18 6%	50 5%
Hospital closures	63 6%s	14 8%	13 7%	36 6%	- -	21 9%zg	29 6%	13 4%	6 12%	19 6%	3 8%	14 6%	14 9%	6 8%	43 6%	- -	40 7%	23 5%	62 7%zs	1 1%	38 6%	22 7%	64 6%
Cuts in frontline services	86 9%mq	11 7%	21 12%	54 8%	- -	14 7%	44 9%	27 9%	7 13%	27 9%	6 14%	19 8%	15 9%	2 2%	67 9%	1 10%	56 10%zq	30 6%	78 9%	8 7%	59 9%	27 9%	82 8%
Cuts in quangos	10 1%	1 1%	2 1%	7 1%	- -	4 2%	3 1%	2 1%	1 2%	2 1%	- -	2 1%	- -	1 1%	9 1%	- -	6 1%	4 1%	9 1%	1 1%	8 1%	2 1%	10 1%
Organisational Change	302 30%g	47 27%	46 26%	206 32%	3 27%	74 33%g	150 32%	78 26%	26 50%zj	110 38%zj	8 21%	90 36%z	43 27%	21 27%	232 31%	3 28%	156 29%	145 31%	278 31%	24 23%	188 29%	106 35%z	307 31%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	130 13%lt	18 11%	15 9%	95 15%zb	1 8%	36 16%	57 12%	37 12%	9 16%	47 16%	2 5%	39 16%	12 7%	9 12%	107 14%zl	2 20%	66 12%	64 14%	117 13%	13 12%	73 11%	53 17%zt	133 13%
Organisational changes/ reconfiguration (general mention)	94 9%l	14 8%	16 9%	62 10%	2 20%	20 9%	45 10%	30 10%	16 31%zijk	34 11%	4 11%	32 13%z	8 5%	7 9%	79 11%zl	- -	50 9%	44 9%	86 10%	9 8%	62 9%	31 10%	93 9%
Privatisation/ more services provided by private sector	144 14%	25 15%	24 13%	94 15%	1 10%	26 12%	80 17%z	38 12%	12 23%j	59 20%zk	3 7%	36 15%	28 17%	9 12%	102 14%	2 20%	78 15%	66 14%	132 15%	12 12%	100 15%	40 13%	145 14%
More care available outside of hospital	27 3%	8 4%	4 2%	15 2%	- -	8 4%	14 3%	5 2%	2 4%	11 4%	2 5%	7 3%	6 4%	2 3%	19 3%	- -	19 4%	8 2%	27 3%	- -	19 3%	8 3%	28 3%
More services provided by charity sector	17 2%cik	6 4%zc	4 2%	7 1%	- -	3 1%	9 2%	5 2%	3 6%zik	- -	- -	1 *	5 3%	2 2%	10 1%	- -	10 2%	7 2%	16 2%	1 1%	14 2%	3 1%	17 2%
Access to Services	48 5%c	13 7%c	12 7%	23 4%	- -	11 5%	21 4%	15 5%	1 2%	10 3%	2 5%	10 4%	9 6%	4 5%	35 5%	- -	29 5%	19 4%	47 5%	1 1%	32 5%	14 5%	49 5%
Faster access to hospitals/ shorter hospital waiting times	18 2%	5 3%	2 1%	12 2%	- -	5 2%	5 1%	8 3%	1 2%	4 2%	2 5%	7 3%	- -	1 1%	17 2%	- -	11 2%	7 1%	18 2%	- -	11 2%	8 2%	19 2%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 76

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	1001	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Faster access to GPs/ shorter GP waiting times	21 2%c	6 3%c	8 5%zc	7 1%	- -	4 2%	12 3%	4 1%	- -	5 2%	- -	2 1%	4 2%	3 4%	14 2%	- -	13 2%	8 2%	20 2%	1 1%	15 2%	5 2%	21 2%
Longer waiting times	13 1%	4 2%	4 2%	5 1%	- -	4 2%	6 1%	4 1%	- -	2 1%	- -	2 1%	5 3%zn	1 1%	7 1%	- -	8 2%	5 1%	13 1%	- -	10 2%	3 1%	14 1%
Choice of Services	57 6%n	11 7%	11 6%	33 5%	2 18%	11 5%	30 6%	16 5%	6 11%	16 6%	2 5%	17 7%	12 8%	8 10%	36 5%	2 20%	26 5%	31 7%	51 6%	6 6%	39 6%	15 5%	59 6%
More choice for patients (general mention)	11 1%p	1 1%	3 2%	6 1%	- -	- -	6 1%	5 2%	1 2%	6 2%	- -	3 1%	3 2%	- -	7 1%	1 9%	2 *	9 2%p	8 1%	2 2%	6 1%	3 1%	10 1%
Patients can choose their GP/GP surgery	22 2%nq	6 3%	6 3%	11 2%	- -	6 3%	11 2%	6 2%	1 2%	7 3%	- -	6 3%	6 3%	6 7%zn	11 2%	- -	17 3%q	6 1%	21 2%	1 1%	15 2%	7 2%	24 2%
More choice for patients over where they get treated	27 3%	6 3%	3 2%	16 3%	1 8%	6 3%	16 3%	4 1%	2 4%	7 3%	- -	5 2%	7 4%	2 3%	17 2%	1 11%	13 2%	14 3%	23 3%	3 3%	17 3%	8 3%	27 3%
Patients having more say in their healthcare	19 2%p	4 2%	2 1%	12 2%	1 10%	5 2%	9 2%	5 2%	3 5%	4 2%	2 5%	6 2%	4 2%	3 4%	12 2%	- -	6 1%	14 3%p	16 2%	3 3%	13 2%	5 2%	20 2%
Other	98 10%	13 8%	15 8%	69 11%	1 8%	19 9%	49 10%	30 10%	10 19%z	33 11%	5 12%	29 12%	16 10%	7 9%	72 10%	1 10%	53 10%	45 10%	91 10%	7 7%	63 10%	31 10%	102 10%
Budget ring-fenced/ protected spending	26 3%	4 2%	3 2%	19 3%	- -	5 2%	10 2%	11 4%	3 6%	9 3%	2 6%	6 3%	6 4%	3 4%	17 2%	- -	16 3%	10 2%	24 3%	2 2%	19 3%	7 2%	26 3%
Encouraging people to take responsibility for their own health	10 1%	2 1%	2 1%	7 1%	- -	4 2%	5 1%	2 1%	- -	2 1%	- -	1 *	2 1%	1 1%	8 1%	- -	4 1%	7 1%	10 1%	1 1%	7 1%	3 1%	11 1%
Better quality services for patients	13 1%	3 2%	3 2%	6 1%	- -	1 *	10 2%	2 1%	- -	4 1%	- -	2 1%	3 2%	1 1%	9 1%	- -	9 2%	5 1%	12 1%	1 1%	9 1%	3 1%	13 1%
New non-emergency telephone number '111'	6 1%n	2 1%	- -	4 1%	- -	1 *	2 *	3 1%	1 2%i	- -	- -	3 1%	4 2%zn	- -	2 *	- -	4 1%	2 *	6 1%	- -	4 1%	1 *	6 1%
Allocation of funds/ saving money	2 *	- -	- -	2 *	- -	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	2 *	- -	1 *	1 *	1 *	1 1%	1 *	1 *	2 *
Better management/ efficiency	3 *	- -	- -	3 *	- -	1 *	2 *	- -	- -	1 *	- -	- -	- -	- -	3 *	- -	1 *	2 *	2 *	1 1%	3 *	- -	3 *
Funding cuts	6 1%	- -	- -	6 1%	- -	- -	5 1%	1 *	2 4%zi	1 *	1 3%	2 1%	- -	- -	5 1%	- -	2 *	4 1%	6 1%	- -	2 *	4 1%	6 1%
GPs responsible for their own budgets	6 1%t	- -	1 *	5 1%	- -	1 *	3 1%	2 1%	2 4%z	3 1%	- -	3 1%	1 *	- -	5 1%	- -	3 1%	3 1%	5 1%	1 1%	2 *	4 1%t	7 1%
More funding	2 *	- -	1 1%	1 *	- -	- -	2 *	- -	- -	1 *	1 3%z	1 *	- -	- -	2 *	- -	- -	2 *	2 *	- -	2 *	- -	2 *
Reduction in staff	7 1%	3 2%	- -	4 1%	- -	1 *	4 1%	3 1%	1 2%	3 1%	- -	3 1%	- -	2 3%l	5 1%	- -	4 1%	4 1%	7 1%	- -	4 1%	3 1%	8 1%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 76

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Re-instate matrons	**1** *****	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	1 *
Removing PCTs	**3** *****	- -	- -	3 *	- -	1 *	1 *	1 *	- -	1 *	- -	1 *	- -	- -	3 *	- -	3 *	- -	3 *	- -	- -	3 **1%zt**	3 *
Staff pensions	**3** *****	- -	- -	3 *	- -	1 *	1 *	1 *	1 **2%z**	2 *1%*	- -	1 *	- -	- -	2 *	1 *10%*	1 *	2 *	3 *	- -	1 *	2 *1%*	3 *
Other	**24** ***2%***	1 *1%*	6 *3%*	16 *3%*	1 *8%*	6 *3%*	11 *2%*	7 *2%*	3 *5%*	11 *4%*	- -	9 *3%*	2 *1%*	2 *2%*	20 *3%*	- -	16 *3%*	8 *2%*	23 *3%*	1 *1%*	16 *2%*	7 *2%*	26 *3%*
Not heard of any changes	**39** **4%r**	12 **7%zc**	5 *3%*	22 *3%*	- -	6 *3%*	22 *5%*	11 *3%*	1 *1%*	11 *4%*	- -	9 *4%*	5 *3%*	2 *3%*	31 *4%*	- -	21 *4%*	18 *4%*	30 *3%*	9 **9%zr**	25 *4%*	13 *4%*	38 *4%*
No answer	**2** *****	- -	- -	2 *	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	2 *	- -	- -	2 *	2 *	- -	1 *	- -	2 *
Don't know	**385** **38%hi**	70 *41%*	71 *40%*	238 *37%*	5 *52%*	85 *39%*	168 *35%*	131 **43%f**	6 *12%*	95 **32%h**	13 **34%h**	85 **34%h**	66 *42%*	39 **50%zn**	274 *37%*	3 *31%*	196 *37%*	189 *40%*	340 *38%*	45 *43%*	256 *39%*	105 *35%*	383 *38%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 77

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	GOR: East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfaction with NHS: Satisfied (j)	Dis satisfied (k)	Future of NHS: Better (l)	Same (m)	Worse (n)	Unwtd total (o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Cuts	306	22	29	55	13	34	39	33	44	38	210	61	114	69	118	301
	31%m	26%	26%	37%ef	26%	25%	24%	32%	41%zabef	38%ef	30%	36%	34%m	23%	36%zm	30%
Necessary/positive cuts (general mention)	69	2	16	8	2	8	5	15	2	11	49	10	33	11	23	68
	7%fm	2%	15%zacdefh	5%	4%	6%	3%	14%zacdefh	2%	11%afh	7%	6%	10%zm	4%	7%	7%
Negative/ damaging/ too many cuts (general mention)	110	6	13	11	5	15	23	12	11	14	79	16	39	23	43	107
	11%m	7%	12%	7%	9%	11%	14%	12%	11%	14%	11%	10%	12%	8%	13%m	11%
Cuts in managers	58	5	2	12	5	6	3	5	8	12	39	17	18	14	25	57
	6%f	5%	2%	8%bf	9%bf	4%	2%	5%	8%f	12%zbef	6%	10%zj	5%	5%	7%	6%
Cuts in bureaucracy	51	4	2	13	5	2	6	4	11	4	35	14	17	13	20	50
	5%be	5%	2%	9%zbe	9%be	1%	4%	4%	10%zbe	4%	5%	8%	5%	4%	6%	5%
Hospital closures	63	3	4	19	4	8	6	4	12	3	44	16	30	10	22	64
	6%m	4%	3%	13%zabfgi	7%	6%	4%	4%	12%zbfgi	3%	6%	10%	9%zm	3%	7%	6%
Cuts in frontline services	86	9	6	20	3	7	8	1	20	10	58	20	30	14	40	82
	9%gm	11%g	6%g	14%zbefg	7%g	5%	5%	1%	19%zbdefg	10%g	8%	12%	9%	5%	12%zm	8%
Cuts in quangos	10	-	1	1	-	1	1	-	5	-	7	1	6	-	3	10
	1%	-	1%	1%	-	1%	1%	-	5%zacefgi	-	1%	1%	2%m	-	1%	1%
Organisational Change	302	28	40	60	10	26	60	29	30	19	209	54	114	82	105	307
	30%ei	32%e	36%dei	41%zdehi	20%	19%	37%dei	29%	28%	19%	30%	32%	33%	27%	32%	31%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	130	11	20	25	7	4	32	12	11	8	82	28	48	36	46	133
	13%e	13%e	19%zei	17%e	13%e	3%	19%zei	12%e	10%e	8%	12%	17%	14%	12%	14%	13%
Organisational changes/ reconfiguration (general mention)	94	10	9	22	1	3	32	7	9	1	66	16	30	28	36	93
	9%dei	12%dei	9%ei	15%zdegi	2%	2%	20%zbdeghi	6%	9%ei	1%	9%	9%	9%	9%	11%	9%
Privatisation/ more services provided by private sector	144	14	17	26	4	18	21	14	18	13	103	24	55	33	55	145
	14%m	16%	16%	18%	7%	13%	13%	13%	17%	13%	15%	15%	16%m	11%	17%m	14%
More care available outside of hospital	27	2	4	10	-	3	3	2	2	1	17	6	10	4	13	28
	3%	2%	4%	7%zfi	-	2%	2%	2%	2%	1%	2%	4%	3%	1%	4%	3%
More services provided by charity sector	17	1	1	12	-	-	-	-	2	1	10	6	8	3	6	17
	2%	1%	1%	8%zabdefghi	-	-	-	-	2%	1%	1%	4%z	2%	1%	2%	2%
Access to Services	48	1	6	17	3	2	6	5	5	3	36	6	20	11	16	49
	5%e	1%	6%	11%zaefi	5%	2%	4%	5%	5%	3%	5%	4%	6%	4%	5%	5%
Faster access to hospitals/ shorter hospital waiting times	18	1	4	2	-	2	3	3	2	1	15	2	6	9	4	19
	2%	1%	4%	1%	-	2%	2%	3%	2%	1%	2%	1%	2%	3%	1%	2%
Faster access to GPs/ shorter GP waiting times	21	1	1	10	2	1	2	-	3	1	16	3	11	4	7	21
	2%	1%	1%	7%zabefg	3%	1%	1%	-	3%	1%	2%	2%	3%	1%	2%	2%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 77

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	GOR: East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfaction with NHS: Satisfied (j)	Dis satisfied (k)	Future of NHS: Better (l)	Same (m)	Worse (n)	Unwtd total (o)
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Longer waiting times	13	-	2	6	1	-	1	2	1	1	10	1	6	1	6	14
	1%m	-	2%	4%ze	2%	-	1%	2%	1%	1%	1%	1%	2%	*	2%	1%
Choice of Services	57	4	5	23	5	5	8	1	6	1	38	13	22	15	16	59
	6%gi	5%	4%	16%zabefghi	10%gi	3%	5%	1%	6%	1%	5%	8%	6%	5%	5%	6%
More choice for patients (general mention)	11	-	-	6	3	1	1	-	-	-	7	1	4	3	1	10
	1%	-	-	4%zb	6%zabefghi	1%	1%	-	-	-	1%	1%	1%	1%	*	1%
Patients can choose their GP/GP surgery	22	2	2	11	2	3	1	-	1	1	13	8	11	4	6	24
	2%	2%	2%	7%zfghi	3%	2%	1%	-	1%	1%	2%	5%zj	3%	1%	2%	2%
More choice for patients over where they get treated	27	2	2	8	1	5	5	1	2	1	17	6	12	8	5	27
	3%	2%	1%	6%z	2%	3%	3%	1%	2%	1%	2%	3%	4%	3%	2%	3%
Patients having more say in their healthcare	19	2	1	7	2	2	3	-	3	-	14	3	7	4	6	20
	2%	3%	1%	5%zgi	3%	1%	2%	-	3%	-	2%	2%	2%	1%	2%	2%
Other	98	15	8	25	5	12	17	10	3	2	65	20	40	28	27	102
	10%hi	17%zbhi	7%	17%zbehi	10%i	9%i	11%hi	10%i	3%	2%	9%	12%	12%	9%	8%	10%
Budget ring-fenced/ protected spending	26	1	1	8	-	3	7	2	3	1	19	4	9	8	8	26
	3%	1%	1%	5%	-	2%	5%	2%	3%	1%	3%	2%	3%	3%	3%	3%
Encouraging people to take responsibility for their own health	10	1	-	6	-	1	2	-	-	1	5	1	2	4	4	11
	1%	1%	-	4%zbg	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%
Better quality services for patients	13	-	1	5	1	2	3	1	-	-	11	1	10	3	1	13
	1%n	-	1%	4%z	1%	2%	2%	1%	-	-	2%	1%	3%zn	1%	*	1%
New non-emergency telephone number '111'	6	-	-	3	3	-	-	-	-	-	4	1	2	2	-	6
	1%	-	-	2%z	5%zabefghi	-	-	-	-	-	1%	1%	1%	1%	-	1%
Allocation of funds/ saving money	2	-	-	-	-	-	-	2	-	-	-	1	1	-	1	2
	*	-	-	-	-	-	-	2%z	-	-	-	*	*	-	*	*
Better management/ efficiency	3	2	-	-	-	-	-	1	-	-	2	-	-	-	3	3
	*	3%zf	-	-	-	-	-	1%	-	-	*	-	-	-	1%z	*
Funding cuts	6	3	-	-	1	1	1	-	-	-	4	1	-	2	4	6
	1%	3%zc	-	-	2%	1%	1%	-	-	-	1%	1%	-	1%	1%l	1%
GPs responsible for their own budgets	6	3	2	1	1	-	-	-	-	-	3	3	2	2	2	7
	1%	3%zef	1%	1%	2%	-	-	-	-	-	*	2%	1%	1%	1%	1%
More funding	2	1	-	1	-	-	-	-	-	-	1	1	-	2	-	2
	*	1%	-	1%	-	-	-	-	-	-	*	1%	-	1%	-	*
Reduction in staff	7	3	-	-	-	3	-	1	-	-	5	3	4	1	3	8
	1%	4%zbcfh	-	-	-	2%	-	1%	-	-	1%	2%	1%	*	1%	1%
Re-instate matrons	1	1	-	-	-	-	-	-	-	-	1	-	-	1	-	1
	*	1%z	-	-	-	-	-	-	-	-	*	-	-	*	-	*
Removing PCTs	3	2	1	-	-	-	-	-	-	-	1	1	-	2	1	3
	*	2%z	1%	-	-	-	-	-	-	-	*	1%	-	1%	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 77

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Staff pensions	**3**	1	-	-	-	-	-	2	-	-	1	1	2	1	-	3
	*****	*1%*	-	-	-	-	-	**2%z**	-	-	*	*1%*	*1%*	*	-	*
Other	**24**	6	4	4	-	2	4	4	-	-	15	7	13	3	8	26
	2%m	**6%zhi**	**4%h**	*3%*	-	*2%*	*2%*	**4%hi**	-	-	*2%*	*4%*	**4%zm**	*1%*	*2%*	*3%*
Not heard of any changes	**39**	11	-	3	5	6	5	2	2	4	25	9	10	14	14	38
	4%b	**13%zbcefghi**	-	*2%*	**9%bcg**	**4%b**	*3%*	*2%*	*2%*	**4%b**	*4%*	*6%*	*3%*	*4%*	*4%*	*4%*
No answer	**2**	1	-	-	-	-	-	-	-	1	1	1	1	-	1	2
	*****	*1%*	-	-	-	-	-	-	-	*1%*	*	*1%*	*	-	*	*
Don't know	**385**	19	42	48	21	67	68	41	36	42	271	55	119	135	110	383
	38%an	*22%*	**39%a**	*32%*	**42%a**	**49%zach**	**42%a**	**40%a**	*34%*	**42%a**	*39%*	*33%*	*35%*	**45%zln**	*34%*	*38%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 78

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	1001	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	1001	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Cuts	306	241	58	118	83	56	91	19	64	12	77	142	53	183	73	14	50	253	301
	31%	31%	30%	31%	36%z	30%	30%	34%	34%	29%	28%	36%zj	27%	48%zl	30%	33%	29%	31%	30%
Necessary/positive cuts (general mention)	69	53	10	23	18	12	17	3	14	4	26	30	17	40	10	4	16	52	68
	7%n	7%	5%	6%	8%	7%	6%	5%	7%	8%	10%	8%	9%	10%z	4%	10%	9%	6%	7%
Negative/ damaging/ too many cuts (general mention)	110	90	19	45	30	24	34	5	28	3	25	52	9	75	28	4	21	87	107
	11%l	12%	10%	12%	13%	13%	11%	8%	15%	8%	9%	13%	4%	20%zl	12%	8%	12%	11%	11%
Cuts in managers	58	47	10	15	19	11	21	2	14	-	13	28	15	27	19	4	7	51	57
	6%c	6%c	5%	4%	8%c	6%	7%c	4%	8%c	-	5%	7%	7%	7%	8%	9%	4%	6%	6%
Cuts in bureaucracy	51	43	10	17	19	13	16	3	11	2	7	27	14	27	14	6	9	42	50
	5%j	6%	5%	5%	8%zc	7%	5%	6%	6%	5%	3%	7%zj	7%	7%z	6%	13%z	5%	5%	5%
Hospital closures	63	54	14	29	17	11	23	5	12	2	13	38	4	48	15	3	10	53	64
	6%l	7%	7%	8%	7%	6%	8%	9%	6%	4%	5%	10%zj	2%	13%zl	6%	6%	6%	7%	6%
Cuts in frontline services	86	61	20	34	31	14	24	9	18	6	19	43	6	67	17	3	15	71	82
	9%l	8%	10%	9%	13%zacef	8%	8%	16%zaef	9%	15%	7%	11%z	3%	18%zl	7%	8%	8%	9%	8%
Cuts in quangos	10	8	1	5	4	3	4	3	3	1	2	5	1	7	2	-	2	7	10
	1%	1%	*	1%	2%	2%	1%	5%zabcf	2%	2%	1%	1%	*	2%z	1%	-	1%	1%	1%
Organisational Change	302	258	49	124	60	55	111	22	51	13	70	155	67	143	68	27	65	236	307
	30%j	33%zbdh	26%	33%bd	26%	30%	37%zbdh	39%bd	27%	31%	25%	39%zj	33%	38%z	28%	61%zn	37%zq	29%	31%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	130	107	18	57	24	35	51	13	25	8	26	70	33	55	36	12	36	94	133
	13%jq	14%	10%	15%bd	10%	19%zabd	17%zbd	23%zabd	13%	18%	9%	18%zj	16%	15%	15%	27%zn	20%zq	12%	13%
Organisational changes/ reconfiguration (general mention)	94	79	12	39	19	15	37	7	19	6	29	43	27	39	19	14	24	71	93
	9%	10%	6%	10%b	8%	8%	12%b	13%	10%	14%	11%	11%	14%z	10%	8%	33%zn	14%	9%	9%
Privatisation/ more services provided by private sector	144	126	25	56	37	29	56	10	23	6	28	86	18	87	27	11	31	112	145
	14%jl	16%z	13%	15%	16%	16%	19%zbh	18%	12%	13%	10%	22%zj	9%	23%zl	11%	26%zn	18%	14%	14%
More care available outside of hospital	27	24	8	16	8	7	11	1	4	1	7	11	11	7	4	3	3	24	28
	3%	3%	4%	4%z	4%	4%	4%	2%	2%	2%	2%	3%	5%zm	2%	2%	7%n	2%	3%	3%
More services provided by charity sector	17	16	4	5	5	2	4	1	-	-	2	12	5	6	2	3	-	17	17
	2%	2%	2%	1%	2%	1%	1%	2%	-	-	1%	3%zj	3%	1%	1%	7%zn	-	2%	2%
Access to Services	48	40	8	21	14	7	15	2	7	1	11	25	16	21	10	5	10	36	49
	5%	5%	4%	5%	6%	4%	5%	3%	4%	2%	4%	6%	8%z	5%	4%	11%z	6%	4%	5%
Faster access to hospitals/ shorter hospital waiting times	18	15	4	8	6	4	6	1	3	-	4	7	9	4	4	3	5	11	19
	2%q	2%	2%	2%	3%	2%	2%	2%	2%	-	2%	2%	5%zm	1%	2%	7%zn	3%	1%	2%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 78

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Faster access to GPs/ shorter GP waiting times	**21** ***2%***	19 *2%*	5 *2%*	9 *2%*	7 *3%*	3 *1%*	7 *2%*	1 *1%*	3 *2%*	- -	4 *2%*	12 *3%*	7 *3%*	8 *2%*	5 *2%*	2 *4%*	1 *1%*	20 *2%*	21 *2%*
Longer waiting times	**13** ***1%***	11 *1%*	2 *1%*	6 *2%*	3 *1%*	2 *1%*	3 *1%*	- -	1 *	1 *2%*	4 *1%*	9 *2%*	2 *1%*	11 **3%z**	3 *1%*	- -	4 *2%*	10 *1%*	14 *1%*
Choice of Services	**57** ***6%***	**47** **6%f**	**11** ***6%***	**18** ***5%***	**11** ***5%***	**6** ***3%***	**11** ***4%***	**3** ***6%***	**8** ***4%***	**1** ***3%***	**17** ***6%***	**28** ***7%***	**25** **13%zm**	**19** ***5%***	**15** ***6%***	**4** ***9%***	**9** ***5%***	**49** ***6%***	**59** ***6%***
More choice for patients (general mention)	**11** **1%m**	8 *1%*	1 *1%*	2 *1%*	1 *1%*	3 *2%*	1 *	- -	1 *	- -	1 *	3 *1%*	4 **2%m**	1 *	3 *1%*	- -	- -	11 *1%*	10 *1%*
Patients can choose their GP/GP surgery	**22** ***2%***	17 *2%*	7 **4%ef**	8 *2%*	7 *3%*	1 *1%*	4 *1%*	1 *2%*	3 *1%*	1 *3%*	4 *1%*	14 **4%z**	8 *4%*	10 *3%*	6 *2%*	2 *4%*	5 *3%*	18 *2%*	24 *2%*
More choice for patients over where they get treated	**27** ***3%***	22 **3%e**	4 *2%*	9 *2%*	5 *2%*	1 *1%*	8 *3%*	3 **6%eh**	2 *1%*	- -	8 *3%*	14 *4%*	13 **6%zm**	7 *2%*	6 *2%*	3 *7%*	5 *3%*	21 *3%*	27 *3%*
Patients having more say in their healthcare	**19** ***2%***	16 **2%c**	2 *1%*	4 *1%*	4 *2%*	2 *1%*	3 *1%*	1 *2%*	2 *1%*	- -	7 *2%*	9 *2%*	9 **4%z**	9 *2%*	6 *3%*	1 *3%*	1 *	19 *2%*	20 *2%*
Other	**98** **10%i**	**87** **11%zi**	**16** ***8%***	**37** **10%i**	**25** **11%i**	**26** **14%zbi**	**33** **11%i**	**10** **18%zbci**	**21** **11%i**	**-** **-**	**26** ***9%***	**48** **12%z**	**25** ***13%***	**41** ***11%***	**28** ***11%***	**4** ***8%***	**21** ***12%***	**75** ***9%***	**102** ***10%***
Budget ring-fenced/ protected spending	**26** ***3%***	22 *3%*	6 *3%*	6 *2%*	9 **4%c**	9 **5%zcf**	7 *2%*	1 *1%*	7 *4%*	- -	8 *3%*	14 *4%*	5 *3%*	8 *2%*	8 *3%*	- -	7 *4%*	17 *2%*	26 *3%*
Encouraging people to take responsibility for their own health	**10** ***1%***	10 *1%*	2 *1%*	3 *1%*	2 *1%*	2 *1%*	3 *1%*	1 *1%*	1 *	- -	2 *1%*	5 *1%*	4 *2%*	5 *1%*	1 *	- -	1 *1%*	9 *1%*	11 *1%*
Better quality services for patients	**13** ***1%***	12 *2%*	4 *2%*	6 *2%*	7 **3%z**	3 *2%*	5 *2%*	2 *3%*	2 *1%*	- -	3 *1%*	6 *1%*	7 **3%zm**	3 *1%*	1 *	1 *3%*	2 *1%*	11 *1%*	13 *1%*
New non-emergency telephone number '111'	**6** ***1%***	6 *1%*	1 *1%*	4 *1%*	3 *1%*	2 *1%*	3 *1%*	- -	2 *1%*	- -	1 *	1 *	3 *1%*	2 *	4 **2%z**	- -	2 *1%*	4 *	6 *1%*
Allocation of funds/ saving money	**2** *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	1 *	1 *	2 *1%*	- -	1 *	- -	- -	2 *	2 *
Better management/ efficiency	**3** *	2 *	- -	1 *	- -	- -	1 *	- -	- -	- -	2 *1%*	- -	2 *1%*	1 *	1 *	- -	- -	3 *	3 *
Funding cuts	**6** ***1%***	6 *1%*	- -	2 *1%*	2 *1%*	3 *2%*	2 *1%*	1 *2%*	2 *1%*	- -	3 *1%*	3 *1%*	1 *	3 *1%*	3 *1%*	- -	1 *1%*	5 *1%*	6 *1%*
GPs responsible for their own budgets	**6** ***1%***	4 *1%*	1 *	2 *1%*	- -	3 *1%*	2 *1%*	2 **3%zad**	1 *	- -	- -	3 *1%*	1 *	3 *1%*	1 *	2 **4%zn**	2 *1%*	4 *1%*	7 *1%*
More funding	**2** *	2 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *	- -	- -	2 **1%z**	- -	- -	2 *	2 *
Reduction in staff	**7** ***1%***	7 *1%*	- -	3 *1%*	3 *1%*	3 *1%*	5 **2%z**	- -	3 *1%*	- -	2 *1%*	3 *1%*	1 *1%*	6 **2%z**	4 *1%*	- -	1 *1%*	6 *1%*	8 *1%*
Re-instate matrons	**1** *	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 78

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Removing PCTs	**3**	3	-	3	-	1	-	1	-	-	-	2	-	2	-	1	-	3	3
	*****	*	-	*1%*	-	*	-	**2%f**	-	-	-	*	-	*	-	**2%zn**	-	*	*
Staff pensions	**3**	3	-	-	1	1	1	2	-	-	-	3	-	2	2	-	-	3	3
	*****	*	-	-	*	*1%*	*	**3%zabcdfh**	-	-	-	*1%*	-	*	*1%*	-	-	*	*
Other	**24**	22	2	14	6	7	11	5	6	-	5	15	2	15	5	1	6	18	26
	2%	*3%*	*1%*	**4%b**	*2%*	*4%*	**4%b**	**9%zabd**	*3%*	-	*2%*	**4%z**	*1%*	**4%zl**	*2%*	*2%*	*4%*	*2%*	*3%*
Not heard of any changes	**39**	26	11	13	11	6	11	1	8	1	12	11	7	7	7	1	3	36	38
	4%m	*3%*	*6%*	*3%*	*5%*	*4%*	*4%*	*2%*	*4%*	*2%*	*4%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	*4%*
No answer	**2**	2	-	-	-	-	2	-	-	-	2	-	-	1	2	-	1	1	2
	*****	*	-	-	-	-	*1%*	-	-	-	*1%*	-	-	*	**1%z**	-	*1%*	*	*
Don't know	**385**	278	77	131	83	69	99	16	72	21	114	116	68	78	93	12	68	307	383
	38%afkm	*36%*	*40%*	*35%*	*36%*	*38%*	*33%*	*28%*	*38%*	**51%acfg**	**41%k**	*29%*	**34%m**	*20%*	*38%*	*28%*	*39%*	*38%*	*38%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 79

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Total	Q14. As far as you know, what do the government's changes to the NHS involve? What else?			
		Doctors and others commissioning services/having more say in how NHS is run	Negative cuts	Cuts in managers/ bureaucracy	Privatisation
Unweighted Total	**1001**	133	205	86	145
Weighted Total	**1001**	130	211	87	144
Cuts	**306**	**35**	**211**	**87**	**45**
	31%	***27%***	***100%***	***100%***	***31%***
Necessary/positive cuts (general mention)	**69**	8	23	8	8
	7%	*6%*	*11%*	*9%*	*6%*
Negative/ damaging/ too many cuts (general mention)	**110**	8	110	7	13
	11%	*6%*	*52%*	*8%*	*9%*
Cuts in managers	**58**	9	24	58	4
	6%	*7%*	*11%*	*67%*	*3%*
Cuts in bureaucracy	**51**	8	23	51	11
	5%	*6%*	*11%*	*59%*	*8%*
Hospital closures	**63**	5	63	16	12
	6%	*4%*	*30%*	*18%*	*8%*
Cuts in frontline services	**86**	4	86	20	17
	9%	*3%*	*41%*	*23%*	*12%*
Cuts in quangos	**10**	3	6	6	2
	1%	*2%*	*3%*	*7%*	*1%*
Organisational Change	**302**	**130**	**58**	**33**	**144**
	30%	***100%***	***27%***	***38%***	***100%***
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	**130**	130	15	15	38
	13%	*100%*	*7%*	*17%*	*26%*
Organisational changes/ reconfiguration (general mention)	**94**	25	16	8	32
	9%	*19%*	*7%*	*10%*	*22%*
Privatisation/ more services provided by private sector	**144**	38	34	14	144
	14%	*29%*	*16%*	*16%*	*100%*
More care available outside of hospital	**27**	12	7	3	5
	3%	*9%*	*3%*	*3%*	*4%*
More services provided by charity sector	**17**	5	9	3	8
	2%	*4%*	*4%*	*3%*	*5%*
Access to Services	**48**	**9**	**20**	**5**	**10**
	5%	***7%***	***9%***	***6%***	***7%***
Faster access to hospitals/ shorter hospital waiting times	**18**	4	2	1	3
	2%	*3%*	*1%*	*1%*	*2%*
Faster access to GPs/ shorter GP waiting times	**21**	4	9	3	5
	2%	*3%*	*4%*	*3%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 79

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Total	Q14. As far as you know, what do the government's changes to the NHS involve? What else?			
		Doctors and others commissioning services/having more say in how NHS is run	Negative cuts	Cuts in managers/ bureaucracy	Privatisation
Weighted Total	**1001**	130	211	87	144
Longer waiting times	**13**	2	10	1	3
	1%	*1%*	*5%*	*1%*	*2%*
Choice of Services	**57**	**11**	**16**	**12**	**13**
	6%	***8%***	***8%***	***14%***	***9%***
More choice for patients (general mention)	**11**	4	2	4	5
	1%	*3%*	*1%*	*5%*	*3%*
Patients can choose their GP/GP surgery	**22**	3	11	5	5
	2%	*2%*	*5%*	*5%*	*4%*
More choice for patients over where they get treated	**27**	5	6	3	4
	3%	*4%*	*3%*	*3%*	*2%*
Patients having more say in their healthcare	**19**	3	5	1	4
	2%	*2%*	*2%*	*1%*	*3%*
Other	**98**	**25**	**20**	**10**	**22**
	10%	***19%***	***9%***	***11%***	***16%***
Budget ring-fenced/ protected spending	**26**	8	6	2	7
	3%	*6%*	*3%*	*2%*	*5%*
Encouraging people to take responsibility for their own health	**10**	4	3	4	3
	1%	*3%*	*1%*	*4%*	*2%*
Better quality services for patients	**13**	1	4	1	3
	1%	*1%*	*2%*	*1%*	*2%*
New non-emergency telephone number '111'	**6**	1	2	3	1
	1%	*1%*	*1%*	*4%*	*1%*
Allocation of funds/ saving money	**2**	-	-	-	2
	******	-	-	-	*1%*
Better management/ efficiency	**3**	-	-	-	1
	******	-	-	-	*1%*
Funding cuts	**6**	-	-	-	-
	1%	-	-	-	-
GPs responsible for their own budgets	**6**	2	1	-	-
	1%	*1%*	*	-	-
More funding	**2**	-	-	-	-
	******	-	-	-	-
Reduction in staff	**7**	-	1	1	-
	1%	-	*	*1%*	-
Re-instate matrons	**1**	-	-	-	-
	******	-	-	-	-
Removing PCTs	**3**	1	-	-	-
	******	*1%*	-	-	-
Staff pensions	**3**	-	-	-	1
	******	-	-	-	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 79

Q14. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Total	Q14. As far as you know, what do the government's changes to the NHS involve? What else?			
		Doctors and others commissioning services/having more say in how NHS is run	Negative cuts	Cuts in managers/ bureaucracy	Privatisation
Weighted Total	**1001**	130	211	87	144
Other	**24**	10	4	1	7
	2%	*8%*	*2%*	*1%*	*5%*
Not heard of any changes	**39**	-	-	-	-
	4%	-	-	-	-
No answer	**2**	-	-	-	-
	*****	-	-	-	-
Don't know	**385**	-	-	-	-
	38%	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 80

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Much better	**23**	13	9	3	4	8	4	4	4	7	3	9	10	4	4	6	23
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	**6%zlm**	*4%*	*2%*
A little better	**178**	84	94	34	29	60	17	37	51	54	26	48	95	41	13	28	177
	18%fj	*17%*	*18%*	**24%f**	*18%*	*17%*	*12%*	*19%*	**20%j**	*17%*	*13%*	**20%j**	*17%*	*18%*	*23%*	*18%*	*18%*
Neither better nor worse	**232**	120	112	34	45	78	34	42	58	82	45	47	141	47	9	35	230
	23%	*25%*	*22%*	*24%*	*27%*	*22%*	*23%*	*21%*	*23%*	*26%*	*23%*	*20%*	*26%*	*20%*	*16%*	*22%*	*23%*
A little worse	**230**	112	118	30	36	94	30	40	63	72	51	44	138	51	15	26	229
	23%o	*23%*	*23%*	*21%*	*21%*	**27%z**	*21%*	*20%*	*25%*	*23%*	*25%*	*19%*	**25%o**	*22%*	*26%*	*17%*	*23%*
Much worse	**150**	67	82	8	23	51	40	28	39	45	34	31	86	38	5	21	153
	15%c	*14%*	*16%*	*6%*	**14%c**	**15%c**	**28%zcdeg**	**14%c**	*16%*	*14%*	*17%*	*13%*	*16%*	*16%*	*8%*	*13%*	*15%*
Don't know	**188**	89	100	34	30	58	19	47	34	52	42	61	81	54	12	41	189
	19%fhl	*18%*	*19%*	**24%f**	*18%*	*17%*	*13%*	**24%zef**	*13%*	*17%*	**21%h**	**25%zhi**	*15%*	**23%zl**	*21%*	**26%zl**	*19%*
Better	**201**	**97**	**103**	**37**	**33**	**69**	**21**	**41**	**55**	**61**	**29**	**56**	**105**	**45**	**17**	**34**	**200**
	20%fj	***20%***	***20%***	**26%f**	***20%***	***20%***	***14%***	***21%***	**22%j**	***19%***	***14%***	**24%j**	***19%***	***19%***	***29%***	***22%***	***20%***
Worse	**379**	**179**	**200**	**38**	**59**	**145**	**70**	**68**	**102**	**117**	**85**	**75**	**224**	**89**	**20**	**47**	**382**
	38%cko	***37%***	***39%***	***26%***	***35%***	**41%c**	**49%zcdg**	***34%***	**41%k**	***38%***	**42%k**	***32%***	**41%o**	***38%***	***35%***	***30%***	***38%***
Net better	**-179**	**-82**	**-97**	**-1**	**-25**	**-76**	**-49**	**-27**	**-47**	**-56**	**-56**	**-19**	**-119**	**-44**	**-3**	**-12**	**-182**
	-18%	*-17%*	*-19%*	*	*-15%*	*-22%*	*-34%*	*-14%*	*-19%*	*-18%*	*-28%*	*-8%*	*-22%*	*-19%*	*-6%*	*-8%*	*-18%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 81

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Much better	**23**	8	5	10	-	7	9	7	-	6	1	6	-	8	15	-	11	12	20	3	16	6	23
	2%c	**5%zc**	3%	2%	-	3%	2%	2%	-	2%	3%	2%	-	**10%zln**	2%	-	2%	2%	2%	3%	2%	2%	2%
A little better	**178**	33	30	115	-	39	93	46	5	52	7	44	24	21	130	2	91	87	157	21	133	36	177
	18%u	19%	17%	18%	-	18%	20%	15%	10%	18%	17%	18%	15%	**27%zln**	17%	19%	17%	19%	18%	20%	**20%zu**	12%	18%
Neither better nor worse	**232**	47	39	143	3	43	119	70	14	69	11	52	46	14	168	2	115	117	197	35	160	66	230
	23%r	27%	22%	22%	28%	19%	25%	23%	27%	24%	28%	21%	29%	18%	22%	21%	22%	25%	22%	**33%zr**	25%	22%	23%
A little worse	**230**	32	42	156	-	47	105	78	14	63	9	56	33	14	178	5	117	113	210	20	143	76	229
	23%	19%	24%	24%	-	21%	22%	25%	28%	21%	22%	23%	21%	17%	24%	50%	22%	24%	23%	19%	22%	25%	23%
Much worse	**150**	26	25	98	1	34	76	39	13	55	7	54	22	3	123	-	94	55	144	6	73	71	153
	15%mqst	15%	14%	15%	10%	15%	16%	13%	25%	**19%z**	19%	**22%z**	**14%m**	4%	**17%zm**	-	**18%zq**	12%	**16%zs**	6%	11%	**23%zt**	15%
Don't know	**188**	27	36	119	6	51	72	65	6	49	4	37	34	19	134	1	104	84	169	19	128	48	189
	19%f	16%	20%	19%	61%	**23%f**	15%	**21%f**	11%	17%	11%	15%	22%	24%	18%	10%	20%	18%	19%	18%	20%	16%	19%
Better	**201**	**41**	**35**	**125**	**-**	**46**	**102**	**53**	**5**	**57**	**8**	**50**	**24**	**29**	**145**	**2**	**102**	**98**	**177**	**24**	**148**	**42**	**200**
	20%u	***24%***	***20%***	***20%***	**-**	***21%***	***21%***	***17%***	***10%***	***20%***	***20%***	***20%***	***15%***	**37%zln**	***19%***	***19%***	***19%***	***21%***	***20%***	***23%***	**23%zu**	***14%***	***20%***
Worse	**379**	**58**	**67**	**253**	**1**	**81**	**181**	**117**	**27**	**117**	**16**	**110**	**55**	**16**	**301**	**5**	**211**	**168**	**353**	**26**	**215**	**147**	**382**
	38%mst	***34%***	***38%***	***40%***	***10%***	***37%***	***38%***	***38%***	**52%z**	***40%***	***41%***	**44%z**	**34%m**	***21%***	**40%zm**	***50%***	***40%***	***36%***	**39%zs**	***25%***	***33%***	**48%zt**	***38%***
Net better	**-179**	**-17**	**-32**	**-128**	**-1**	**-35**	**-80**	**-64**	**-22**	**-60**	**-8**	**-60**	**-31**	**12**	**-156**	**-3**	**-109**	**-70**	**-177**	**-2**	**-67**	**-105**	**-182**
	-18%	***-10%***	***-18%***	***-20%***	***-10%***	***-16%***	***-17%***	***-21%***	***-43%***	***-20%***	***-21%***	***-24%***	***-19%***	***16%***	***-21%***	***-31%***	***-20%***	***-15%***	***-20%***	***-2%***	***-10%***	***-35%***	***-18%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 82

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Much better	**23**	2	1	2	-	9	3	4	2	-	17	2	10	8	5	23
	2%	*2%*	*1%*	*1%*	-	**6%zbci**	*2%*	*4%*	*2%*	-	*2%*	*1%*	*3%*	*3%*	*1%*	*2%*
A little better	**178**	8	23	38	8	21	31	18	14	16	137	17	52	75	48	177
	18%ak	*9%*	**21%a**	**26%zaeh**	*16%*	*16%*	*19%*	*17%*	*13%*	*16%*	**19%zk**	*10%*	*15%*	**25%zln**	*15%*	*18%*
Neither better nor worse	**232**	19	24	37	13	29	37	35	14	24	168	29	76	97	53	230
	23%hkn	*22%*	*22%*	**25%h**	*25%*	*21%*	*23%*	**34%zbefh**	*13%*	*24%*	*24%*	*17%*	**22%n**	**32%zln**	*16%*	*23%*
A little worse	**230**	28	33	26	12	22	37	15	29	27	158	43	100	32	94	229
	23%gm	**33%zceg**	**30%zceg**	*18%*	*24%*	*16%*	*23%*	*14%*	**27%g**	**27%g**	*23%*	*26%*	**29%zm**	*11%*	**29%zm**	*23%*
Much worse	**150**	16	12	22	5	28	17	16	24	11	88	48	62	5	81	153
	15%jm	*19%*	*11%*	*15%*	*10%*	**21%zbf**	*10%*	*15%*	**23%zbfi**	*11%*	*13%*	**28%zj**	**18%zm**	*2%*	**25%zlm**	*15%*
Don't know	**188**	13	16	23	12	26	37	16	23	21	133	29	40	85	47	189
	19%ln	*15%*	*15%*	*16%*	*24%*	*19%*	*23%*	*15%*	*22%*	*21%*	*19%*	*17%*	*12%*	**28%zln**	*14%*	*19%*
Better	**201**	**10**	**24**	**40**	**8**	**30**	**34**	**21**	**16**	**16**	**154**	**20**	**62**	**83**	**53**	**200**
	20%akn	***12%***	***22%***	**27%zah**	***16%***	***22%***	***21%***	***21%***	***15%***	***16%***	**22%zk**	***12%***	***18%***	**27%zln**	***16%***	***20%***
Worse	**379**	**44**	**44**	**48**	**18**	**51**	**54**	**30**	**53**	**38**	**246**	**91**	**162**	**37**	**174**	**382**
	38%jm	**51%zcefg**	***41%***	***32%***	***35%***	***37%***	***33%***	***30%***	**50%zcfg**	***38%***	***35%***	**54%zj**	**48%zm**	***12%***	**53%zm**	***38%***
Net better	**-179**	**-34**	**-20**	**-8**	**-10**	**-20**	**-20**	**-9**	**-37**	**-21**	**-92**	**-71**	**-100**	**46**	**-121**	**-182**
	-18%	***-40%***	***-18%***	***-5%***	***-19%***	***-15%***	***-12%***	***-9%***	***-35%***	***-21%***	***-13%***	***-42%***	***-29%***	***15%***	***-37%***	***-18%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 83

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Much better	**23**	15	6	9	2	4	3	-	7	-	13	5	23	-	4	1	3	19	23
	2%km	*2%*	**3%d**	*3%*	*1%*	*2%*	*1%*	-	**4%df**	-	**5%zk**	*1%*	**11%zm**	-	*1%*	*3%*	*2%*	*2%*	*2%*
A little better	**178**	128	37	67	37	26	46	5	41	5	85	38	178	-	50	6	33	142	177
	18%km	*17%*	*19%*	*18%*	*16%*	*14%*	*15%*	*9%*	**22%efg**	*11%*	**31%zk**	*10%*	**89%zm**	-	*21%*	*13%*	*19%*	*18%*	*18%*
Neither better nor worse	**232**	171	45	78	49	43	64	12	41	8	72	66	-	-	50	10	38	190	230
	23%klm	*22%*	*24%*	*21%*	*21%*	*24%*	*21%*	*22%*	*22%*	*19%*	**26%k**	*17%*	-	-	*20%*	*23%*	*22%*	*23%*	*23%*
A little worse	**230**	190	32	73	63	45	86	13	39	11	49	115	-	230	58	10	45	180	229
	23%bcjl	**25%zbc**	*17%*	*19%*	**28%bc**	**25%b**	**29%zbch**	*23%*	*21%*	*26%*	*18%*	**29%zj**	-	**61%zl**	*24%*	*23%*	*26%*	*22%*	*23%*
Much worse	**150**	127	33	71	45	36	58	18	36	11	11	114	-	150	42	10	28	120	153
	15%jl	**16%z**	*17%*	**19%z**	**20%z**	*20%*	**19%z**	**31%zabcdefh**	*19%*	**27%z**	*4%*	**29%zj**	-	**39%zl**	*17%*	*23%*	*16%*	*15%*	*15%*
Don't know	**188**	142	39	77	35	29	44	8	23	7	44	56	-	-	41	7	27	160	189
	19%fhklm	**18%fh**	**20%fh**	**20%dfh**	*15%*	*16%*	*15%*	*14%*	*12%*	*17%*	*16%*	*14%*	-	-	*17%*	*16%*	*16%*	*20%*	*19%*
Better	**201**	**143**	**43**	**77**	**38**	**30**	**49**	**5**	**48**	**5**	**99**	**42**	**201**	**-**	**54**	**7**	**36**	**161**	**200**
	20%agkm	***18%***	**22%fg**	**20%g**	***17%***	***16%***	***16%***	***9%***	**25%adefgi**	***11%***	**36%zk**	***11%***	**100%zm**	**-**	***22%***	***15%***	***21%***	***20%***	***20%***
Worse	**379**	**317**	**65**	**144**	**108**	**81**	**144**	**31**	**76**	**22**	**61**	**229**	**-**	**379**	**100**	**20**	**74**	**300**	**382**
	38%jl	**41%zb**	***34%***	***38%***	**47%zabc**	**44%b**	**48%zabc**	**55%zabch**	***40%***	**53%zbc**	***22%***	**58%zj**	**-**	**100%zl**	***41%***	***46%***	***42%***	***37%***	***38%***
Net better	**-179**	**-174**	**-22**	**-67**	**-70**	**-51**	**-95**	**-26**	**-28**	**-17**	**38**	**-187**	**201**	**-379**	**-46**	**-14**	**-38**	**-139**	**-182**
	-18%	***-23%***	***-12%***	***-18%***	***-30%***	***-28%***	***-31%***	***-46%***	***-15%***	***-42%***	***14%***	***-48%***	**100%z**	***-100%***	***-19%***	***-31%***	***-22%***	***-17%***	***-18%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 84

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents who state a change being made to the NHS

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**618**	311	307	63	86	216	117	136	178	193	118	129	331	173	33	81	618
Weighted Total	**616**	317	300	74*	91*	230	99	122	179	196	118	123	358	150	32*	77*	618
Much better	**16**	10	6	2	3	5	3	3	3	7	3	3	8	3	1	4	16
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*5%*	*3%*
A little better	**117**	66	51	16	18	44	12	26	33	36	18	30	66	31	7	12	117
	19%f	*21%*	*17%*	*22%*	*20%*	*19%*	*12%*	*21%*	*19%*	*18%*	*15%*	*24%*	*19%*	*21%*	*23%*	*16%*	*19%*
Neither better nor worse	**146**	79	67	21	19	53	22	30	41	51	27	27	86	34	6	19	145
	24%	*25%*	*22%*	*28%*	*21%*	*23%*	*22%*	*25%*	*23%*	*26%*	*23%*	*22%*	*24%*	*23%*	*20%*	*25%*	*23%*
A little worse	**174**	90	84	21	26	75	23	30	55	54	37	29	107	38	9	20	174
	28%	*29%*	*28%*	*28%*	*28%*	*33%*	*23%*	*25%*	*31%*	*28%*	*31%*	*23%*	*30%*	*25%*	*29%*	*26%*	*28%*
Much worse	**127**	55	73	8	19	42	35	24	35	39	30	23	75	33	4	16	130
	21%ac	*17%*	**24%za**	*11%*	*21%*	*18%*	**35%zcdeg**	*19%*	*20%*	*20%*	*25%*	*19%*	*21%*	*22%*	*12%*	*21%*	*21%*
Don't know	**36**	16	19	6	6	11	4	9	11	9	4	12	15	11	4	6	36
	6%	*5%*	*6%*	*8%*	*7%*	*5%*	*4%*	*8%*	*6%*	*4%*	*3%*	**10%zj**	*4%*	*7%*	**13%l**	*7%*	*6%*
Better	**133**	**77**	**56**	**19**	**21**	**49**	**15**	**29**	**36**	**43**	**21**	**33**	**75**	**34**	**8**	**16**	**133**
	22%f	***24%***	***19%***	***25%***	***24%***	***21%***	***15%***	***24%***	***20%***	***22%***	***18%***	***27%***	***21%***	***23%***	***26%***	***21%***	***22%***
Worse	**302**	**145**	**157**	**28**	**45**	**117**	**58**	**54**	**90**	**94**	**67**	**52**	**182**	**71**	**13**	**36**	**304**
	49%	***46%***	***52%***	***39%***	***49%***	***51%***	**58%zcg**	***44%***	***50%***	***48%***	**57%k**	***42%***	***51%***	***47%***	***41%***	***47%***	***49%***
Net	**-169**	**-69**	**-100**	**-10**	**-23**	**-68**	**-43**	**-25**	**-54**	**-51**	**-46**	**-18**	**-107**	**-37**	**-5**	**-20**	**-171**
	-27%	***-22%***	***-33%***	***-13%***	***-25%***	***-29%***	***-44%***	***-20%***	***-30%***	***-26%***	***-39%***	***-15%***	***-30%***	***-24%***	***-15%***	***-26%***	***-28%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 85

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents who state a change being made to the NHS

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**618**	102	101	410	5	153	299	166	45	197	24	168	95	37	475	7	344	274	561	57	394	202	618
Weighted Total	**616**	103*	107*	402	5**	136	307	174	46*	198	26**	165	93*	39*	473	8**	337	279	556	60*	396	199	618
Much better	**16**	4	4	8	-	6	6	4	-	5	1	4	-	4	12	-	8	7	14	2	9	6	16
	3%	*4%*	*3%*	*2%*	-	*4%*	*2%*	*2%*	-	*3%*	*4%*	*2%*	-	**10%zln**	*3%*	-	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*
A little better	**117**	20	20	77	-	27	62	29	4	37	3	31	17	10	87	2	60	57	104	13	83	30	117
	19%	*20%*	*18%*	*19%*	-	*20%*	*20%*	*16%*	*9%*	*19%*	*12%*	*19%*	*19%*	*25%*	*18%*	*27%*	*18%*	*20%*	*19%*	*21%*	*21%*	*15%*	*19%*
Neither better nor worse	**146**	28	24	93	2	30	76	40	12	48	7	32	24	9	109	2	75	71	124	22	100	42	145
	24%r	*27%*	*22%*	*23%*	*36%*	*22%*	*25%*	*23%*	*25%*	*24%*	*29%*	*19%*	*26%*	*25%*	*23%*	*30%*	*22%*	*25%*	*22%*	**36%zr**	*25%*	*21%*	*23%*
A little worse	**174**	24	31	120	-	37	77	60	14	49	8	41	26	9	136	3	89	86	159	15	116	50	174
	28%	*23%*	*29%*	*30%*	-	*27%*	*25%*	**35%zf**	*29%*	*25%*	*30%*	*25%*	*28%*	*24%*	*29%*	*42%*	*26%*	*31%*	*29%*	*25%*	*29%*	*25%*	*28%*
Much worse	**127**	20	24	82	1	27	66	34	13	48	6	47	19	2	105	-	84	43	124	4	64	59	130
	21%mqst	*19%*	*23%*	*21%*	*22%*	*20%*	*21%*	*20%*	*28%*	*24%*	*25%*	**28%z**	**20%m**	*5%*	**22%m**	-	**25%zq**	*16%*	**22%zs**	*6%*	*16%*	**30%zt**	*21%*
Don't know	**36**	7	5	21	2	9	19	7	4	11	-	11	7	5	24	-	20	15	31	5	23	11	36
	6%	*7%*	*5%*	*5%*	*42%*	*7%*	*6%*	*4%*	*9%*	*6%*	-	*7%*	*8%*	*12%*	*5%*	-	*6%*	*6%*	*6%*	*8%*	*6%*	*6%*	*6%*
Better	**133**	**24**	**23**	**85**	**-**	**32**	**68**	**32**	**4**	**42**	**4**	**35**	**17**	**13**	**99**	**2**	**69**	**64**	**118**	**15**	**92**	**36**	**133**
	22%h	***24%***	***22%***	***21%***	**-**	***24%***	***22%***	***19%***	***9%***	**21%h**	***16%***	**21%h**	***19%***	**35%z**	***21%***	***27%***	***20%***	***23%***	***21%***	***25%***	***23%***	***18%***	***22%***
Worse	**302**	**44**	**55**	**202**	**1**	**64**	**143**	**95**	**26**	**97**	**14**	**88**	**45**	**11**	**241**	**3**	**173**	**129**	**283**	**19**	**180**	**109**	**304**
	49%mst	***43%***	***51%***	***50%***	***22%***	***47%***	***47%***	***55%***	***57%***	***49%***	***54%***	***53%***	**48%m**	***29%***	**51%m**	***42%***	***51%***	***46%***	**51%zs**	***31%***	***46%***	**55%zt**	***49%***
Net	**-169**	**-19**	**-32**	**-117**	**-1**	**-32**	**-75**	**-62**	**-22**	**-55**	**-10**	**-53**	**-27**	**2**	**-142**	**-1**	**-104**	**-65**	**-165**	**-4**	**-88**	**-73**	**-171**
	-27%	***-19%***	***-29%***	***-29%***	***-22%***	***-24%***	***-24%***	***-36%***	***-49%***	***-28%***	***-38%***	***-32%***	***-29%***	***6%***	***-30%***	***-15%***	***-31%***	***-23%***	***-30%***	***-7%***	***-22%***	***-37%***	***-28%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 86

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents who state a change being made to the NHS

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**618**	70	76	97	33	72	89	65	65	51	432	113	223	167	217	618
Weighted Total	**616**	67*	67*	100*	30*	69*	94*	61*	70*	58*	430	113	221	167	217	618
Much better	**16**	2	1	1	-	3	3	4	2	-	10	2	6	8	2	16
	3%n	*3%*	*1%*	*1%*	-	*5%*	*4%*	*6%*	*3%*	-	*2%*	*2%*	*3%*	**5%n**	*1%*	*3%*
A little better	**117**	7	14	30	7	12	18	11	9	9	90	13	33	48	33	117
	19%kl	*10%*	*20%*	**30%zah**	*24%*	*17%*	*19%*	*19%*	*14%*	*15%*	**21%k**	*12%*	*15%*	**29%zln**	*15%*	*19%*
Neither better nor worse	**146**	15	16	25	7	12	24	20	10	16	108	17	46	64	34	145
	24%hkn	*23%*	*24%*	*25%*	*24%*	*17%*	*25%*	**33%eh**	*14%*	*28%*	**25%k**	*15%*	*21%*	**38%zln**	*15%*	*23%*
A little worse	**174**	24	26	19	8	13	27	13	25	19	125	30	77	27	68	174
	28%cem	**36%ce**	**39%zceg**	*19%*	*28%*	*18%*	*29%*	*21%*	**35%ce**	*33%*	*29%*	*27%*	**35%zm**	*16%*	**31%m**	*28%*
Much worse	**127**	15	7	19	4	25	14	13	20	9	72	43	53	4	69	130
	21%bjm	**22%b**	*10%*	*19%*	*15%*	**36%zbcdfi**	*15%*	*22%*	**29%bf**	*15%*	*17%*	**38%zj**	**24%m**	*2%*	**32%zm**	*21%*
Don't know	**36**	4	4	6	2	4	7	-	4	5	25	8	6	17	12	36
	6%gl	*5%*	*5%*	**6%g**	**8%g**	**6%g**	**7%g**	-	*6%*	**8%g**	*6%*	*7%*	*3%*	**10%zl**	*5%*	*6%*
Better	**133**	**9**	**14**	**31**	**7**	**15**	**21**	**15**	**11**	**9**	**100**	**15**	**39**	**56**	**35**	**133**
	22%kn	***14%***	***22%***	**31%zahi**	***24%***	***22%***	***23%***	***25%***	***16%***	***15%***	**23%k**	***14%***	***18%***	**33%zln**	***16%***	***22%***
Worse	**302**	**39**	**33**	**38**	**13**	**38**	**42**	**26**	**45**	**28**	**197**	**73**	**130**	**31**	**137**	**304**
	49%cjm	**59%c**	***49%***	***38%***	***43%***	**54%c**	***45%***	***43%***	**64%zcfg**	***49%***	***46%***	**65%zj**	**59%zm**	***19%***	**63%zm**	***49%***
Net	**-169**	**-30**	**-18**	**-8**	**-6**	**-22**	**-20**	**-11**	**-34**	**-19**	**-97**	**-58**	**-91**	**24**	**-102**	**-171**
	-27%	***-45%***	***-27%***	***-8%***	***-19%***	***-32%***	***-22%***	***-18%***	***-48%***	***-34%***	***-23%***	***-51%***	***-41%***	***15%***	***-47%***	***-28%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 87

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents who state a change being made to the NHS

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**618**	501	117	256	145	111	201	40	113	22	157	285	133	304	153	32	105	507	618
Weighted Total	**616**	495	115	245	147	114	202	41*	116	21**	162	277	133	302	151	32*	107	504	618
Much better	**16**	11	3	8	2	3	2	-	3	-	9	2	16	-	2	1	3	12	16
	3%km	*2%*	*3%*	**3%f**	*1%*	*3%*	*1%*	-	*3%*	-	**6%zk**	*1%*	**12%zm**	-	*1%*	*4%*	*3%*	*2%*	*3%*
A little better	**117**	88	25	45	24	16	34	3	24	2	54	29	117	-	31	6	22	93	117
	19%gkm	*18%*	**21%g**	*18%*	*17%*	*14%*	*17%*	*7%*	**21%g**	*9%*	**33%zk**	*11%*	**88%zm**	-	*20%*	*17%*	*20%*	*19%*	*19%*
Neither better nor worse	**146**	113	26	53	31	22	38	8	24	3	47	45	-	-	34	7	20	126	145
	24%fklm	*23%*	*22%*	*22%*	*21%*	*19%*	*19%*	*19%*	*21%*	*14%*	**29%k**	*16%*	-	-	*23%*	*23%*	*19%*	*25%*	*23%*
A little worse	**174**	145	26	59	45	35	67	12	31	7	33	88	-	174	39	8	35	138	174
	28%jl	**29%c**	*22%*	*24%*	*31%*	*31%*	**33%bc**	*29%*	*27%*	*32%*	*21%*	**32%j**	-	**58%zl**	*26%*	*25%*	*32%*	*27%*	*28%*
Much worse	**127**	109	28	64	39	32	50	16	33	7	9	99	-	127	37	8	23	104	130
	21%jl	*22%*	*25%*	**26%z**	*27%*	**28%z**	*25%*	**40%zabcf**	**29%z**	*35%*	*6%*	**36%zj**	-	**42%zl**	*25%*	*25%*	*21%*	*21%*	*21%*
Don't know	**36**	28	8	16	5	6	11	2	-	2	9	13	-	-	8	2	5	31	36
	6%hlm	**6%h**	**7%h**	**7%h**	**4%h**	**5%h**	**5%h**	**5%h**	-	*9%*	*6%*	*5%*	-	-	*5%*	*6%*	*4%*	*6%*	*6%*
Better	**133**	**99**	**28**	**53**	**26**	**19**	**36**	**3**	**28**	**2**	**64**	**31**	**133**	**-**	**32**	**7**	**25**	**106**	**133**
	22%gkm	**20%g**	**24%g**	**21%g**	***18%***	***17%***	***18%***	***7%***	**24%g**	***9%***	**39%zk**	***11%***	**100%zm**	**-**	***21%***	***21%***	***23%***	***21%***	***22%***
Worse	**302**	**254**	**54**	**123**	**84**	**67**	**117**	**28**	**65**	**14**	**43**	**187**	**-**	**302**	**77**	**16**	**58**	**242**	**304**
	49%jl	**51%z**	***47%***	***50%***	**57%zb**	**59%zb**	**58%zabc**	**69%zabc**	***56%***	***67%***	***26%***	**68%zj**	**-**	**100%zl**	***51%***	***50%***	***54%***	***48%***	***49%***
Net	**-169**	**-155**	**-27**	**-71**	**-58**	**-48**	**-81**	**-26**	**-37**	**-12**	**21**	**-156**	**133**	**-302**	**-44**	**-9**	**-33**	**-136**	**-171**
	-27%	***-31%***	***-23%***	***-29%***	***-40%***	***-42%***	***-40%***	***-63%***	***-32%***	***-58%***	***13%***	***-56%***	***100%***	***-100%***	***-29%***	***-28%***	***-31%***	***-27%***	***-28%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 88

Q15. And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?

Base : All respondents who state a change being made to the NHS

		Q14. As far as you know, what do the government's changes to the NHS involve? What else?			
	Total	Doctors and others commissioning services/having more say in how NHS is run	Negative cuts	Cuts in managers/ bureaucracy	Privatisation
Unweighted Total	**618**	133	205	86	145
Weighted Total	**616**	130	211	87	144
Much better	**16**	2	-	3	1
	3%	*2%*	-	*4%*	*1%*
A little better	**117**	30	16	22	17
	19%	*23%*	*8%*	*25%*	*12%*
Neither better nor worse	**146**	33	41	17	36
	24%	*26%*	*20%*	*19%*	*25%*
A little worse	**174**	33	77	22	45
	28%	*25%*	*36%*	*25%*	*31%*
Much worse	**127**	23	71	19	42
	21%	*18%*	*34%*	*22%*	*29%*
Don't know	**36**	9	5	4	3
	6%	*7%*	*2%*	*4%*	*2%*
Better	**133**	**33**	**16**	**25**	**18**
	22%	***25%***	***8%***	***29%***	***12%***
Worse	**302**	**55**	**148**	**41**	**87**
	49%	***43%***	***70%***	***48%***	***60%***
Net	**-169**	**-23**	**-132**	**-17**	**-69**
	-27%	***-18%***	***-63%***	***-19%***	***-48%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 89

Q16. The Government has announced that GPs and other healthcare professionals will have much more say in deciding how the NHS spends its money. To what extent do you think this particular policy will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Get a lot better	**69**	28	41	13	9	31	7	9	24	20	10	15	39	9	9	12	69
	7%m	*6%*	*8%*	*9%*	*5%*	**9%g**	*5%*	*4%*	*10%*	*7%*	*5%*	*6%*	*7%*	*4%*	**15%zlm**	*8%*	*7%*
Get a little better	**399**	204	195	68	72	137	45	78	91	121	89	98	229	84	23	64	397
	40%f	*42%*	*38%*	**47%f**	**43%f**	*39%*	*32%*	*39%*	*37%*	*39%*	*44%*	*41%*	*42%*	*36%*	*40%*	*40%*	*40%*
Stay the same	**214**	103	111	27	42	72	29	43	54	65	39	56	118	47	15	35	212
	21%	*21%*	*21%*	*19%*	*25%*	*21%*	*21%*	*22%*	*22%*	*21%*	*19%*	*23%*	*21%*	*20%*	*25%*	*22%*	*21%*
Get a little worse	**162**	81	81	18	21	64	29	31	43	54	31	34	86	46	4	25	163
	16%	*17%*	*16%*	*13%*	*12%*	*18%*	*20%*	*16%*	*17%*	*17%*	*15%*	*14%*	*16%*	**20%n**	*8%*	*16%*	*16%*
Get a lot worse	**84**	37	47	2	9	27	22	23	24	24	16	20	40	32	5	7	88
	8%c	*8%*	*9%*	*2%*	*6%*	**8%c**	**16%zcde**	**12%zcd**	*9%*	*8%*	*8%*	*8%*	*7%*	**14%zlo**	*8%*	*5%*	*9%*
Don't know	**73**	32	41	15	15	19	10	14	14	27	16	17	39	17	3	14	72
	7%	*7%*	*8%*	**11%e**	*9%*	*5%*	*7%*	*7%*	*6%*	*9%*	*8%*	*7%*	*7%*	*7%*	*5%*	*9%*	*7%*
Better	**469**	**233**	**236**	**81**	**80**	**169**	**53**	**86**	**115**	**142**	**99**	**112**	**268**	**93**	**32**	**76**	**466**
	47%fm	***48%***	***46%***	**56%zfg**	**48%f**	**48%f**	***37%***	***44%***	***46%***	***45%***	***49%***	***47%***	**49%m**	***40%***	**54%m**	***48%***	***47%***
Worse	**245**	**118**	**128**	**20**	**30**	**90**	**51**	**54**	**66**	**78**	**47**	**54**	**126**	**78**	**9**	**32**	**251**
	25%cd	***24%***	***25%***	***14%***	***18%***	**26%c**	**36%zcde**	**27%cd**	***27%***	***25%***	***23%***	***23%***	***23%***	**33%zlno**	***15%***	***21%***	***25%***
Net better	**223**	**115**	**108**	**60**	**50**	**78**	**2**	**32**	**49**	**64**	**52**	**58**	**141**	**16**	**23**	**43**	**215**
	22%fgm	***24%***	***21%***	**42%zdefg**	**30%zfg**	**22%f**	***1%***	**16%f**	***20%***	***20%***	***26%***	***24%***	**26%zm**	***7%***	**39%zlm**	**28%m**	***21%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 90

Q16. The Government has announced that GPs and other healthcare professionals will have much more say in deciding how the NHS spends its money. To what extent do you think this particular policy will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Get a lot better	**69**	12	13	43	1	10	33	26	2	19	4	19	10	4	55	1	40	30	65	5	47	21	69
	7%	*7%*	*8%*	*7%*	*10%*	*4%*	*7%*	**9%e**	*3%*	*6%*	*11%*	*8%*	*6%*	*5%*	*7%*	*9%*	*7%*	*6%*	*7%*	*4%*	*7%*	*7%*	*7%*
Get a little better	**399**	69	79	249	2	86	186	127	14	114	20	100	69	30	297	2	201	199	357	42	277	106	397
	40%u	*40%*	*44%*	*39%*	*21%*	*39%*	*39%*	*42%*	*27%*	*39%*	**53%h**	*40%*	*43%*	*38%*	*40%*	*19%*	*38%*	*42%*	*40%*	*41%*	**43%zu**	*35%*	*40%*
Stay the same	**214**	40	33	137	4	43	109	62	10	51	10	52	31	23	155	4	105	109	183	31	137	68	212
	21%r	*23%*	*18%*	*21%*	*36%*	*19%*	*23%*	*20%*	*19%*	*17%*	*26%*	*21%*	*20%*	*29%*	*21%*	*41%*	*20%*	*23%*	*20%*	**29%zr**	*21%*	*22%*	*21%*
Get a little worse	**162**	25	32	105	-	39	69	54	14	61	3	43	22	14	121	3	97	65	148	14	98	55	163
	16%	*15%*	*18%*	*16%*	-	*18%*	*15%*	*18%*	**26%j**	**21%z**	*8%*	*17%*	*14%*	*17%*	*16%*	*31%*	*18%*	*14%*	*16%*	*13%*	*15%*	*18%*	*16%*
Get a lot worse	**84**	11	9	64	-	28	41	14	10	27	-	24	12	5	65	-	51	33	80	4	43	36	88
	8%gt	*6%*	*5%*	**10%zb**	-	**13%zg**	**9%g**	*5%*	**19%zij**	*9%*	-	*10%*	*8%*	*6%*	*9%*	-	*10%*	*7%*	*9%*	*4%*	*7%*	**12%zt**	*9%*
Don't know	**73**	16	12	42	3	16	35	22	3	20	1	12	15	2	55	-	40	33	65	9	50	17	72
	7%	*9%*	*7%*	*6%*	*32%*	*7%*	*7%*	*7%*	*6%*	*7%*	*3%*	*5%*	*9%*	*3%*	*7%*	-	*7%*	*7%*	*7%*	*8%*	*8%*	*6%*	*7%*
Better	**469**	**81**	**92**	**292**	**3**	**96**	**220**	**153**	**16**	**133**	**24**	**118**	**79**	**34**	**352**	**3**	**240**	**228**	**421**	**47**	**324**	**128**	**466**
	47%hu	***47%***	***52%***	***46%***	***32%***	***43%***	***46%***	***50%***	***30%***	**46%h**	**63%zhi**	**47%h**	***49%***	***44%***	***47%***	***28%***	***45%***	***49%***	***47%***	***45%***	**50%zu**	***42%***	***47%***
Worse	**245**	**36**	**40**	**169**	**-**	**67**	**111**	**68**	**23**	**88**	**3**	**68**	**34**	**19**	**186**	**3**	**148**	**97**	**227**	**18**	**141**	**91**	**251**
	25%jqt	***21%***	***23%***	***26%***	**-**	**30%zfg**	***23%***	***22%***	**44%zijk**	**30%zj**	***8%***	**27%j**	***21%***	***24%***	***25%***	***31%***	**28%zq**	***21%***	***25%***	***17%***	***22%***	**30%zt**	***25%***
Net better	**223**	**45**	**52**	**123**	**3**	**29**	**109**	**85**	**-7**	**45**	**21**	**51**	**44**	**15**	**166**	*****	**92**	**131**	**194**	**29**	**184**	**37**	**215**
	22%cehipu	***26%***	**29%zc**	***19%***	***32%***	***13%***	**23%e**	**28%ze**	***-14%***	**15%h**	**55%zhik**	**20%h**	***28%***	***20%***	***22%***	***-3%***	***17%***	**28%zp**	***22%***	***28%***	**28%zu**	***12%***	***21%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 91

Q16. The Government has announced that GPs and other healthcare professionals will have much more say in deciding how the NHS spends its money. To what extent do you think this particular policy will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Get a lot better	**69**	5	13	2	2	18	10	7	4	7	50	11	26	20	22	69
	7%c	**6%c**	**12%zch**	*1%*	*4%*	**14%zcdfh**	**6%c**	**7%c**	*4%*	**7%c**	*7%*	*6%*	*8%*	*7%*	*7%*	*7%*
Get a little better	**399**	31	46	71	28	57	63	44	32	28	298	47	136	136	114	397
	40%hikn	*36%*	**43%hi**	**48%zhi**	**54%zafhi**	**42%i**	*39%*	**43%i**	*30%*	*28%*	**43%zk**	*28%*	*40%*	**45%zn**	*35%*	*40%*
Stay the same	**214**	13	21	29	8	25	36	22	31	30	159	31	65	86	59	212
	21%	*15%*	*19%*	*19%*	*16%*	*18%*	*22%*	*22%*	**29%a**	**30%a**	*23%*	*18%*	*19%*	**28%zln**	*18%*	*21%*
Get a little worse	**162**	19	18	29	7	13	26	12	20	18	99	39	57	35	66	163
	16%ejm	**22%eg**	*16%*	**20%e**	*13%*	*10%*	*16%*	*11%*	*19%*	*18%*	*14%*	**23%zj**	*17%*	*12%*	**20%zm**	*16%*
Get a lot worse	**84**	10	8	10	4	14	7	8	10	13	43	32	31	9	43	88
	8%jm	**11%f**	*7%*	*7%*	*8%*	*10%*	*4%*	*8%*	*10%*	**13%f**	*6%*	**19%zj**	**9%m**	*3%*	**13%zm**	*9%*
Don't know	**73**	8	4	7	3	9	20	9	9	5	52	8	25	16	22	72
	7%	*10%*	*3%*	*5%*	*6%*	*6%*	**12%zbc**	*9%*	*9%*	*5%*	*7%*	*5%*	*7%*	*5%*	*7%*	*7%*
Better	**469**	**36**	**60**	**73**	**30**	**75**	**73**	**51**	**36**	**35**	**348**	**58**	**163**	**156**	**137**	**466**
	47%hikn	***42%***	**55%hi**	**49%hi**	**58%hi**	**55%zhi**	***45%***	**50%hi**	***34%***	***35%***	**50%zk**	***34%***	***48%***	**52%n**	***42%***	***47%***
Worse	**245**	**29**	**25**	**39**	**11**	**27**	**33**	**20**	**30**	**31**	**141**	**71**	**88**	**44**	**109**	**251**
	25%jm	**33%zefg**	***23%***	***26%***	***21%***	***20%***	***21%***	***19%***	***28%***	***31%***	***20%***	**42%zj**	**26%m**	***14%***	**33%zlm**	***25%***
Net better	**223**	**7**	**34**	**34**	**19**	**48**	**40**	**32**	**6**	**4**	**207**	**-14**	**75**	**112**	**28**	**215**
	22%ahikn	***9%***	**31%zahi**	**23%ahi**	**37%zachi**	**35%zacfhi**	**24%ahi**	**31%zahi**	***5%***	***4%***	**30%zk**	***-8%***	**22%n**	**37%zln**	***8%***	***21%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 92

Q16. The Government has announced that GPs and other healthcare professionals will have much more say in deciding how the NHS spends its money. To what extent do you think this particular policy will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Get a lot better	**69**	55	10	31	16	18	25	9	20	3	18	26	25	21	13	1	19	49	69
	7%q	*7%*	*5%*	*8%*	*7%*	**10%b**	*8%*	**15%zabd**	**11%zb**	*7%*	*7%*	*7%*	**12%zm**	*6%*	*5%*	*3%*	**11%zq**	*6%*	*7%*
Get a little better	**399**	302	79	146	86	69	108	15	87	9	137	122	108	120	100	12	57	337	397
	40%gikmp	**39%i**	**41%gi**	**39%i**	**37%i**	**38%i**	*36%*	*27%*	**47%zacdefgi**	*22%*	**50%zk**	*31%*	**54%zm**	*32%*	*41%*	*28%*	*32%*	**42%zp**	*40%*
Stay the same	**214**	158	47	62	49	36	62	10	35	10	70	67	40	56	52	12	45	167	212
	21%ckm	**20%c**	**24%c**	*16%*	*21%*	*20%*	*21%*	*17%*	*19%*	*24%*	**25%k**	*17%*	*20%*	*15%*	*21%*	*27%*	*25%*	*21%*	*21%*
Get a little worse	**162**	130	32	72	44	36	56	8	22	11	24	97	13	97	36	8	28	130	163
	16%jl	**17%h**	*17%*	**19%zh**	**19%h**	**20%h**	**19%h**	*14%*	*11%*	**26%h**	*9%*	**25%zj**	*6%*	**26%zl**	*15%*	*18%*	*16%*	*16%*	*16%*
Get a lot worse	**84**	72	12	39	22	13	36	11	14	6	9	64	6	63	23	9	17	64	88
	8%jl	*9%*	*6%*	**10%b**	*10%*	*7%*	**12%zbeh**	**19%zabcdeh**	*7%*	**16%b**	*3%*	**16%zj**	*3%*	**17%zl**	*9%*	**21%zn**	*10%*	*8%*	*9%*
Don't know	**73**	55	13	26	14	10	14	4	10	2	19	18	9	22	20	2	10	63	72
	7%fk	**7%f**	*7%*	*7%*	*6%*	*6%*	*5%*	*7%*	*5%*	*4%*	*7%*	*5%*	*4%*	*6%*	*8%*	*4%*	*6%*	*8%*	*7%*
Better	**469**	**358**	**88**	**177**	**102**	**88**	**133**	**24**	**108**	**12**	**155**	**148**	**132**	**142**	**113**	**13**	**75**	**386**	**466**
	47%ikmo	**46%i**	**46%i**	**47%i**	***44%***	**48%i**	***44%***	***42%***	**57%zabcdefgi**	***30%***	**56%zk**	***38%***	**66%zm**	***37%***	***46%***	***30%***	***43%***	***48%***	***47%***
Worse	**245**	**202**	**44**	**111**	**66**	**49**	**91**	**19**	**35**	**17**	**33**	**160**	**19**	**160**	**58**	**17**	**45**	**194**	**251**
	25%hjl	**26%zh**	***23%***	**29%zbh**	**29%h**	**27%h**	**30%zbh**	**33%h**	***19%***	**42%zabeh**	***12%***	**41%zj**	***10%***	**42%zl**	***24%***	**39%zn**	***26%***	***24%***	***25%***
Net better	**223**	**155**	**45**	**66**	**35**	**38**	**42**	**5**	**72**	**-5**	**122**	**-12**	**113**	**-19**	**54**	**-4**	**30**	**191**	**215**
	22%acdfgikmo	**20%fgi**	**23%cdfgi**	**18%i**	**15%i**	**21%fgi**	**14%i**	**9%i**	**39%zabcdefgi**	***-12%***	**44%zk**	***-3%***	**56%zm**	***-5%***	**22%o**	***-8%***	***17%***	**24%z**	***21%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 93

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was involved as much as I wanted to be in decisions about my care or treatment -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**318**	140	179	32	39	119	52	77	101	87	66	65	166	88	18	47	329
	32%cd	*29%*	**35%z**	*22%*	*23%*	**34%cd**	**36%cd**	**39%zcd**	**40%zik**	*28%*	*33%*	*27%*	*30%*	**37%zl**	*32%*	*30%*	*33%*
Tend to agree	**411**	198	213	59	68	153	56	75	100	127	77	108	233	96	23	59	407
	41%	*41%*	*41%*	*41%*	*41%*	*44%*	*39%*	*38%*	*40%*	*41%*	*38%*	*45%*	*42%*	*41%*	*40%*	*38%*	*41%*
Neither agree nor disagree	**113**	62	51	24	23	33	15	19	13	44	25	30	66	20	7	19	110
	11%h	*13%*	*10%*	**17%e**	*14%*	*9%*	*11%*	*9%*	*5%*	**14%h**	**13%h**	**13%h**	*12%*	*9%*	*13%*	*12%*	*11%*
Tend to disagree	**97**	45	51	15	29	27	13	13	19	39	16	22	56	16	6	18	95
	10%	*9%*	*10%*	*10%*	**17%zefg**	*8%*	*9%*	*7%*	*8%*	**13%z**	*8%*	*9%*	*10%*	*7%*	*11%*	*12%*	*9%*
Strongly disagree	**34**	23	12	3	5	11	6	9	9	7	9	9	15	10	3	6	35
	3%b	**5%b**	*2%*	*2%*	*3%*	*3%*	*4%*	*5%*	*4%*	*2%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*3%*
Don't know	**27**	18	9	9	3	8	1	5	6	8	9	4	15	5	-	8	25
	3%b	*4%*	*2%*	**7%zef**	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	-	*5%*	*2%*
Agree	**730**	**338**	**392**	**91**	**107**	**271**	**108**	**152**	**201**	**213**	**143**	**173**	**398**	**184**	**42**	**106**	**736**
	73%acdi	***70%***	**76%za**	***64%***	***64%***	**78%zcd**	**76%cd**	**77%cd**	**81%zijk**	***68%***	***71%***	***72%***	***72%***	**78%zo**	***72%***	***68%***	***74%***
Disagree	**131**	**68**	**63**	**18**	**34**	**38**	**19**	**22**	**29**	**47**	**24**	**32**	**71**	**27**	**9**	**24**	**130**
	13%	***14%***	***12%***	***13%***	**20%zeg**	***11%***	***13%***	***11%***	***11%***	***15%***	***12%***	***13%***	***13%***	***11%***	***16%***	***15%***	***13%***
Net agree	**598**	**270**	**329**	**73**	**73**	**233**	**89**	**130**	**172**	**167**	**118**	**141**	**327**	**157**	**33**	**82**	**606**
	60%acdio	***56%***	**64%za**	***51%***	***44%***	**67%zcd**	**62%d**	**66%zcd**	**69%zijk**	***54%***	***59%***	***59%***	***59%***	**67%zlo**	***56%***	***52%***	***61%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 94

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was involved as much as I wanted to be in decisions about my care or treatment -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**318**	50	41	225	2	87	137	95	19	90	13	93	34	11	269	2	183	135	297	21	224	86	329
	32%blms	*29%*	*23%*	**35%zb**	*21%*	**39%zfg**	*29%*	*31%*	*36%*	*31%*	*35%*	**37%zi**	*21%*	*15%*	**36%zlm**	*19%*	*34%*	*29%*	**33%zs**	*21%*	**34%z**	*28%*	*33%*
Tend to agree	**411**	67	76	263	5	86	195	130	24	122	14	106	82	38	280	9	213	198	370	41	275	116	407
	41%n	*39%*	*43%*	*41%*	*50%*	*39%*	*41%*	*43%*	*46%*	*42%*	*37%*	*43%*	**52%zn**	*49%*	*38%*	*81%*	*40%*	*42%*	*41%*	*39%*	*42%*	*38%*	*41%*
Neither agree nor disagree	**113**	29	18	64	2	19	62	32	2	32	3	22	20	11	80	-	53	60	93	20	63	42	110
	11%rt	**17%zc**	*10%*	*10%*	*18%*	*9%*	*13%*	*10%*	*5%*	*11%*	*9%*	*9%*	*13%*	*14%*	*11%*	-	*10%*	*13%*	*10%*	**19%zr**	*10%*	*14%*	*11%*
Tend to disagree	**97**	20	24	53	1	15	50	32	5	33	6	22	15	12	70	-	56	41	91	6	57	39	95
	10%c	*11%*	**13%c**	*8%*	*11%*	*7%*	*10%*	*10%*	*10%*	*11%*	*14%*	*9%*	*10%*	*15%*	*9%*	-	*10%*	*9%*	*10%*	*6%*	*9%*	**13%zt**	*9%*
Strongly disagree	**34**	3	13	18	-	8	16	10	-	8	1	4	5	1	29	-	23	11	31	4	15	16	35
	3%t	*2%*	**7%zac**	*3%*	-	*4%*	*3%*	*3%*	-	*3%*	*3%*	*2%*	*3%*	*1%*	*4%*	-	*4%*	*2%*	*3%*	*4%*	*2%*	**5%zt**	*3%*
Don't know	**27**	4	6	17	-	5	15	7	2	8	1	3	3	5	19	-	4	23	15	12	18	4	25
	3%pr	*2%*	*3%*	*3%*	-	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*	*1%*	*2%*	*6%*	*3%*	-	*1%*	**5%zp**	*2%*	**11%zr**	*3%*	*1%*	*2%*
Agree	**730**	**117**	**117**	**488**	**7**	**173**	**333**	**224**	**43**	**212**	**28**	**199**	**117**	**49**	**549**	**11**	**396**	**333**	**667**	**63**	**499**	**202**	**736**
	73%bsu	***68%***	***66%***	**76%zab**	***71%***	**78%zf**	***70%***	***74%***	***82%***	***72%***	***72%***	**80%zi**	***73%***	***64%***	***73%***	***100%***	***74%***	***71%***	**74%zs**	***60%***	**77%zu**	***67%***	***74%***
Disagree	**131**	**23**	**37**	**71**	**1**	**23**	**66**	**42**	**5**	**41**	**7**	**26**	**20**	**13**	**99**	**-**	**79**	**52**	**122**	**10**	**71**	**56**	**130**
	13%ct	***13%***	**21%zc**	***11%***	***11%***	***11%***	***14%***	***14%***	***10%***	***14%***	***17%***	***10%***	***12%***	***16%***	***13%***	**-**	***15%***	***11%***	***14%***	***9%***	***11%***	**18%zt**	***13%***
Net agree	**598**	**94**	**80**	**418**	**6**	**149**	**267**	**182**	**37**	**171**	**21**	**173**	**97**	**37**	**450**	**11**	**317**	**281**	**546**	**53**	**427**	**147**	**606**
	60%bfmu	***55%***	***45%***	**65%zab**	***60%***	**68%zf**	***56%***	***60%***	***71%***	***58%***	***54%***	**69%zi**	***61%***	***47%***	**60%m**	***100%***	***60%***	***60%***	**61%z**	***51%***	**66%zu**	***48%***	***61%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 95

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was involved as much as I wanted to be in decisions about my care or treatment -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**318**	33	54	22	22	48	62	25	27	25	247	45	109	89	107	329
	32%c	**39%cgi**	**49%zceghi**	*15%*	**43%cghi**	**35%c**	**38%cghi**	*25%*	**26%c**	*25%*	**35%zk**	*27%*	*32%*	*29%*	*33%*	*33%*
Tend to agree	**411**	29	36	67	22	56	68	46	42	46	300	55	139	137	128	407
	41%bk	*34%*	*33%*	**45%b**	*43%*	*41%*	*42%*	*45%*	*39%*	*45%*	**43%k**	*33%*	*41%*	*46%*	*39%*	*41%*
Neither agree nor disagree	**113**	9	8	19	2	15	13	13	18	16	66	28	41	27	42	110
	11%j	*11%*	*7%*	*13%*	*4%*	*11%*	*8%*	*13%*	**17%bdf**	**16%bd**	*9%*	**17%zj**	*12%*	*9%*	*13%*	*11%*
Tend to disagree	**97**	10	7	30	2	6	11	10	13	8	54	24	37	27	31	95
	10%ej	*12%*	*6%*	**20%zbdefgi**	*3%*	*5%*	*7%*	*9%*	**12%e**	*8%*	*8%*	**14%zj**	*11%*	*9%*	*9%*	*9%*
Strongly disagree	**34**	4	1	2	3	7	4	8	4	2	14	15	8	13	11	35
	3%j	*5%*	*1%*	*2%*	*5%*	*5%*	*2%*	**7%zbc**	*4%*	*2%*	*2%*	**9%zj**	*2%*	*4%*	*3%*	*3%*
Don't know	**27**	-	4	8	1	4	3	1	2	3	22	1	7	8	7	25
	3%	-	*3%*	**6%za**	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*
Agree	**730**	**62**	**90**	**89**	**44**	**104**	**130**	**71**	**69**	**70**	**547**	**100**	**247**	**227**	**235**	**736**
	73%ck	***73%***	**82%zcghi**	***60%***	**87%zcghi**	**76%c**	**80%zcgh**	***70%***	***65%***	***70%***	**78%zk**	***60%***	***73%***	***75%***	***72%***	***74%***
Disagree	**131**	**14**	**8**	**32**	**4**	**13**	**15**	**17**	**17**	**10**	**67**	**39**	**45**	**40**	**42**	**130**
	13%bj	**17%b**	***7%***	**22%zbdefi**	***8%***	***10%***	***9%***	**17%b**	**16%b**	***10%***	***10%***	**23%zj**	***13%***	***13%***	***13%***	***13%***
Net agree	**598**	**48**	**82**	**57**	**40**	**91**	**115**	**54**	**52**	**60**	**480**	**62**	**202**	**186**	**193**	**606**
	60%chk	**56%c**	**75%zacghi**	***38%***	**78%zacghi**	**67%cgh**	**71%zacgh**	**53%c**	***49%***	**60%c**	**68%zk**	***37%***	***59%***	***62%***	***59%***	***61%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 96

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was involved as much as I wanted to be in decisions about my care or treatment -

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**318**	263	64	141	65	61	101	23	49	15	79	136	64	131	106	19	66	251	329
	32%	**34%zdh**	*34%*	**38%zdh**	*28%*	*34%*	**33%h**	**40%h**	*26%*	*36%*	*29%*	*34%*	*32%*	*34%*	**43%z**	*42%*	*38%*	*31%*	*33%*
Tend to agree	**411**	321	72	145	91	75	121	21	96	16	129	147	91	150	93	13	72	335	407
	41%	*42%*	*38%*	*39%*	*40%*	*41%*	*40%*	*38%*	**51%zabcdef**	*39%*	**47%zk**	*37%*	*46%*	*39%*	*38%*	*28%*	*41%*	*41%*	*41%*
Neither agree nor disagree	**113**	78	15	35	27	21	33	2	14	3	30	50	15	46	20	4	19	89	110
	11%al	*10%*	*8%*	*9%*	*12%*	**12%g**	*11%*	*4%*	*8%*	*8%*	*11%*	*13%*	*7%*	*12%*	*8%*	*10%*	*11%*	*11%*	*11%*
Tend to disagree	**97**	72	27	36	32	17	36	6	20	6	27	40	20	37	20	8	12	82	95
	10%	*9%*	**14%zac**	*10%*	**14%zac**	*9%*	*12%*	*11%*	*11%*	*15%*	*10%*	*10%*	*10%*	*10%*	*8%*	**19%zn**	*7%*	*10%*	*9%*
Strongly disagree	**34**	27	10	16	13	6	9	3	9	-	3	18	5	13	5	-	5	29	35
	3%j	*3%*	*5%*	*4%*	*6%*	*3%*	*3%*	*6%*	*5%*	-	*1%*	**5%j**	*2%*	*3%*	*2%*	-	*3%*	*4%*	*3%*
Don't know	**27**	12	2	2	1	2	2	1	-	1	9	3	5	3	1	-	1	25	25
	3%acdfhkmn	**2%c**	*1%*	*1%*	*	*1%*	*1%*	**2%h**	-	**2%h**	**3%k**	*1%*	*3%*	*1%*	*	-	*1%*	*3%*	*2%*
Agree	**730**	**584**	**137**	**286**	**156**	**136**	**221**	**44**	**145**	**31**	**208**	**282**	**155**	**281**	**199**	**31**	**137**	**586**	**736**
	73%	**76%zd**	***71%***	**76%d**	***68%***	***75%***	***74%***	***78%***	**77%d**	***75%***	***75%***	***72%***	***77%***	***74%***	**81%z**	***71%***	***78%***	***72%***	***74%***
Disagree	**131**	**99**	**38**	**53**	**45**	**23**	**44**	**9**	**29**	**6**	**29**	**58**	**25**	**50**	**25**	**8**	**17**	**111**	**130**
	13%	***13%***	**20%zace**	***14%***	**20%zace**	***13%***	***15%***	***17%***	***15%***	***15%***	***11%***	***15%***	***13%***	***13%***	***10%***	***19%***	***10%***	***14%***	***13%***
Net agree	**598**	**486**	**99**	**234**	**111**	**113**	**177**	**34**	**116**	**25**	**179**	**225**	**130**	**230**	**174**	**23**	**120**	**475**	**606**
	60%bd	**63%zbd**	***52%***	**62%bd**	***48%***	**62%bd**	**59%d**	***61%***	**62%bd**	***61%***	***65%***	***57%***	***65%***	***61%***	**71%zo**	***52%***	**69%zq**	***59%***	***61%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 97

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was able to choose the treatment or service which best suited my needs -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**205**	78	127	25	32	75	31	41	67	56	41	41	109	50	16	30	212
	20%a	*16%*	**25%za**	*18%*	*19%*	*22%*	*22%*	*21%*	**27%zik**	*18%*	*20%*	*17%*	*20%*	*21%*	*27%*	*19%*	*21%*
Tend to agree	**380**	181	199	54	62	137	58	69	89	113	73	106	219	87	17	57	376
	38%	*37%*	*39%*	*38%*	*37%*	*39%*	*40%*	*35%*	*36%*	*36%*	*36%*	**44%z**	*40%*	*37%*	*30%*	*36%*	*38%*
Neither agree nor disagree	**194**	108	87	38	34	63	21	40	44	62	53	36	108	43	10	33	189
	19%bk	**22%zb**	*17%*	**26%zf**	*20%*	*18%*	*15%*	*20%*	*17%*	*20%*	**26%zhk**	*15%*	*20%*	*18%*	*18%*	*21%*	*19%*
Tend to disagree	**139**	66	73	15	31	39	23	31	26	54	20	39	70	36	11	22	142
	14%	*14%*	*14%*	*10%*	**19%ce**	*11%*	*16%*	*16%*	*10%*	**17%zhj**	*10%*	**16%j**	*13%*	*16%*	*19%*	*14%*	*14%*
Strongly disagree	**50**	30	20	5	5	23	8	9	13	17	9	11	26	10	4	10	51
	5%	*6%*	*4%*	*3%*	*3%*	*7%*	*6%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*	*6%*	*6%*	*5%*
Don't know	**32**	23	9	7	3	12	2	8	11	9	7	6	19	8	-	5	31
	3%b	**5%zb**	*2%*	*5%*	*2%*	*3%*	*1%*	*4%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	-	*3%*	*3%*
Agree	**585**	**259**	**326**	**79**	**94**	**213**	**89**	**110**	**156**	**169**	**114**	**147**	**328**	**137**	**33**	**87**	**588**
	58%a	***53%***	**63%za**	***55%***	***56%***	***61%***	***62%***	***56%***	***63%***	***54%***	***56%***	***61%***	***60%***	***58%***	***57%***	***55%***	***59%***
Disagree	**189**	**96**	**93**	**19**	**36**	**62**	**31**	**40**	**39**	**71**	**28**	**50**	**96**	**47**	**15**	**32**	**193**
	19%	***20%***	***18%***	***13%***	***22%***	***18%***	***22%***	***20%***	***16%***	**23%zhj**	***14%***	***21%***	***17%***	***20%***	***25%***	***20%***	***19%***
Net agree	**395**	**162**	**233**	**60**	**57**	**150**	**58**	**70**	**117**	**98**	**85**	**96**	**232**	**91**	**18**	**55**	**395**
	39%ai	***33%***	**45%za**	***42%***	***34%***	***43%***	***41%***	***35%***	**47%zi**	***31%***	**42%i**	**40%i**	***42%***	***39%***	***32%***	***35%***	***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 98

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was able to choose the treatment or service which best suited my needs -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**205**	33	30	141	-	50	85	69	19	66	9	67	29	10	164	1	124	81	192	12	149	52	212
	20%qs	*19%*	*17%*	*22%*	-	*23%*	*18%*	*23%*	**36%zi**	*23%*	*24%*	**27%z**	*18%*	*13%*	**22%z**	*11%*	**23%zq**	*17%*	**21%zs**	*12%*	**23%zu**	*17%*	*21%*
Tend to agree	**380**	65	63	248	3	81	183	116	16	102	15	99	64	37	270	7	197	183	341	39	247	110	376
	38%n	*38%*	*36%*	*39%*	*30%*	*37%*	*38%*	*38%*	*31%*	*35%*	*39%*	*40%*	*40%*	*47%*	*36%*	*60%*	*37%*	*39%*	*38%*	*37%*	*38%*	*36%*	*38%*
Neither agree nor disagree	**194**	36	30	123	6	38	98	58	9	62	8	46	30	16	147	1	85	110	163	32	124	57	189
	19%pr	*21%*	*17%*	*19%*	*59%*	*17%*	*21%*	*19%*	*17%*	*21%*	*21%*	*18%*	*19%*	*20%*	*20%*	*9%*	*16%*	**23%zp**	*18%*	**30%zr**	*19%*	*19%*	*19%*
Tend to disagree	**139**	27	33	79	-	34	68	36	7	39	4	25	26	9	103	-	89	51	132	7	82	56	142
	14%kqs	*16%*	**18%c**	*12%*	-	*16%*	*14%*	*12%*	*13%*	*13%*	*11%*	*10%*	*16%*	*12%*	*14%*	-	**17%zq**	*11%*	**15%zs**	*7%*	*13%*	**18%zt**	*14%*
Strongly disagree	**50**	8	14	28	-	9	24	17	1	18	1	7	7	2	39	2	33	18	46	5	26	22	51
	5%t	*5%*	*8%*	*4%*	-	*4%*	*5%*	*6%*	*2%*	**6%k**	*3%*	*3%*	*4%*	*2%*	*5%*	*20%*	*6%*	*4%*	*5%*	*5%*	*4%*	**7%zt**	*5%*
Don't know	**32**	4	8	19	1	8	16	9	1	6	1	6	4	5	24	-	7	26	22	10	24	6	31
	3%pr	*2%*	*4%*	*3%*	*11%*	*4%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*6%*	*3%*	-	*1%*	**6%zp**	*2%*	**10%zr**	*4%*	*2%*	*3%*
Agree	**585**	**99**	**93**	**390**	**3**	**131**	**268**	**185**	**35**	**168**	**24**	**166**	**93**	**47**	**435**	**8**	**320**	**264**	**534**	**51**	**396**	**162**	**588**
	58%su	***57%***	***52%***	**61%z**	***30%***	***59%***	***56%***	***61%***	***67%***	***58%***	***62%***	**67%zi**	***58%***	***60%***	***58%***	***71%***	***60%***	***56%***	**60%zs**	***49%***	**61%zu**	***54%***	***59%***
Disagree	**189**	**35**	**47**	**108**	**-**	**44**	**93**	**53**	**8**	**57**	**5**	**32**	**33**	**11**	**142**	**2**	**121**	**68**	**178**	**12**	**108**	**78**	**193**
	19%ckqst	***20%***	**26%zc**	***17%***	**-**	***20%***	***20%***	***17%***	***14%***	**19%k**	***14%***	***13%***	***21%***	***14%***	***19%***	***20%***	**23%zq**	***15%***	**20%zs**	***11%***	***17%***	**26%zt**	***19%***
Net agree	**395**	**64**	**46**	**282**	**3**	**88**	**175**	**132**	**27**	**111**	**19**	**134**	**60**	**35**	**293**	**6**	**199**	**196**	**356**	**39**	**288**	**84**	**395**
	39%bu	**37%b**	***26%***	**44%zb**	***30%***	***40%***	***37%***	***43%***	**52%i**	***38%***	***48%***	**54%zi**	***38%***	***46%***	***39%***	***51%***	***37%***	***42%***	***40%***	***38%***	**44%zu**	***28%***	***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 99

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was able to choose the treatment or service which best suited my needs -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**205**	24	30	10	21	38	36	17	16	13	158	24	76	57	61	212
	20%ck	**28%chi**	**27%zchi**	*6%*	**41%zcfghi**	**28%zcghi**	**22%c**	**17%c**	**15%c**	*13%*	**23%zk**	*14%*	*22%*	*19%*	*19%*	*21%*
Tend to agree	**380**	27	38	58	15	54	66	38	44	40	286	50	129	118	125	376
	38%k	*31%*	*35%*	*39%*	*29%*	*40%*	*41%*	*38%*	*41%*	*40%*	**41%zk**	*30%*	*38%*	*39%*	*38%*	*38%*
Neither agree nor disagree	**194**	18	24	34	5	20	28	15	23	27	132	35	62	62	65	189
	19%	*21%*	*22%*	**23%d**	*10%*	*15%*	*18%*	*15%*	*22%*	**27%deg**	*19%*	*21%*	*18%*	*20%*	*20%*	*19%*
Tend to disagree	**139**	10	12	37	4	10	15	19	15	18	82	37	48	35	52	142
	14%ej	*12%*	*11%*	**25%zabdefh**	*9%*	*7%*	*10%*	**18%ef**	*14%*	**18%e**	*12%*	**22%zj**	*14%*	*12%*	*16%*	*14%*
Strongly disagree	**50**	6	2	2	4	9	8	12	6	1	20	19	18	14	18	51
	5%bcj	**7%bci**	*1%*	*1%*	**8%bci**	**7%bci**	*5%*	**12%zbci**	*6%*	*1%*	*3%*	**11%zj**	*5%*	*5%*	*6%*	*5%*
Don't know	**32**	1	5	7	2	5	8	1	3	2	24	3	8	15	6	31
	3%	*1%*	*4%*	*5%*	*3%*	*4%*	*5%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	**5%zn**	*2%*	*3%*
Agree	**585**	**51**	**68**	**68**	**36**	**92**	**102**	**55**	**60**	**53**	**444**	**74**	**205**	**176**	**186**	**588**
	58%ck	**60%c**	**62%c**	***46%***	**70%ci**	**68%zcgi**	**63%c**	***54%***	***56%***	***53%***	**63%zk**	***44%***	***60%***	***58%***	***57%***	***59%***
Disagree	**189**	**16**	**13**	**39**	**9**	**19**	**24**	**31**	**21**	**19**	**101**	**56**	**66**	**49**	**70**	**193**
	19%bj	***19%***	***12%***	**27%zbef**	***17%***	***14%***	***15%***	**30%zbef**	***20%***	***19%***	***14%***	**34%zj**	***19%***	***16%***	***21%***	***19%***
Net agree	**395**	**35**	**54**	**28**	**27**	**74**	**78**	**25**	**39**	**34**	**342**	**17**	**140**	**127**	**116**	**395**
	39%cgk	**41%cg**	**50%zcgi**	***19%***	**53%zcgi**	**54%zcghi**	**48%zcgi**	***24%***	**37%cg**	**34%c**	**49%zk**	***10%***	***41%***	***42%***	***35%***	***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 100

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- I was able to choose the treatment or service which best suited my needs -

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**205**	175	40	97	47	42	61	18	33	11	60	87	44	84	71	11	45	158	212
	20%	**23%z**	*21%*	**26%zfh**	*20%*	*23%*	*20%*	**33%zdfh**	*18%*	*27%*	*22%*	*22%*	*22%*	*22%*	**29%z**	*24%*	*26%*	*19%*	*21%*
Tend to agree	**380**	287	67	137	82	67	115	19	85	18	119	129	80	146	85	19	66	306	376
	38%k	*37%*	*35%*	*36%*	*36%*	*36%*	*38%*	*33%*	**45%zabcde**	*42%*	**43%zk**	*33%*	*40%*	*39%*	*35%*	*43%*	*38%*	*38%*	*38%*
Neither agree nor disagree	**194**	141	33	53	41	33	61	7	28	2	43	77	38	67	55	4	36	156	189
	19%ci	**18%ci**	**17%i**	*14%*	**18%i**	**18%i**	**20%ci**	*12%*	*15%*	*5%*	*16%*	*20%*	*19%*	*18%*	*23%*	*10%*	*20%*	*19%*	*19%*
Tend to disagree	**139**	111	35	61	38	27	47	9	24	9	34	67	27	54	20	8	16	121	142
	14%np	*14%*	*18%*	*16%*	*17%*	*15%*	*15%*	*16%*	*13%*	*21%*	*12%*	**17%z**	*13%*	*14%*	*8%*	*18%*	*9%*	**15%zp**	*14%*
Strongly disagree	**50**	40	14	24	17	12	15	4	15	1	7	26	7	26	7	1	6	44	51
	5%j	*5%*	*7%*	*6%*	*8%*	*7%*	*5%*	*7%*	*8%*	*2%*	*2%*	**7%j**	*4%*	*7%*	*3%*	*2%*	*4%*	*5%*	*5%*
Don't know	**32**	19	3	3	4	2	2	-	2	1	13	6	4	2	4	1	6	26	31
	3%acfkm	**2%cf**	*2%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	*2%*	**5%k**	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*3%*	*3%*
Agree	**585**	**462**	**107**	**234**	**130**	**108**	**176**	**37**	**118**	**29**	**180**	**216**	**124**	**231**	**157**	**30**	**111**	**463**	**588**
	58%	***60%***	***56%***	**62%zb**	***56%***	***59%***	***59%***	***66%***	***63%***	***69%***	**65%zk**	***55%***	***62%***	***61%***	**64%z**	***68%***	***63%***	***57%***	***59%***
Disagree	**189**	**150**	**49**	**85**	**56**	**39**	**62**	**13**	**39**	**10**	**40**	**93**	**34**	**80**	**28**	**9**	**22**	**165**	**193**
	19%jnp	***19%***	**25%za**	**23%z**	**24%z**	***21%***	***21%***	***22%***	***21%***	***24%***	***15%***	**24%zj**	***17%***	***21%***	***11%***	***20%***	***13%***	**20%zp**	***19%***
Net agree	**395**	**312**	**58**	**149**	**74**	**69**	**114**	**24**	**79**	**19**	**139**	**123**	**90**	**151**	**129**	**21**	**89**	**298**	**395**
	39%bdkq	**40%bd**	***30%***	**40%bd**	***32%***	***38%***	**38%b**	***43%***	**42%bd**	**46%b**	**50%zk**	***31%***	***45%***	***40%***	**53%z**	***48%***	**51%zq**	***37%***	***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 101

Q.17 Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements.

- Summary -

Base : All respondents

	I was involved as much as I wanted to be in decisions about my care or treatment	I was able to choose the treatment or service which best suited my needs
Unweighted Total	1001	1001
Weighted Total	1001	1001
Strongly agree	318 *32%*	205 *20%*
Tend to agree	411 *41%*	380 *38%*
Neither agree nor disagree	113 *11%*	194 *19%*
Tend to disagree	97 *10%*	139 *14%*
Strongly disagree	34 *3%*	50 *5%*
Don't know	27 *3%*	32 *3%*
Agree	**730** ***73%***	**585** ***58%***
Disagree	**131** ***13%***	**189** ***19%***
Net agree	**598** ***60%***	**395** ***39%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 102

Q18. Please read to the following pair of statements and decide, on a scale of 1 to 5, which comes closest to your own opinion. A score of 1 means you agree much more with statement A while a score of 5 means you agree much more with Statement B.
A) In general, I want a health professional, such as a GP or a consultant, to make decisions about my treatment
B) In general, I want to make my own decisions about my treatment, not rely on a health professional, such as a GP or consultant

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
1 - Agree much more with statement A	**359** **36%bhl**	189 *39%*	170 *33%*	44 *31%*	54 *33%*	114 *33%*	45 *32%*	101 **51%zcdef**	73 *29%*	101 *32%*	73 *36%*	111 **47%zhij**	174 *32%*	110 **47%zlo**	20 *34%*	55 *35%*	361 *36%*
2	**216** **22%gm**	114 *24%*	102 *20%*	40 **28%g**	32 *19%*	87 **25%g**	26 *18%*	30 *15%*	60 *24%*	65 *21%*	49 *24%*	42 *18%*	132 **24%m**	36 *15%*	11 *19%*	37 **24%m**	211 *21%*
3	**235** **23%gk**	109 *22%*	126 *24%*	34 **24%g**	46 **27%g**	80 **23%g**	46 **32%zeg**	29 *14%*	59 *24%*	86 **27%k**	49 *24%*	41 *17%*	140 *25%*	49 *21%*	15 *25%*	31 *20%*	238 *24%*
4	**100** **10%a**	35 *7%*	65 **13%za**	13 *9%*	22 *13%*	36 *10%*	13 *9%*	15 *8%*	32 *13%*	34 *11%*	16 *8%*	19 *8%*	61 *11%*	17 *7%*	9 *15%*	14 *9%*	98 *10%*
5 - Agree much more with statement B	**81** ***8%***	32 *7%*	49 *10%*	7 *5%*	13 *8%*	30 *9%*	12 *8%*	20 *10%*	25 *10%*	25 *8%*	12 *6%*	19 *8%*	39 *7%*	20 *9%*	4 *7%*	18 *12%*	83 *8%*
Don't know	**10** ***1%***	6 *1%*	4 *1%*	5 **3%zdef**	- -	2 *1%*	- -	4 *2%*	1 *	1 *	2 *1%*	6 **3%zhi**	5 *1%*	3 *1%*	- -	2 *1%*	10 *1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 103

Q18. Please read to the following pair of statements and decide, on a scale of 1 to 5, which comes closest to your own opinion. A score of 1 means you agree much more with statement A while a score of 5 means you agree much more with Statement B.
A) In general, I want a health professional, such as a GP or a consultant, to make decisions about my treatment
B) In general, I want to make my own decisions about my treatment, not rely on a health professional, such as a GP or consultant

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
1 - Agree much more with statement A	**359**	56	60	237	5	105	148	106	8	102	15	83	61	35	257	2	180	179	328	31	243	100	361
	36%fh	*32%*	*34%*	*37%*	*52%*	**48%zfg**	*31%*	*35%*	*16%*	**35%h**	**38%h**	**33%h**	*38%*	*45%*	*34%*	*21%*	*34%*	*38%*	*37%*	*30%*	*37%*	*33%*	*36%*
2	**216**	27	40	148	1	32	109	75	9	57	3	50	27	12	173	3	113	103	184	31	149	57	211
	22%aer	*15%*	*23%*	**23%a**	*11%*	*15%*	**23%e**	**25%e**	*17%*	*20%*	*9%*	*20%*	*17%*	*16%*	**23%z**	*30%*	*21%*	*22%*	*21%*	**30%zr**	*23%*	*19%*	*21%*
3	**235**	43	44	145	3	42	124	69	24	71	11	65	47	14	171	3	134	100	214	21	147	78	238
	23%e	*25%*	*25%*	*23%*	*29%*	*19%*	**26%e**	*23%*	**45%zik**	*24%*	*29%*	*26%*	*29%*	*18%*	*23%*	*30%*	*25%*	*21%*	*24%*	*20%*	*23%*	*26%*	*24%*
4	**100**	20	18	61	1	14	56	30	6	39	4	28	11	7	79	2	56	45	89	12	62	34	98
	10%e	*12%*	*10%*	*10%*	*8%*	*6%*	**12%e**	*10%*	*11%*	**14%z**	*11%*	*11%*	*7%*	*10%*	*11%*	*19%*	*10%*	*10%*	*10%*	*11%*	*10%*	*11%*	*10%*
5 - Agree much more with statement B	**81**	22	14	45	-	24	34	23	6	20	5	23	12	7	59	-	46	35	73	8	44	34	83
	8%t	**13%zc**	*8%*	*7%*	-	*11%*	*7%*	*7%*	*11%*	*7%*	*14%*	*9%*	*8%*	*9%*	*8%*	-	*9%*	*8%*	*8%*	*8%*	*7%*	**11%zt**	*8%*
Don't know	**10**	4	1	5	-	4	5	2	-	3	-	2	1	1	8	-	5	6	9	1	6	1	10
	1%	**3%c**	*1%*	*1%*	-	*2%*	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 104

Q18. Please read to the following pair of statements and decide, on a scale of 1 to 5, which comes closest to your own opinion. A score of 1 means you agree much more with statement A while a score of 5 means you agree much more with Statement B.
A) In general, I want a health professional, such as a GP or a consultant, to make decisions about my treatment
B) In general, I want to make my own decisions about my treatment, not rely on a health professional, such as a GP or consultant

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
1 - Agree much more with statement A	**359**	22	34	52	24	50	63	30	48	36	278	51	123	119	105	361
	36%a	*25%*	*31%*	*35%*	**46%ag**	*37%*	**39%a**	*30%*	**46%zabg**	*36%*	**40%zk**	*31%*	*36%*	*40%*	*32%*	*36%*
2	**216**	24	25	32	11	23	37	23	21	20	156	24	69	65	75	211
	22%k	**28%e**	*23%*	*22%*	*21%*	*17%*	*23%*	*23%*	*19%*	*20%*	**22%k**	*14%*	*20%*	*22%*	*23%*	*21%*
3	**235**	22	33	37	9	44	23	32	16	20	150	47	82	67	82	238
	23%fhj	**25%f**	**30%fh**	**25%f**	*17%*	**32%zdfhi**	*14%*	**32%zdfh**	*15%*	*20%*	*21%*	*28%*	*24%*	*22%*	*25%*	*24%*
4	**100**	11	12	12	4	3	24	8	9	17	72	13	36	26	33	98
	10%e	**13%e**	**11%e**	**8%e**	*8%*	*2%*	**15%ze**	**8%e**	**9%e**	**17%zce**	*10%*	*7%*	*11%*	*9%*	*10%*	*10%*
5 - Agree much more with statement B	**81**	6	5	14	4	16	14	6	10	6	37	32	29	20	29	83
	8%j	*7%*	*4%*	*10%*	*8%*	**11%b**	*9%*	*6%*	*9%*	*6%*	*5%*	**19%zj**	*9%*	*7%*	*9%*	*8%*
Don't know	**10**	1	1	1	-	1	1	2	2	1	8	2	1	4	4	10
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 105

Q18. Please read to the following pair of statements and decide, on a scale of 1 to 5, which comes closest to your own opinion. A score of 1 means you agree much more with statement A while a score of 5 means you agree much more with Statement B.
A) In general, I want a health professional, such as a GP or a consultant, to make decisions about my treatment
B) In general, I want to make my own decisions about my treatment, not rely on a health professional, such as a GP or consultant

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** **(z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
1 - Agree much more with statement A	**359**	281	71	124	75	61	94	18	65	14	120	130	79	134	91	9	49	303	361
	36%op	**36%f**	*37%*	*33%*	*33%*	*33%*	*31%*	*33%*	*35%*	*35%*	**43%zk**	*33%*	*40%*	*35%*	**37%o**	*20%*	*28%*	**37%zp**	*36%*
2	**216**	159	39	72	56	44	65	10	40	6	60	72	42	78	51	11	40	172	211
	22%k	*21%*	*21%*	*19%*	*24%*	*24%*	*22%*	*18%*	*21%*	*14%*	*22%*	*18%*	*21%*	*21%*	*21%*	*24%*	*23%*	*21%*	*21%*
3	**235**	181	39	97	59	38	76	17	45	13	51	108	44	92	55	18	41	191	238
	23%j	*23%*	*21%*	*26%*	*26%*	*21%*	*25%*	*30%*	*24%*	*32%*	*18%*	**27%zj**	*22%*	*24%*	*23%*	**41%zn**	*23%*	*24%*	*24%*
4	**100**	78	19	42	22	21	34	4	16	4	28	36	19	37	27	3	29	69	98
	10%q	*10%*	*10%*	*11%*	*9%*	*12%*	*11%*	*7%*	*8%*	*9%*	*10%*	*9%*	*10%*	*10%*	*11%*	*7%*	**17%zq**	*8%*	*10%*
5 - Agree much more with statement B	**81**	66	19	37	16	17	28	6	20	4	19	44	13	38	19	4	15	66	83
	8%	*8%*	*10%*	*10%*	*7%*	*9%*	*9%*	*11%*	*11%*	*10%*	*7%*	**11%z**	*7%*	*10%*	*8%*	*9%*	*9%*	*8%*	*8%*
Don't know	**10**	9	4	5	2	2	3	-	2	-	-	4	2	2	1	-	-	10	10
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	*1%*	*1%*	*	*	-	-	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 106

Q19. The NHS may move more services which have traditionally been provided in hospitals out into the community. This will mean more services are provided through GP practices or clinics or by NHS staff delivering them in patients' homes. How much better or worse do you think this will make services for patients?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Much better	**201**	91	110	31	31	72	29	38	59	57	40	45	105	45	16	36	205
	20%	*19%*	*21%*	*22%*	*18%*	*20%*	*20%*	*19%*	*24%*	*18%*	*20%*	*19%*	*19%*	*19%*	*27%*	*23%*	*20%*
A little better	**464**	241	223	79	91	161	59	74	101	142	98	123	270	88	25	80	454
	46%bghm	**50%zb**	*43%*	**55%zfg**	**55%zfg**	**46%g**	*41%*	*37%*	*41%*	*46%*	*49%*	**51%h**	**49%m**	*38%*	*43%*	**51%m**	*45%*
Neither better nor worse	**157**	67	90	18	27	52	24	37	38	60	26	34	78	48	11	21	159
	16%	*14%*	*17%*	*12%*	*16%*	*15%*	*17%*	*19%*	*15%*	**19%z**	*13%*	*14%*	*14%*	**20%zl**	*18%*	*13%*	*16%*
A little worse	**103**	46	57	11	9	39	21	23	28	34	21	21	58	29	5	12	106
	10%d	*9%*	*11%*	*8%*	*6%*	*11%*	**15%zd**	**12%d**	*11%*	*11%*	*10%*	*9%*	*10%*	*12%*	*8%*	*8%*	*11%*
Much worse	**42**	23	20	1	5	18	6	13	14	10	10	8	25	13	2	3	43
	4%c	*5%*	*4%*	*1%*	*3%*	**5%c**	*4%*	**6%c**	*6%*	*3%*	*5%*	*4%*	*4%*	*6%*	*3%*	*2%*	*4%*
Don't know	**34**	18	15	4	4	9	5	13	8	9	7	9	15	13	1	5	34
	3%	*4%*	*3%*	*2%*	*2%*	*2%*	*3%*	**6%ze**	*3%*	*3%*	*4%*	*4%*	*3%*	**5%z**	*2%*	*3%*	*3%*
Better	**664**	**332**	**333**	**110**	**122**	**233**	**88**	**112**	**160**	**199**	**138**	**167**	**375**	**133**	**40**	**116**	**659**
	66%gm	***68%***	***65%***	**77%zefg**	**73%fg**	**67%g**	***61%***	***57%***	***64%***	***64%***	***69%***	***70%***	**68%m**	***57%***	***69%***	**74%zm**	***66%***
Worse	**146**	**69**	**77**	**12**	**15**	**57**	**27**	**35**	**43**	**43**	**30**	**29**	**82**	**42**	**6**	**15**	**149**
	15%cd	***14%***	***15%***	***8%***	***9%***	**16%cd**	**19%cd**	**18%cd**	***17%***	***14%***	***15%***	***12%***	***15%***	**18%o**	***11%***	***10%***	***15%***
Net better	**519**	**263**	**256**	**98**	**107**	**176**	**60**	**77**	**118**	**155**	**108**	**138**	**293**	**91**	**34**	**101**	**510**
	52%fgm	***54%***	***50%***	**69%zefg**	**64%zefg**	**50%g**	***42%***	***39%***	***47%***	***50%***	***54%***	**58%zh**	**53%m**	***39%***	**59%m**	**64%zlm**	***51%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 107

Q19. The NHS may move more services which have traditionally been provided in hospitals out into the community. This will mean more services are provided through GP practices or clinics or by NHS staff delivering them in patients' homes. How much better or worse do you think this will make services for patients?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	1001	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	1001	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Much better	201	33	40	124	3	43	102	56	4	55	18	65	33	11	156	1	103	98	180	21	131	61	205
	20%h	19%	23%	19%	31%	20%	21%	18%	8%	19%h	46%zhik	26%zhi	21%	14%	21%	10%	19%	21%	20%	20%	20%	20%	20%
A little better	464	84	87	289	4	84	220	159	24	136	11	94	73	42	340	5	231	232	414	49	310	133	454
	46%ejkp	49%	49%	45%	39%	38%	46%e	52%ze	46%	46%jk	28%	38%	46%	54%	45%	42%	43%	50%	46%	47%	48%	44%	45%
Neither better nor worse	157	25	26	104	2	42	69	47	12	45	7	38	35	13	108	1	85	72	140	17	108	42	159
	16%	15%	15%	16%	20%	19%	15%	15%	23%	15%	19%	15%	22%zn	17%	14%	10%	16%	15%	16%	16%	17%	14%	16%
A little worse	103	18	15	70	-	26	53	25	7	36	1	28	9	5	87	2	65	38	95	8	57	43	106
	10%lqt	10%	9%	11%	-	12%	11%	8%	13%	12%	2%	11%	5%	6%	12%zl	20%	12%zq	8%	11%	8%	9%	14%zt	11%
Much worse	42	9	5	28	-	12	19	12	1	14	-	18	5	2	33	2	28	14	38	5	24	15	43
	4%	5%	3%	4%	-	5%	4%	4%	2%	5%	-	7%z	3%	3%	4%	17%	5%	3%	4%	5%	4%	5%	4%
Don't know	34	4	4	25	1	15	12	7	4	6	2	7	5	5	23	-	21	13	29	4	21	9	34
	3%	2%	2%	4%	10%	7%zfg	2%	2%	8%i	2%	6%	3%	3%	6%	3%	-	4%	3%	3%	4%	3%	3%	3%
Better	664	117	127	413	7	128	322	215	28	191	28	159	106	53	496	6	334	330	594	71	441	194	659
	66%ep	68%	72%	64%	70%	58%	68%e	70%e	54%	65%	73%	64%	66%	68%	66%	53%	63%	70%zp	66%	68%	68%	64%	66%
Worse	146	27	20	99	-	37	72	37	8	50	1	47	14	7	120	4	93	53	133	13	81	58	149
	15%jlqt	15%	11%	15%	-	17%	15%	12%	15%	17%j	2%	19%zj	9%	8%	16%zl	37%	17%zq	11%	15%	12%	13%	19%zt	15%
Net better	519	91	107	314	7	90	250	178	21	141	27	112	92	47	375	2	242	277	461	58	360	136	510
	52%cekpu	52%	60%zc	49%	70%	41%	53%e	58%ze	39%	48%	71%zhik	45%	58%	60%	50%	16%	45%	59%zp	51%	56%	55%zu	45%	51%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 108

Q19. The NHS may move more services which have traditionally been provided in hospitals out into the community. This will mean more services are provided through GP practices or clinics or by NHS staff delivering them in patients' homes. How much better or worse do you think this will make services for patients?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Much better	**201**	15	30	18	14	29	30	31	14	20	140	30	68	68	60	205
	20%c	*17%*	**28%zch**	*12%*	**28%ch**	**21%c**	*18%*	**30%zacfh**	*13%*	*20%*	*20%*	*18%*	*20%*	*22%*	*18%*	*20%*
A little better	**464**	41	41	75	24	60	83	46	52	40	336	61	148	158	139	454
	46%bk	*48%*	*38%*	**51%b**	*48%*	*44%*	**51%b**	*45%*	*49%*	*40%*	**48%k**	*36%*	*43%*	**52%zln**	*42%*	*45%*
Neither better nor worse	**157**	12	17	29	7	23	19	12	23	17	105	37	58	50	48	159
	16%	*13%*	*16%*	*19%*	*13%*	*17%*	*11%*	*11%*	**22%fg**	*17%*	*15%*	**22%zj**	*17%*	*16%*	*15%*	*16%*
A little worse	**103**	11	12	13	4	12	21	8	9	14	69	21	41	16	46	106
	10%m	*13%*	*11%*	*9%*	*8%*	*9%*	*13%*	*8%*	*8%*	*14%*	*10%*	*13%*	**12%m**	*5%*	**14%zm**	*11%*
Much worse	**42**	4	7	9	1	7	4	4	3	5	25	14	15	4	22	43
	4%m	*4%*	*6%*	*6%*	*2%*	*5%*	*3%*	*4%*	*3%*	*5%*	*4%*	**8%zj**	**4%m**	*1%*	**7%zm**	*4%*
Don't know	**34**	4	3	4	1	5	5	2	5	4	27	6	11	6	12	34
	3%	*4%*	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*	*5%*	*4%*	*4%*	*3%*	*3%*	*2%*	*4%*	*3%*
Better	**664**	**56**	**71**	**93**	**39**	**90**	**113**	**76**	**66**	**60**	**475**	**91**	**216**	**226**	**199**	**659**
	66%kn	***65%***	***65%***	***63%***	***76%***	***66%***	***70%***	**75%i**	***62%***	***60%***	**68%k**	***54%***	***63%***	**75%zln**	***61%***	***66%***
Worse	**146**	**15**	**18**	**22**	**5**	**18**	**25**	**12**	**12**	**19**	**94**	**35**	**56**	**20**	**68**	**149**
	15%m	***17%***	***17%***	***15%***	***10%***	***13%***	***15%***	***12%***	***11%***	***19%***	***13%***	**21%zj**	**16%m**	***7%***	**21%zm**	***15%***
Net better	**519**	**41**	**53**	**72**	**34**	**71**	**88**	**65**	**54**	**42**	**381**	**56**	**160**	**206**	**132**	**510**
	52%ikln	***48%***	***48%***	***48%***	**66%zabci**	***52%***	***54%***	**63%zabci**	***51%***	***42%***	**54%zk**	***33%***	***47%***	**68%zln**	***40%***	***51%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 109

Q19. The NHS may move more services which have traditionally been provided in hospitals out into the community. This will mean more services are provided through GP practices or clinics or by NHS staff delivering them in patients' homes. How much better or worse do you think this will make services for patients?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	1001	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	1001	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Much better	201	158	37	75	49	44	59	10	45	4	63	65	67	58	63	6	30	167	205
	20%km	20%	19%	20%	21%	24%i	20%	18%	24%i	10%	23%k	17%	33%zm	15%	26%z	13%	17%	21%	20%
A little better	464	351	83	155	100	85	129	25	85	18	146	157	95	147	106	15	84	372	454
	46%ckm	45%c	43%	41%	43%	46%	43%	44%	45%	43%	53%zk	40%	48%m	39%	43%	35%	48%	46%	45%
Neither better nor worse	157	125	39	63	40	31	52	7	25	8	42	68	24	68	34	9	29	126	159
	16%	16%	20%zh	17%	18%	17%	17%	13%	13%	20%	15%	17%	12%	18%	14%	22%	17%	16%	16%
A little worse	103	81	23	47	24	19	36	10	24	5	11	59	9	57	25	7	21	81	106
	10%jl	11%	12%	13%	10%	10%	12%	18%	13%	13%	4%	15%zj	4%	15%zl	10%	15%	12%	10%	11%
Much worse	42	33	7	19	12	3	14	4	6	3	6	30	4	31	12	5	3	39	43
	4%ej	4%e	4%	5%e	5%e	2%	5%e	8%e	3%	7%e	2%	8%zj	2%	8%zl	5%	12%z	2%	5%z	4%
Don't know	34	25	3	16	5	2	10	-	2	3	9	14	2	18	4	1	8	26	34
	3%l	3%	2%	4%bh	2%	1%	3%	-	1%	7%eh	3%	4%	1%	5%l	2%	3%	4%	3%	3%
Better	664	509	120	230	149	128	188	35	130	22	209	222	162	205	169	21	115	538	659
	66%ckmo	66%c	62%	61%	65%	70%cfi	63%	62%	69%ci	53%	76%zk	57%	81%zm	54%	69%o	48%	65%	66%	66%
Worse	146	114	30	67	36	21	51	14	30	8	17	89	13	88	37	12	24	121	149
	15%jl	15%	16%	18%zae	16%	12%	17%e	25%zae	16%	20%	6%	23%zj	6%	23%zl	15%	28%zn	14%	15%	15%
Net better	519	395	90	163	113	107	137	21	99	14	192	133	150	117	132	9	91	417	510
	52%cfgikmo	51%cfgi	47%	43%	49%i	59%abcdfgi	46%	37%	53%cgi	33%	69%zk	34%	75%zm	31%	54%o	20%	52%	51%	51%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 110

Q20. NHS services and care, whilst still free, will be provided by a wider range of organisations in future. This will include the private sector and charities. To what extent do you think this will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Get a lot better	**52**	25	28	12	9	19	5	7	18	18	12	4	35	8	3	7	52
	5%k	*5%*	*5%*	*9%*	*5%*	*5%*	*3%*	*4%*	**7%k**	**6%k**	**6%k**	*2%*	*6%*	*3%*	*5%*	*4%*	*5%*
Get a little better	**328**	153	175	62	66	118	32	50	81	102	64	80	197	53	22	56	317
	33%fgm	*32%*	*34%*	**43%zfg**	**39%fg**	**34%fg**	*22%*	*25%*	*33%*	*33%*	*32%*	*34%*	**36%zm**	*23%*	**38%m**	**35%m**	*32%*
Stay the same	**268**	133	135	47	45	82	47	48	60	87	53	68	140	64	18	46	269
	27%	*27%*	*26%*	*33%*	*27%*	*24%*	**33%e**	*24%*	*24%*	*28%*	*26%*	*28%*	*25%*	*27%*	*32%*	*29%*	*27%*
Get a little worse	**191**	100	91	13	22	74	32	51	46	58	39	48	94	63	6	28	197
	19%cd	*21%*	*18%*	*9%*	*13%*	**21%cd**	**22%cd**	**26%zcd**	*18%*	*19%*	*19%*	*20%*	*17%*	**27%zlno**	*11%*	*18%*	*20%*
Get a lot worse	**108**	57	50	5	16	43	19	25	37	31	18	22	62	31	4	11	110
	11%c	*12%*	*10%*	*3%*	**10%c**	**12%c**	**13%c**	**13%c**	**15%z**	*10%*	*9%*	*9%*	*11%*	*13%*	*6%*	*7%*	*11%*
Don't know	**53**	17	36	4	10	14	9	17	6	15	15	17	23	16	5	10	56
	5%ah	*4%*	**7%za**	*3%*	*6%*	*4%*	*6%*	**8%ze**	*2%*	*5%*	**8%h**	**7%h**	*4%*	*7%*	*8%*	*6%*	*6%*
Better	**380**	**178**	**202**	**75**	**75**	**137**	**37**	**57**	**100**	**121**	**76**	**84**	**231**	**61**	**25**	**62**	**369**
	38%fgm	***37%***	***39%***	**52%zefg**	**45%fg**	**39%fg**	***26%***	***29%***	***40%***	***39%***	***38%***	***35%***	**42%zm**	***26%***	**43%m**	**40%m**	***37%***
Worse	**299**	**158**	**141**	**17**	**38**	**117**	**50**	**77**	**83**	**90**	**57**	**70**	**156**	**94**	**10**	**39**	**307**
	30%cdn	***32%***	***27%***	***12%***	**23%c**	**33%cd**	**35%cd**	**39%zcd**	***33%***	***29%***	***28%***	***29%***	***28%***	**40%zlno**	***17%***	***25%***	***31%***
Net better	**81**	**20**	**61**	**57**	**37**	**20**	**-14**	**-20**	**17**	**31**	**19**	**14**	**75**	**-33**	**15**	**23**	**62**
	8%aefgm	***4%***	**12%za**	**40%zdefg**	**22%zefg**	**6%fg**	***-9%***	***-10%***	***7%***	***10%***	***9%***	***6%***	**14%zm**	***-14%***	**26%zl**	**15%z**	***6%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 111

Q20. NHS services and care, whilst still free, will be provided by a wider range of organisations in future. This will include the private sector and charities. To what extent do you think this will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Get a lot better	**52**	5	13	34	-	7	27	18	3	15	4	10	10	7	35	1	28	24	43	9	38	13	52
	5%	*3%*	*7%*	*5%*	*-*	*3%*	*6%*	*6%*	*6%*	*5%*	**11%k**	*4%*	*6%*	*9%*	*5%*	*9%*	*5%*	*5%*	*5%*	*9%*	*6%*	*4%*	*5%*
Get a little better	**328**	54	69	203	2	57	160	112	10	92	17	72	42	36	240	4	175	153	290	38	215	99	317
	33%eh	*31%*	*39%*	*32%*	*22%*	*26%*	**34%e**	**37%e**	*19%*	*32%*	**45%hk**	*29%*	*27%*	**46%zln**	*32%*	*39%*	*33%*	*33%*	*32%*	*36%*	*33%*	*32%*	*32%*
Stay the same	**268**	66	35	164	3	52	138	78	13	74	11	63	52	17	199	-	126	142	236	32	183	74	269
	27%bp	**38%zbc**	*20%*	*26%*	*33%*	*24%*	*29%*	*26%*	*25%*	*25%*	*28%*	*25%*	*33%*	*22%*	*27%*	*-*	*24%*	**30%zp**	*26%*	*31%*	*28%*	*25%*	*27%*
Get a little worse	**191**	28	30	131	2	62	70	60	17	60	4	53	27	10	151	4	116	75	179	13	113	69	197
	19%fq	*16%*	*17%*	*20%*	*19%*	**28%zfg**	*15%*	*20%*	**33%zij**	*21%*	*11%*	*21%*	*17%*	*13%*	*20%*	*41%*	**22%zq**	*16%*	**20%z**	*12%*	*17%*	*23%*	*20%*
Get a lot worse	**108**	14	18	75	1	27	56	25	9	35	-	36	17	5	83	1	61	47	104	4	67	35	110
	11%js	*8%*	*10%*	*12%*	*8%*	*12%*	*12%*	*8%*	**18%j**	**12%j**	*-*	**14%zj**	*11%*	*7%*	*11%*	*11%*	*11%*	*10%*	**12%zs**	*4%*	*10%*	*11%*	*11%*
Don't know	**53**	6	12	34	2	17	24	12	-	16	2	15	11	3	39	-	27	26	45	8	35	14	56
	5%	*3%*	*7%*	*5%*	*18%*	*8%*	*5%*	*4%*	*-*	*5%*	*5%*	*6%*	*7%*	*4%*	*5%*	*-*	*5%*	*6%*	*5%*	*8%*	*5%*	*5%*	*6%*
Better	**380**	**59**	**82**	**237**	**2**	**64**	**186**	**130**	**13**	**108**	**22**	**82**	**52**	**43**	**275**	**5**	**203**	**178**	**333**	**47**	**253**	**112**	**369**
	38%eh	***34%***	**46%zac**	***37%***	***22%***	***29%***	**39%e**	**43%e**	***24%***	***37%***	**56%zhik**	***33%***	***33%***	**55%zln**	***37%***	***48%***	***38%***	***38%***	***37%***	***45%***	***39%***	***37%***	***37%***
Worse	**299**	**42**	**49**	**206**	**3**	**88**	**126**	**85**	**27**	**95**	**4**	**90**	**44**	**15**	**234**	**6**	**177**	**122**	**282**	**17**	**181**	**103**	**307**
	30%fjmqst	***24%***	***27%***	**32%za**	***27%***	**40%zfg**	***26%***	***28%***	**51%zijk**	**33%j**	***11%***	**36%zj**	***27%***	***19%***	**31%m**	***52%***	**33%zq**	***26%***	**32%zs**	***16%***	***28%***	**34%t**	***31%***
Net better	**81**	**17**	**33**	**31**	**-1**	**-25**	**61**	**45**	**-14**	**12**	**17**	**-8**	**8**	**28**	**41**	*****	**26**	**55**	**51**	**30**	**72**	**9**	**62**
	8%cehiknpru	**10%c**	**19%zac**	***5%***	***-5%***	***-11%***	**13%ze**	**15%ze**	***-26%***	**4%k**	**45%zhik**	***-3%***	***5%***	**36%zln**	***5%***	***-4%***	***5%***	**12%zp**	***6%***	**29%zr**	**11%zu**	***3%***	***6%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 112

Q20. NHS services and care, whilst still free, will be provided by a wider range of organisations in future. This will include the private sector and charities. To what extent do you think this will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Get a lot better	52	3	7	11	2	9	7	7	3	2	38	7	19	15	15	52
	5%	3%	7%	8%	4%	6%	4%	7%	3%	2%	5%	4%	6%	5%	5%	5%
Get a little better	328	25	29	52	15	39	61	30	38	38	230	53	106	105	104	317
	33%	29%	27%	35%	30%	29%	37%	29%	36%	38%	33%	32%	31%	35%	32%	32%
Stay the same	268	20	27	40	15	45	44	26	31	21	199	37	81	102	77	269
	27%	23%	25%	27%	30%	33%i	27%	25%	29%	21%	28%	22%	24%	34%zln	24%	27%
Get a little worse	191	22	23	28	11	15	25	23	19	25	125	40	72	48	68	197
	19%e	26%e	21%e	19%	21%	11%	16%	23%e	18%	25%e	18%	24%	21%	16%	21%	20%
Get a lot worse	108	14	17	12	5	20	11	9	9	10	68	26	41	18	46	110
	11%m	16%f	16%cf	8%	10%	15%f	7%	9%	9%	10%	10%	15%zj	12%m	6%	14%zm	11%
Don't know	53	2	6	4	3	8	14	6	5	4	42	5	21	13	17	56
	5%	3%	6%	3%	5%	6%	9%c	6%	5%	4%	6%	3%	6%	4%	5%	6%
Better	380	28	36	64	17	48	68	38	42	40	268	60	125	121	119	369
	38%	32%	33%	43%	34%	35%	42%	37%	39%	40%	38%	36%	37%	40%	36%	37%
Worse	299	36	40	40	16	35	36	32	28	35	193	66	113	66	114	307
	30%fjm	42%zcefh	37%f	27%	31%	26%	22%	32%	27%	35%f	28%	39%zj	33%m	22%	35%zm	31%
Net better	81	-9	-4	23	1	13	32	5	14	5	75	-5	12	54	5	62
	8%abkln	-10%	-3%	16%zabdgi	3%	9%ab	19%zabdegi	5%b	13%abd	5%b	11%zk	-3%	4%	18%zln	2%	6%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 113

Q20. NHS services and care, whilst still free, will be provided by a wider range of organisations in future. This will include the private sector and charities. To what extent do you think this will make the NHS better or worse over the next few years, or will it stay the same?

Base : All respondents

	Wtd. Total (z)	Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Difficulties answering Q20		Unwtd total
		Agree (a)	Disagree (b)	Better (c)	Worse (d)	Satisfied (e)	Dissatisfied (f)	Yes (g)	No (h)	Yes (i)	No (j)	(k)
Unweighted Total	**1001**	269	403	200	382	249	44	170	815	67	934	1001
Weighted Total	**1001**	276	393	201	379	244	44*	175	811	65*	936	1001
Get a lot better	**52**	22	13	24	10	14	3	9	43	1	51	52
	5%bd	**8%zb**	*3%*	**12%zd**	*3%*	*6%*	*7%*	*5%*	*5%*	*1%*	*5%*	*5%*
Get a little better	**328**	114	97	92	94	75	10	63	259	13	315	317
	33%bdi	**41%zb**	*25%*	**46%zd**	*25%*	*31%*	*23%*	*36%*	*32%*	*20%*	**34%zi**	*32%*
Stay the same	**268**	85	87	52	76	60	11	41	221	13	255	269
	27%bd	**31%b**	*22%*	*26%*	*20%*	*24%*	*25%*	*23%*	*27%*	*20%*	*27%*	*27%*
Get a little worse	**191**	31	101	18	104	59	14	34	156	20	172	197
	19%acj	*11%*	**26%za**	*9%*	**27%zc**	**24%z**	**32%z**	*20%*	*19%*	**30%zj**	*18%*	*20%*
Get a lot worse	**108**	12	80	6	79	27	6	24	83	9	99	110
	11%ac	*4%*	**20%za**	*3%*	**21%zc**	*11%*	*13%*	*13%*	*10%*	*14%*	*11%*	*11%*
Don't know	**53**	12	16	10	17	9	-	5	48	9	44	56
	5%j	*4%*	*4%*	*5%*	*4%*	*4%*	-	*3%*	*6%*	**14%zj**	*5%*	*6%*
Better	**380**	**136**	**110**	**116**	**104**	**89**	**13**	**72**	**302**	**14**	**366**	**369**
	38%bdi	**49%zb**	***28%***	**58%zd**	***27%***	***37%***	***30%***	***41%***	***37%***	***21%***	**39%zi**	***37%***
Worse	**299**	**43**	**181**	**23**	**183**	**86**	**20**	**58**	**239**	**29**	**270**	**307**
	30%acj	***16%***	**46%za**	***12%***	**48%zc**	**35%z**	**45%z**	***33%***	***30%***	**44%zj**	***29%***	***31%***
Net better	**81**	**93**	**-71**	**92**	**-79**	**3**	**-7**	**14**	**63**	**-15**	**96**	**62**
	8%bdefi	**34%zb**	***-18%***	**46%zd**	***-21%***	***1%***	***-15%***	***8%***	***8%***	***-23%***	**10%zi**	***6%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 122

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for social care in England -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**26**	13	13	8	5	5	3	6	4	6	8	8	14	6	3	3	26
	3%	*3%*	*3%*	**5%e**	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*3%*	*3%*	*5%*	*2%*	*3%*
Tend to agree	**239**	119	120	41	37	69	32	60	49	79	43	68	116	68	16	39	240
	24%el	*24%*	*23%*	**29%e**	*22%*	*20%*	*22%*	**30%ze**	*19%*	*25%*	*21%*	**29%h**	*21%*	**29%zl**	*27%*	*25%*	*24%*
Neither agree nor disagree	**198**	83	115	31	42	71	20	33	53	55	44	47	122	36	9	31	195
	20%afm	*17%*	**22%za**	*22%*	**25%fg**	*20%*	*14%*	*17%*	*21%*	*18%*	*22%*	*20%*	**22%m**	*15%*	*15%*	*20%*	*19%*
Tend to disagree	**248**	130	118	22	39	97	42	49	65	83	40	60	131	62	13	41	251
	25%c	*27%*	*23%*	*15%*	*24%*	**28%c**	**29%c**	**25%c**	*26%*	*27%*	*20%*	*25%*	*24%*	*26%*	*23%*	*26%*	*25%*
Strongly disagree	**123**	56	67	5	12	53	32	21	35	35	31	21	73	30	7	12	128
	12%cdo	*12%*	*13%*	*3%*	*7%*	**15%zcd**	**22%zcdg**	**10%c**	*14%*	*11%*	**16%k**	*9%*	*13%*	*13%*	*13%*	*8%*	*13%*
Don't know/no opinion	**167**	85	82	37	32	54	15	29	44	54	35	34	94	33	9	31	161
	17%f	*18%*	*16%*	**26%zefg**	**19%f**	*15%*	*11%*	*15%*	*18%*	*17%*	*17%*	*14%*	*17%*	*14%*	*16%*	*20%*	*16%*
Agree	**265**	**132**	**134**	**49**	**42**	**75**	**34**	**66**	**53**	**85**	**51**	**76**	**131**	**74**	**19**	**42**	**266**
	26%ehl	***27%***	***26%***	**34%ze**	***25%***	***21%***	***24%***	**33%zef**	***21%***	***27%***	***25%***	**32%zh**	***24%***	**31%zl**	***33%***	***26%***	***27%***
Disagree	**370**	**186**	**185**	**26**	**51**	**150**	**74**	**69**	**100**	**118**	**71**	**81**	**204**	**92**	**21**	**53**	**379**
	37%c	***38%***	***36%***	***18%***	**31%c**	**43%zcd**	**51%zcdg**	**35%c**	***40%***	***38%***	***35%***	***34%***	***37%***	***39%***	***36%***	***34%***	***38%***
Net agree	**-105**	**-54**	**-51**	**23**	**-10**	**-76**	**-39**	**-3**	**-47**	**-33**	**-20**	**-5**	**-73**	**-18**	**-2**	**-12**	**-113**
	-11%	***-11%***	***-10%***	**16%dg**	***-6%***	***-22%***	***-27%***	***-2%***	***-19%***	***-11%***	***-10%***	***-2%***	***-13%***	***-8%***	***-3%***	***-7%***	***-11%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 123

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for social care in England -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**26**	5	8	12	1	7	9	11	-	5	4	11	6	5	15	-	8	18	25	1	21	4	26
	3%cnp	*3%*	**5%c**	*2%*	*11%*	*3%*	*2%*	*4%*	-	*2%*	**9%zhi**	**4%i**	*4%*	**7%zn**	*2%*	-	*1%*	**4%zp**	*3%*	*1%*	*3%*	*1%*	*3%*
Tend to agree	**239**	35	43	160	1	64	99	76	17	70	5	51	44	33	159	1	117	122	206	33	193	39	240
	24%fnu	*20%*	*24%*	*25%*	*10%*	**29%zf**	*21%*	*25%*	**33%jk**	*24%*	*13%*	*20%*	*28%*	**43%zln**	*21%*	*11%*	*22%*	*26%*	*23%*	*31%*	**30%zu**	*13%*	*24%*
Neither agree nor disagree	**198**	41	35	120	3	37	94	67	4	50	11	52	32	10	151	4	100	98	177	21	132	57	195
	20%h	*24%*	*19%*	*19%*	*27%*	*17%*	*20%*	*22%*	*8%*	*17%*	**29%h**	**21%h**	*20%*	*13%*	*20%*	*40%*	*19%*	*21%*	*20%*	*20%*	*20%*	*19%*	*19%*
Tend to disagree	**248**	47	42	156	3	55	130	63	14	93	11	59	38	8	197	3	146	102	229	19	125	111	251
	25%gmqt	*27%*	*24%*	*24%*	*29%*	*25%*	**27%g**	*21%*	*27%*	**32%zk**	*28%*	*24%*	**24%m**	*11%*	**26%m**	*30%*	**27%zq**	*22%*	*26%*	*18%*	*19%*	**37%zt**	*25%*
Strongly disagree	**123**	13	21	89	-	26	63	34	11	30	5	45	17	5	100	-	77	45	117	6	61	57	128
	12%aqst	*8%*	*12%*	**14%za**	-	*12%*	*13%*	*11%*	**20%i**	*10%*	*14%*	**18%zi**	*11%*	*7%*	*13%*	-	**15%zq**	*10%*	**13%zs**	*5%*	*9%*	**19%zt**	*13%*
Don't know/no opinion	**167**	33	29	103	2	32	80	55	6	44	3	31	23	16	126	2	84	83	141	26	120	36	161
	17%kru	*19%*	*16%*	*16%*	*22%*	*14%*	*17%*	*18%*	*11%*	*15%*	*7%*	*12%*	*15%*	*20%*	*17%*	*18%*	*16%*	*18%*	*16%*	**25%zr**	**18%u**	*12%*	*16%*
Agree	**265**	**39**	**51**	**173**	**2**	**71**	**108**	**86**	**17**	**75**	**8**	**62**	**50**	**39**	**175**	**1**	**125**	**140**	**232**	**34**	**214**	**42**	**266**
	26%fnpu	***23%***	***29%***	***27%***	***21%***	**32%zf**	***23%***	***28%***	***33%***	***26%***	***22%***	***25%***	**31%n**	**50%zln**	***23%***	***11%***	***23%***	**30%zp**	***26%***	***32%***	**33%zu**	***14%***	***27%***
Disagree	**370**	**60**	**63**	**245**	**3**	**81**	**193**	**97**	**25**	**123**	**16**	**105**	**55**	**13**	**296**	**3**	**224**	**147**	**346**	**24**	**186**	**168**	**379**
	37%gmqst	***35%***	***35%***	***38%***	***29%***	***37%***	**41%zg**	***32%***	***47%***	**42%z**	***42%***	***42%***	**34%m**	***17%***	**40%zm**	***30%***	**42%zq**	***31%***	**39%zs**	***23%***	***28%***	**55%zt**	***38%***
Net agree	**-105**	**-21**	**-12**	**-72**	**-1**	**-10**	**-85**	**-10**	**-8**	**-48**	**-8**	**-43**	**-5**	**25**	**-122**	**-2**	**-99**	**-7**	**-115**	**9**	**28**	**-125**	**-113**
	-11%	***-12%***	***-7%***	***-11%***	***-8%***	***-5%***	***-18%***	***-3%***	***-14%***	***-16%***	***-20%***	***-17%***	***-3%***	**32%l**	***-16%***	***-19%***	***-18%***	***-1%***	***-13%***	***9%***	***4%***	***-41%***	***-11%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 124

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for social care in England -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**26**	2	2	5	4	9	2	-	2	-	23	3	10	9	4	26
	3%	*2%*	*2%*	*3%*	**7%zfgi**	**7%zfgi**	*1%*	-	*2%*	-	*3%*	*2%*	*3%*	*3%*	*1%*	*3%*
Tend to agree	**239**	24	23	37	12	51	35	22	13	22	198	18	77	88	68	240
	24%hk	**28%h**	*21%*	**25%h**	*23%*	**38%zbcdfghi**	*22%*	*22%*	*12%*	*22%*	**28%zk**	*11%*	*23%*	**29%zn**	*21%*	*24%*
Neither agree nor disagree	**198**	20	26	36	10	17	27	21	18	22	138	31	67	69	57	195
	20%e	**23%e**	**24%e**	**24%e**	*20%*	*13%*	*17%*	*20%*	*17%*	*22%*	*20%*	*18%*	*20%*	*23%*	*18%*	*19%*
Tend to disagree	**248**	15	24	44	11	27	41	25	28	34	148	56	95	63	87	251
	25%j	*17%*	*22%*	**29%a**	*22%*	*20%*	*25%*	*24%*	*27%*	**34%zae**	*21%*	**33%zj**	**28%m**	*21%*	*27%*	*25%*
Strongly disagree	**123**	18	18	16	10	13	12	8	17	10	72	41	48	15	57	128
	12%fjm	**21%zcefgi**	**17%f**	*11%*	**19%f**	*10%*	*7%*	*8%*	**16%f**	*10%*	*10%*	**24%zj**	**14%m**	*5%*	**17%zm**	*13%*
Don't know/no opinion	**167**	7	14	11	5	19	45	26	27	12	122	19	43	58	53	161
	17%ackl	*9%*	*13%*	*8%*	*9%*	*14%*	**27%zabcdei**	**26%zabcdei**	**26%zabcdei**	*12%*	**17%k**	*11%*	*13%*	**19%l**	*16%*	*16%*
Agree	**265**	**26**	**26**	**41**	**15**	**60**	**37**	**22**	**15**	**22**	**221**	**21**	**87**	**97**	**73**	**266**
	26%hkn	**30%h**	***24%***	**28%h**	**30%h**	**44%zabcfghi**	***23%***	***22%***	***14%***	***22%***	**32%zk**	***13%***	***25%***	**32%zn**	***22%***	***27%***
Disagree	**370**	**33**	**43**	**60**	**21**	**40**	**53**	**33**	**45**	**43**	**220**	**97**	**144**	**78**	**144**	**379**
	37%ejm	***38%***	***39%***	***40%***	***40%***	***29%***	***33%***	***32%***	**43%e**	**43%e**	***31%***	**58%zj**	**42%zm**	***26%***	**44%zm**	***38%***
Net agree	**-105**	**-7**	**-17**	**-18**	**-5**	**20**	**-16**	**-11**	**-30**	**-21**	**1**	**-75**	**-57**	**19**	**-72**	**-113**
	-11%	*-8%*	*-15%*	*-12%*	*-10%*	**15%abcdfg**	*-10%*	*-11%*	*-29%*	*-21%*	*	*-45%*	*-17%*	*6%*	*-22%*	*-11%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 125

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- The government has the right policies for social care in England -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**26**	21	4	5	6	3	4	-	5	-	16	4	11	7	8	-	-	23	26
	3%ckp	**3%cf**	*2%*	*1%*	*3%*	*2%*	*1%*	-	*3%*	-	**6%zk**	*1%*	**5%zm**	*2%*	*3%*	-	-	**3%p**	*3%*
Tend to agree	**239**	167	51	74	49	28	46	9	35	6	126	39	72	56	75	4	35	199	240
	24%acefkmo	**22%ef**	**27%cefh**	**20%f**	**21%f**	*16%*	*15%*	*16%*	*19%*	*15%*	**46%zk**	*10%*	**36%zm**	*15%*	**31%zo**	*8%*	*20%*	*25%*	*24%*
Neither agree nor disagree	**198**	154	35	69	49	48	61	11	43	8	46	63	42	67	50	5	40	157	195
	20%k	*20%*	*18%*	*18%*	*21%*	**27%zabcf**	*20%*	*20%*	*23%*	*18%*	*17%*	*16%*	*21%*	*18%*	*21%*	*11%*	*23%*	*19%*	*19%*
Tend to disagree	**248**	204	49	109	61	44	88	14	46	15	42	149	34	122	60	18	45	200	251
	25%jl	**26%z**	*25%*	**29%z**	*26%*	*24%*	**29%z**	*25%*	*24%*	*36%*	*15%*	**38%zj**	*17%*	**32%zl**	*24%*	**41%zn**	*26%*	*25%*	*25%*
Strongly disagree	**123**	106	30	59	32	23	45	11	31	5	6	96	12	81	29	15	21	101	128
	12%jl	**14%z**	*16%*	**16%z**	*14%*	*13%*	*15%*	*19%*	*16%*	*12%*	*2%*	**24%zj**	*6%*	**21%zl**	*12%*	**35%zn**	*12%*	*12%*	*13%*
Don't know/no opinion	**167**	122	23	60	33	36	56	11	28	8	39	42	31	46	22	2	35	131	161
	17%bkmno	*16%*	*12%*	*16%*	*14%*	**20%b**	**19%b**	*20%*	*15%*	*18%*	*14%*	*11%*	*15%*	*12%*	*9%*	*5%*	*20%*	*16%*	*16%*
Agree	**265**	**188**	**55**	**79**	**56**	**32**	**50**	**9**	**41**	**6**	**142**	**43**	**82**	**64**	**84**	**4**	**35**	**222**	**266**
	26%acefkmo p	**24%ef**	**29%cefgi**	***21%***	**24%ef**	***17%***	***17%***	***16%***	***22%***	***15%***	**52%zk**	***11%***	**41%zm**	***17%***	**34%zo**	***8%***	***20%***	**27%p**	***27%***
Disagree	**370**	**310**	**79**	**168**	**93**	**67**	**133**	**25**	**76**	**20**	**48**	**245**	**46**	**202**	**89**	**33**	**66**	**301**	**379**
	37%jl	**40%z**	***41%***	**45%zae**	***40%***	***36%***	**44%ze**	***44%***	***41%***	***48%***	***17%***	**62%zj**	***23%***	**53%zl**	***36%***	**76%zn**	***38%***	***37%***	***38%***
Net agree	**-105**	**-122**	**-24**	**-89**	**-37**	**-35**	**-83**	**-16**	**-35**	**-14**	**94**	**-202**	**36**	**-139**	**-5**	**-30**	**-32**	**-79**	**-113**
	-11%	***-16%***	***-12%***	***-24%***	***-16%***	***-19%***	***-28%***	***-28%***	***-19%***	***-33%***	***34%***	***-51%***	***18%***	***-37%***	***-2%***	***-67%***	***-18%***	***-10%***	***-11%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 126

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- Overall, local authorities in England are providing good social care services -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**45**	22	23	7	5	10	8	15	10	11	11	12	22	16	4	3	47
	4%	*4%*	*4%*	*5%*	*3%*	*3%*	*6%*	**7%ze**	*4%*	*4%*	*6%*	*5%*	*4%*	**7%zo**	*7%*	*2%*	*5%*
Tend to agree	**329**	165	164	60	59	94	47	68	65	104	74	86	171	80	20	57	328
	33%eh	*34%*	*32%*	**42%ze**	*35%*	*27%*	*33%*	*34%*	*26%*	*33%*	**37%h**	**36%h**	*31%*	*34%*	*35%*	*37%*	*33%*
Neither agree nor disagree	**191**	100	90	23	34	76	25	33	42	63	37	49	106	40	13	32	190
	19%	*21%*	*18%*	*16%*	*20%*	*22%*	*17%*	*16%*	*17%*	*20%*	*18%*	*21%*	*19%*	*17%*	*22%*	*20%*	*19%*
Tend to disagree	**227**	105	122	22	32	95	35	42	60	80	37	51	131	52	13	30	228
	23%c	*22%*	*24%*	*15%*	*19%*	**27%zc**	*25%*	*21%*	*24%*	*26%*	*18%*	*21%*	*24%*	*22%*	*23%*	*19%*	*23%*
Strongly disagree	**75**	28	47	4	14	28	16	13	23	22	16	14	47	17	3	8	77
	7%ac	*6%*	*9%*	*2%*	**8%c**	**8%c**	**11%c**	*7%*	*9%*	*7%*	*8%*	*6%*	*9%*	*7%*	*5%*	*5%*	*8%*
Don't know/no opinion	**135**	66	69	28	23	46	12	27	49	32	27	26	73	29	5	27	131
	13%f	*14%*	*13%*	**19%f**	*14%*	*13%*	*8%*	*14%*	**20%zik**	*10%*	*14%*	*11%*	*13%*	*13%*	*9%*	*17%*	*13%*
Agree	**374**	**186**	**187**	**67**	**64**	**105**	**55**	**82**	**75**	**115**	**85**	**98**	**193**	**97**	**24**	**60**	**375**
	37%eh	***38%***	***36%***	**47%ze**	***38%***	***30%***	***39%***	**42%e**	***30%***	***37%***	**42%h**	**41%h**	***35%***	***41%***	***41%***	***38%***	***37%***
Disagree	**302**	**133**	**168**	**26**	**46**	**123**	**51**	**56**	**83**	**101**	**52**	**65**	**178**	**69**	**16**	**38**	**305**
	30%c	***27%***	***33%***	***18%***	***27%***	**35%zc**	**36%c**	**28%c**	***33%***	***33%***	***26%***	***27%***	***32%***	***29%***	***28%***	***24%***	***30%***
Net agree	**72**	**53**	**19**	**41**	**18**	**-18**	**4**	**27**	**-8**	**14**	**33**	**33**	**15**	**27**	**8**	**22**	**70**
	7%befhil	**11%zb**	***4%***	**29%zdefg**	**11%ef**	***-5%***	***3%***	**14%zef**	***-3%***	**4%h**	**16%zhi**	**14%zhi**	***3%***	**12%zl**	**13%l**	**14%zl**	***7%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 127

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- Overall, local authorities in England are providing good social care services -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**45**	8	10	27	-	15	14	15	1	11	2	14	11	5	29	-	21	24	40	5	37	6	47
	4%fu	*5%*	*6%*	*4%*	-	**7%zf**	*3%*	*5%*	*2%*	*4%*	*5%*	*6%*	*7%*	*7%*	*4%*	-	*4%*	*5%*	*4%*	*5%*	**6%zu**	*2%*	*5%*
Tend to agree	**329**	66	58	202	3	71	155	102	23	95	15	83	56	40	229	2	174	155	287	42	260	54	328
	33%nu	*38%*	*33%*	*32%*	*31%*	*32%*	*33%*	*34%*	*44%*	*32%*	*39%*	*33%*	*35%*	**52%zln**	*31%*	*22%*	*33%*	*33%*	*32%*	*40%*	**40%zu**	*18%*	*33%*
Neither agree nor disagree	**191**	35	32	122	2	38	93	61	6	56	7	46	38	11	138	2	92	99	169	22	121	59	190
	19%	*20%*	*18%*	*19%*	*18%*	*17%*	*20%*	*20%*	*12%*	*19%*	*17%*	*18%*	*24%*	*14%*	*18%*	*21%*	*17%*	*21%*	*19%*	*21%*	*19%*	*20%*	*19%*
Tend to disagree	**227**	39	42	143	3	47	116	64	14	75	7	54	30	5	187	3	123	103	212	15	111	107	228
	23%mst	*23%*	*23%*	*22%*	*29%*	*21%*	*24%*	*21%*	*27%*	*26%*	*18%*	*22%*	**19%m**	*7%*	**25%zm**	*30%*	*23%*	*22%*	**24%zs**	*15%*	*17%*	**35%zt**	*23%*
Strongly disagree	**75**	7	10	57	-	18	37	19	5	17	8	33	9	2	62	2	52	23	71	4	29	44	77
	7%qt	*4%*	*6%*	**9%za**	-	*8%*	*8%*	*6%*	*10%*	*6%*	**20%zi**	**13%zi**	*5%*	*2%*	*8%*	*18%*	**10%zq**	*5%*	*8%*	*4%*	*4%*	**14%zt**	*8%*
Don't know/no opinion	**135**	18	26	89	2	32	59	44	3	38	-	19	16	14	102	1	71	64	118	17	94	33	131
	13%jk	*10%*	*15%*	*14%*	*22%*	*14%*	*13%*	*14%*	*5%*	**13%jk**	-	*8%*	*10%*	*19%*	*14%*	*9%*	*13%*	*14%*	*13%*	*16%*	*14%*	*11%*	*13%*
Agree	**374**	**74**	**68**	**229**	**3**	**87**	**170**	**117**	**24**	**106**	**17**	**97**	**67**	**45**	**258**	**2**	**195**	**179**	**327**	**47**	**297**	**60**	**375**
	37%nu	***43%***	***38%***	***36%***	***31%***	***39%***	***36%***	***38%***	***45%***	***36%***	***44%***	***39%***	***42%***	**58%zln**	***35%***	***22%***	***37%***	***38%***	***36%***	***45%***	**46%zu**	***20%***	***37%***
Disagree	**302**	**46**	**52**	**200**	**3**	**65**	**153**	**83**	**19**	**92**	**15**	**88**	**38**	**7**	**249**	**5**	**175**	**127**	**282**	**19**	**140**	**151**	**305**
	30%mst	***27%***	***29%***	***31%***	***29%***	***30%***	***32%***	***27%***	***37%***	***32%***	***39%***	***35%***	**24%m**	***9%***	**33%zlm**	***49%***	**33%z**	***27%***	**32%zs**	***18%***	***21%***	**50%zt**	***30%***
Net agree	**72**	**28**	**16**	**28**	*	**21**	**17**	**34**	**4**	**14**	**2**	**9**	**29**	**38**	**9**	**-3**	**20**	**52**	**45**	**28**	**157**	**-91**	**70**
	7%cfikn pr	**16%zc**	**9%c**	***4%***	***2%***	**10%f**	***4%***	**11%zf**	***8%***	***5%***	***5%***	***4%***	**18%zn**	**49%zln**	***1%***	***-27%***	***4%***	**11%zp**	***5%***	**27%zr**	**24%zu**	***-30%***	***7%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 128

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- Overall, local authorities in England are providing good social care services -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	45 4%	6 7%h	5 4%	6 4%	5 11%zfgh	13 10%zfgh	3 2%	2 2%	1 1%	3 3%	39 6%z	4 3%	17 5%	14 5%	10 3%	47 5%
Tend to agree	329 33%hk	28 33%	35 32%	48 32%	12 24%	60 44%zcdfh	46 28%	36 35%	25 23%	38 38%h	258 37%zk	32 19%	101 30%	113 37%zl	103 32%	328 33%
Neither agree nor disagree	191 19%	21 24%	18 17%	35 24%	13 25%	21 15%	26 16%	20 20%	19 18%	17 17%	134 19%	33 20%	64 19%	68 22%	55 17%	190 19%
Tend to disagree	227 23%ejm	14 17%	30 27%e	37 25%e	10 20%	16 12%	41 25%e	25 24%e	29 27%e	25 25%e	138 20%	56 33%zj	96 28%zm	48 16%	80 24%m	228 23%
Strongly disagree	75 7%cjm	12 14%zcfg	9 8%	5 3%	6 12%c	13 9%c	9 5%	4 4%	12 11%c	5 5%	38 5%	27 16%zj	29 8%m	10 3%	36 11%zm	77 8%
Don't know/no opinion	135 13%al	5 6%	12 11%	17 11%	4 8%	13 10%	37 23%zabcdei	15 15%a	21 19%ae	12 12%	94 13%	16 10%	34 10%	49 16%l	43 13%	131 13%
Agree	374 37%hk	34 40%h	40 37%h	54 36%h	18 34%	73 54%zabcdfgh	50 31%	38 37%h	26 24%	41 41%h	297 42%zk	36 22%	118 35%	127 42%z	114 35%	375 37%
Disagree	302 30%ejm	26 30%	39 36%e	42 28%	16 32%	29 21%	49 30%	29 28%	41 39%e	30 30%	176 25%	82 49%zj	125 37%zm	58 19%	116 35%zm	305 30%
Net agree	72 7%bfhkln	8 10%bf	1 1%	12 8%bf	1 2%	44 33%zabcdfghi	* *	9 9%bf	-15 -14%	11 11%bf	121 17%zk	-46 -28%	-7 -2%	69 23%zln	-2 -1%	70 7%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 129

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- Overall, local authorities in England are providing good social care services -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**45**	34	12	16	7	3	12	1	8	4	20	13	16	14	17	-	3	40	47
	4%e	**4%e**	**6%e**	*4%*	*3%*	*2%*	*4%*	*1%*	*4%*	**8%e**	**7%zk**	*3%*	**8%zm**	*4%*	**7%z**	-	*2%*	*5%*	*5%*
Tend to agree	**329**	232	66	115	81	60	79	10	69	13	126	96	85	94	106	3	47	273	328
	33%afgkmo	*30%*	**34%fg**	**30%g**	**35%fg**	**33%g**	*26%*	*18%*	**37%afg**	*32%*	**46%zk**	*24%*	**42%zm**	*25%*	**43%zo**	*7%*	*27%*	*34%*	*33%*
Neither agree nor disagree	**191**	145	34	61	50	31	59	9	32	6	43	71	34	75	39	6	30	160	190
	19%	*19%*	*18%*	*16%*	**22%c**	*17%*	*20%*	*16%*	*17%*	*14%*	*15%*	*18%*	*17%*	*20%*	*16%*	*14%*	*17%*	*20%*	*19%*
Tend to disagree	**227**	194	40	91	45	49	83	20	43	15	40	131	25	108	47	21	52	173	228
	23%jlq	**25%zd**	*21%*	*24%*	*20%*	**27%d**	**28%zbd**	**36%zbdh**	*23%*	**37%zbcdh**	*15%*	**33%zj**	*13%*	**28%zl**	*19%*	**48%zn**	**30%zq**	*21%*	*23%*
Strongly disagree	**75**	62	22	38	22	17	28	7	16	1	9	48	12	48	21	12	11	64	77
	7%j	*8%*	**12%z**	**10%z**	*9%*	*9%*	*9%*	*13%*	*9%*	*3%*	*3%*	**12%zj**	*6%*	**13%zl**	*8%*	**27%zn**	*6%*	*8%*	*8%*
Don't know/no opinion	**135**	105	18	56	25	23	39	9	19	3	38	35	29	41	15	2	32	101	131
	13%kmn	*14%*	*10%*	**15%b**	*11%*	*13%*	*13%*	*16%*	*10%*	*6%*	**14%k**	*9%*	*14%*	*11%*	*6%*	*4%*	**18%q**	*12%*	*13%*
Agree	**374**	**266**	**78**	**131**	**88**	**63**	**92**	**11**	**77**	**17**	**146**	**109**	**101**	**108**	**123**	**3**	**50**	**313**	**375**
	37%afgkmop	**34%g**	**40%fg**	**35%g**	**38%fg**	**34%g**	***31%***	***20%***	**41%afg**	**40%g**	**53%zk**	***28%***	**50%zm**	***29%***	**50%zo**	***7%***	***29%***	**39%p**	***37%***
Disagree	**302**	**256**	**62**	**129**	**67**	**66**	**111**	**27**	**59**	**17**	**49**	**179**	**37**	**155**	**67**	**33**	**63**	**236**	**305**
	30%jl	**33%z**	***32%***	**34%z**	***29%***	***36%***	**37%zd**	**48%zabcdh**	***32%***	***40%***	***18%***	**45%zj**	***18%***	**41%zl**	***28%***	**75%zn**	***36%***	***29%***	***30%***
Net agree	**72**	**10**	**15**	**1**	**21**	**-3**	**-19**	**-16**	**18**	*****	**97**	**-70**	**64**	**-47**	**55**	**-30**	**-13**	**77**	**70**
	7%acefgkmo p	**1%e**	**8%acei**	*	**9%acefg**	*-2%*	*-6%*	*-29%*	**9%acegi**	*	**35%zk**	*-18%*	**32%zm**	*-12%*	**23%zo**	*-68%*	*-7%*	**9%zp**	*7%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 130

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing people in this area with good social care services -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**69**	36	34	11	2	18	13	24	17	13	19	21	29	28	5	8	74
	7%dil	*7%*	*7%*	**8%d**	*1%*	**5%d**	**9%d**	**12%zde**	*7%*	*4%*	**9%i**	**9%i**	*5%*	**12%zlo**	*8%*	*5%*	*7%*
Tend to agree	**312**	160	152	53	59	90	40	70	54	98	70	90	159	84	20	49	311
	31%eh	*33%*	*29%*	**37%e**	**35%e**	*26%*	*28%*	**36%e**	*22%*	**32%h**	**35%h**	**38%zh**	*29%*	*36%*	*34%*	*31%*	*31%*
Neither agree nor disagree	**186**	93	93	25	38	78	21	25	44	62	35	45	117	34	6	30	182
	19%gm	*19%*	*18%*	*18%*	**23%g**	**22%zfg**	*14%*	*13%*	*18%*	*20%*	*17%*	*19%*	**21%zmn**	*14%*	*10%*	*19%*	*18%*
Tend to disagree	**156**	68	88	17	18	60	32	28	34	56	25	42	79	36	11	28	159
	16%	*14%*	*17%*	*12%*	*11%*	*17%*	**22%zcdg**	*14%*	*14%*	*18%*	*12%*	*17%*	*14%*	*16%*	*20%*	*18%*	*16%*
Strongly disagree	**55**	24	31	2	7	26	10	9	17	15	13	10	37	8	4	6	56
	5%c	*5%*	*6%*	*2%*	*4%*	**8%c**	**7%c**	*4%*	*7%*	*5%*	*7%*	*4%*	*7%*	*4%*	*7%*	*4%*	*6%*
Don't know/no opinion	**223**	105	118	34	43	77	27	41	83	68	40	32	129	45	13	36	219
	22%k	*22%*	*23%*	*24%*	*26%*	*22%*	*19%*	*21%*	**33%zijk**	**22%k**	*20%*	*13%*	*23%*	*19%*	*22%*	*23%*	*22%*
Agree	**381**	**196**	**185**	**64**	**61**	**109**	**53**	**95**	**71**	**111**	**89**	**111**	**188**	**111**	**24**	**58**	**385**
	38%ehl	***40%***	***36%***	**44%e**	***36%***	***31%***	***37%***	**48%zdef**	***28%***	***36%***	**44%h**	**46%zhi**	***34%***	**47%zlo**	***42%***	***37%***	***38%***
Disagree	**211**	**92**	**119**	**20**	**26**	**86**	**42**	**37**	**51**	**71**	**38**	**51**	**116**	**45**	**15**	**34**	**215**
	21%c	***19%***	***23%***	***14%***	***15%***	**25%cd**	**29%zcdg**	***19%***	***20%***	***23%***	***19%***	***21%***	***21%***	***19%***	***26%***	***22%***	***21%***
Net agree	**171**	**105**	**66**	**44**	**35**	**23**	**11**	**58**	**20**	**40**	**51**	**60**	**72**	**66**	**9**	**24**	**170**
	17%befhil	**22%zb**	***13%***	**31%zef**	**21%ef**	***7%***	***8%***	**29%zef**	***8%***	***13%***	**25%zhi**	**25%zhi**	***13%***	**28%zlno**	***15%***	***15%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 131

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing people in this area with good social care services -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**69**	13	11	46	-	26	22	21	5	20	4	23	14	4	51	-	38	32	66	3	58	9	74
	7%fu	*7%*	*6%*	*7%*	-	**12%zfg**	*5%*	*7%*	*9%*	*7%*	*10%*	*9%*	*9%*	*5%*	*7%*	-	*7%*	*7%*	*7%*	*3%*	**9%zu**	*3%*	*7%*
Tend to agree	**312**	64	58	188	2	76	147	89	19	89	12	78	53	33	222	2	151	161	272	40	230	70	311
	31%pu	*37%*	*33%*	*29%*	*20%*	*34%*	*31%*	*29%*	*35%*	*30%*	*30%*	*31%*	*34%*	**42%zn**	*30%*	*21%*	*28%*	**34%zp**	*30%*	*39%*	**35%zu**	*23%*	*31%*
Neither agree nor disagree	**186**	33	32	117	4	29	88	69	7	62	8	44	30	13	138	3	89	97	160	26	120	56	182
	19%e	*19%*	*18%*	*18%*	*37%*	*13%*	*18%*	**23%ze**	*14%*	*21%*	*20%*	*18%*	*19%*	*17%*	*18%*	*31%*	*17%*	*21%*	*18%*	*25%*	*18%*	*18%*	*18%*
Tend to disagree	**156**	37	25	92	1	33	83	39	12	44	4	40	29	5	118	2	89	67	144	12	86	65	159
	16%mt	**21%zc**	*14%*	*14%*	*10%*	*15%*	*18%*	*13%*	*23%*	*15%*	*10%*	*16%*	**18%m**	*6%*	**16%m**	*19%*	*17%*	*14%*	*16%*	*11%*	*13%*	**22%zt**	*16%*
Strongly disagree	**55**	7	8	40	-	11	32	12	4	11	6	26	7	2	46	-	38	17	54	1	14	38	56
	5%qst	*4%*	*5%*	*6%*	-	*5%*	*7%*	*4%*	*7%*	*4%*	**17%zi**	**10%zi**	*5%*	*2%*	*6%*	-	**7%zq**	*4%*	**6%zs**	*1%*	*2%*	**13%zt**	*6%*
Don't know/no opinion	**223**	20	43	156	3	46	102	75	6	67	5	39	25	21	172	3	129	94	200	22	143	65	219
	22%akl	*11%*	**24%a**	**24%za**	*34%*	*21%*	*22%*	*24%*	*12%*	**23%k**	*12%*	*16%*	*16%*	*26%*	*23%*	*29%*	*24%*	*20%*	*22%*	*21%*	*22%*	*21%*	*22%*
Agree	**381**	**77**	**69**	**234**	**2**	**102**	**170**	**109**	**23**	**109**	**16**	**101**	**67**	**37**	**274**	**2**	**189**	**193**	**338**	**44**	**288**	**80**	**385**
	38%u	***44%***	***39%***	***37%***	***20%***	**46%zfg**	***36%***	***36%***	***44%***	***37%***	***40%***	***40%***	***42%***	***48%***	***37%***	***21%***	***35%***	***41%***	***38%***	***42%***	**44%zu**	***26%***	***38%***
Disagree	**211**	**43**	**33**	**133**	**1**	**44**	**115**	**52**	**15**	**55**	**10**	**67**	**37**	**7**	**164**	**2**	**126**	**84**	**198**	**13**	**100**	**104**	**215**
	21%gmqst	***25%***	***19%***	***21%***	***10%***	***20%***	**24%zg**	***17%***	***30%***	***19%***	***27%***	**27%zi**	**23%m**	***9%***	**22%m**	***19%***	**24%zq**	***18%***	**22%zs**	***12%***	***15%***	**34%zt**	***21%***
Net agree	**171**	**33**	**36**	**101**	**1**	**59**	**54**	**58**	**8**	**54**	**5**	**34**	**31**	**30**	**110**	*****	**62**	**108**	**140**	**31**	**187**	**-24**	**170**
	17%fnpru	***19%***	***20%***	***16%***	***10%***	**27%zfg**	***11%***	**19%f**	***15%***	***19%***	***13%***	***14%***	***19%***	**39%zln**	***15%***	***2%***	***12%***	**23%zp**	***16%***	**30%zr**	**29%zu**	***-8%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
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Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 132

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing people in this area with good social care services -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**69**	9	12	8	6	17	5	4	4	4	60	5	25	24	17	74
	7%fk	**11%fh**	**11%fh**	*6%*	**13%fhi**	**12%zfghi**	*3%*	*4%*	*3%*	*4%*	**9%zk**	*3%*	*7%*	*8%*	*5%*	*7%*
Tend to agree	**312**	26	33	42	16	63	45	23	23	41	251	25	105	101	92	311
	31%ghk	*30%*	*30%*	*29%*	*31%*	**46%zabcfgh**	*28%*	*23%*	*22%*	**41%zfgh**	**36%zk**	*15%*	*31%*	*34%*	*28%*	*31%*
Neither agree nor disagree	**186**	23	20	39	8	16	26	23	21	11	125	37	56	72	55	182
	19%e	**26%ei**	*18%*	**26%zefi**	*15%*	*12%*	*16%*	**22%ei**	*20%*	*11%*	*18%*	*22%*	*16%*	**24%zln**	*17%*	*18%*
Tend to disagree	**156**	6	16	32	11	16	14	17	18	26	87	47	73	29	54	159
	16%afjm	*7%*	*15%*	**22%zaef**	**23%af**	*11%*	*8%*	*16%*	**17%af**	**26%zaef**	*12%*	**28%zj**	**21%zm**	*10%*	**17%m**	*16%*
Strongly disagree	**55**	11	5	3	3	8	5	8	8	2	29	22	23	7	25	56
	5%jm	**13%zbcfi**	*5%*	*2%*	*7%*	*6%*	*3%*	**7%c**	**8%c**	*2%*	*4%*	**13%zj**	**7%m**	*2%*	**8%m**	*6%*
Don't know/no opinion	**223**	11	24	23	6	17	66	28	31	16	150	31	59	69	84	219
	22%acel	*13%*	**22%e**	*16%*	*12%*	*13%*	**41%zabcdegi**	**27%acde**	**29%acdei**	*16%*	*21%*	*18%*	*17%*	*23%*	**26%l**	*22%*
Agree	**381**	**35**	**44**	**51**	**22**	**79**	**50**	**27**	**27**	**45**	**311**	**30**	**130**	**125**	**109**	**385**
	38%ghkn	**41%gh**	**41%gh**	***34%***	**44%gh**	**58%zabcfghi**	***31%***	***27%***	***25%***	**45%fgh**	**44%zk**	***18%***	***38%***	**41%n**	***33%***	***38%***
Disagree	**211**	**18**	**21**	**35**	**15**	**24**	**19**	**24**	**27**	**28**	**116**	**69**	**96**	**36**	**79**	**215**
	21%fjm	***20%***	***19%***	**24%f**	**29%f**	***17%***	***12%***	**24%f**	**25%f**	**28%f**	***16%***	**41%zj**	**28%zm**	***12%***	**24%m**	***21%***
Net agree	**171**	**17**	**23**	**15**	**8**	**56**	**31**	**3**	*****	**17**	**196**	**-39**	**34**	**89**	**29**	**170**
	17%cghkln	**20%cgh**	**21%cgh**	**10%gh**	**15%gh**	**41%zabcdfghi**	**19%cgh**	*3%*	*	**17%gh**	**28%zk**	*-23%*	*10%*	**30%zln**	*9%*	*17%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 133

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing people in this area with good social care services -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**69**	57	15	28	16	12	20	3	13	8	22	30	15	31	30	-	2	65	74
	7%p	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	**19%zabcdefgh**	*8%*	*8%*	*8%*	*8%*	**12%zo**	-	*1%*	**8%zp**	*7%*
Tend to agree	**312**	228	63	100	71	47	72	8	56	13	120	88	78	102	105	2	44	261	311
	31%acfgkmo	**30%fg**	**33%cfg**	**27%g**	**31%fg**	**26%g**	*24%*	*14%*	**30%g**	*31%*	**43%zk**	*22%*	**39%zm**	*27%*	**43%zo**	*5%*	*25%*	*32%*	*31%*
Neither agree nor disagree	**186**	135	38	53	41	36	62	14	42	7	43	73	34	66	35	3	36	149	182
	19%co	**17%c**	**20%c**	*14%*	*18%*	**20%c**	**21%c**	**26%c**	**22%c**	*17%*	*16%*	*19%*	*17%*	*17%*	*14%*	*7%*	*21%*	*18%*	*18%*
Tend to disagree	**156**	128	31	64	37	28	57	7	23	10	25	89	29	75	34	18	23	130	159
	16%j	*17%*	*16%*	*17%*	*16%*	*16%*	**19%h**	*13%*	*12%*	*23%*	*9%*	**23%zj**	*15%*	**20%z**	*14%*	**41%zn**	*13%*	*16%*	*16%*
Strongly disagree	**55**	45	14	27	16	15	21	6	16	2	5	36	9	35	11	12	11	44	56
	5%j	*6%*	*7%*	*7%*	*7%*	*8%*	*7%*	*11%*	*8%*	*5%*	*2%*	**9%zj**	*5%*	**9%z**	*5%*	**28%zn**	*7%*	*5%*	*6%*
Don't know/no opinion	**223**	179	31	103	49	43	69	17	38	2	60	76	35	70	28	9	58	162	219
	22%bimnq	**23%bi**	**16%i**	**27%zabdhi**	**21%i**	**24%bi**	**23%bi**	**30%bi**	**20%i**	*5%*	*22%*	*19%*	*18%*	*18%*	*12%*	*19%*	**33%zq**	*20%*	*22%*
Agree	**381**	**285**	**78**	**128**	**87**	**59**	**91**	**11**	**69**	**21**	**142**	**119**	**93**	**133**	**135**	**2**	**46**	**326**	**385**
	38%cfgkop	**37%fg**	**40%cfg**	**34%g**	**38%fg**	**32%g**	***30%***	***20%***	**37%g**	**50%cefg**	**52%zk**	***30%***	**46%zm**	***35%***	**55%zo**	***5%***	***26%***	**40%zp**	***38%***
Disagree	**211**	**174**	**45**	**92**	**53**	**44**	**78**	**14**	**39**	**12**	**31**	**125**	**39**	**110**	**45**	**30**	**34**	**173**	**215**
	21%j	**22%z**	***24%***	**24%z**	***23%***	***24%***	**26%z**	***25%***	***21%***	***28%***	***11%***	**32%zj**	***19%***	**29%zl**	***19%***	**69%zn**	***20%***	***21%***	***21%***
Net agree	**171**	**112**	**33**	**37**	**34**	**15**	**13**	**-3**	**30**	**9**	**112**	**-7**	**55**	**23**	**90**	**-28**	**12**	**153**	**170**
	17%acefgkmop	**14%cefg**	**17%cefg**	**10%fg**	**15%cefg**	**8%g**	**4%g**	***-5%***	**16%cefg**	**21%cefg**	**40%zk**	***-2%***	**27%zm**	***6%***	**37%zo**	***-63%***	***7%***	**19%zp**	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 134

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing a good service for older people -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**71**	38	33	12	3	16	15	25	9	16	21	24	31	30	4	7	75
	7%deh	*8%*	*6%*	**8%d**	*2%*	*5%*	**10%de**	**13%zde**	*4%*	*5%*	**11%zhi**	**10%zhi**	*6%*	**13%zlo**	*7%*	*4%*	*7%*
Tend to agree	**269**	137	131	40	43	79	39	68	54	76	61	78	132	82	14	40	271
	27%ehl	*28%*	*25%*	*28%*	*26%*	*23%*	*27%*	**34%ze**	*22%*	*24%*	**31%h**	**32%zhi**	*24%*	**35%zl**	*25%*	*26%*	*27%*
Neither agree nor disagree	**176**	87	89	30	34	65	18	28	38	62	32	44	105	33	10	28	173
	18%	*18%*	*17%*	*21%*	*20%*	*19%*	*13%*	*14%*	*15%*	*20%*	*16%*	*19%*	*19%*	*14%*	*16%*	*18%*	*17%*
Tend to disagree	**167**	80	86	19	29	59	30	29	36	57	31	43	90	37	11	29	169
	17%	*17%*	*17%*	*13%*	*18%*	*17%*	*21%*	*15%*	*14%*	*18%*	*15%*	*18%*	*16%*	*16%*	*19%*	*19%*	*17%*
Strongly disagree	**69**	23	47	4	6	38	13	9	20	23	15	12	46	11	4	8	70
	7%ac	*5%*	**9%za**	*3%*	*4%*	**11%zcdg**	**9%c**	*5%*	*8%*	*7%*	*7%*	*5%*	*8%*	*5%*	*7%*	*5%*	*7%*
Don't know/no opinion	**248**	120	128	38	51	92	29	38	92	77	41	38	146	43	15	45	243
	25%gkm	*25%*	*25%*	*27%*	**31%fg**	*26%*	*20%*	*19%*	**37%zijk**	**25%k**	*20%*	*16%*	**26%m**	*18%*	*26%*	**28%m**	*24%*
Agree	**340**	**176**	**164**	**52**	**47**	**96**	**54**	**93**	**63**	**92**	**83**	**102**	**163**	**111**	**18**	**47**	**346**
	34%ehl	***36%***	***32%***	***36%***	***28%***	***27%***	**37%e**	**47%zde**	***25%***	***30%***	**41%zhi**	**43%zhi**	***30%***	**47%zlno**	***31%***	***30%***	***35%***
Disagree	**236**	**103**	**133**	**23**	**36**	**97**	**43**	**38**	**56**	**80**	**45**	**55**	**136**	**48**	**15**	**38**	**239**
	24%c	***21%***	***26%***	***16%***	***21%***	**28%zcg**	**30%zcg**	***19%***	***22%***	***26%***	***23%***	***23%***	***25%***	***20%***	***26%***	***24%***	***24%***
Net agree	**104**	**73**	**31**	**29**	**11**	**-2**	**11**	**55**	**7**	**12**	**37**	**47**	**27**	**63**	**3**	**10**	**107**
	10%behil	**15%zb**	*6%*	**20%zdef**	**7%e**	*	**8%e**	**28%zdef**	*3%*	*4%*	**19%zhi**	**20%zhi**	*5%*	**27%zlno**	*5%*	*6%*	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 135

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing a good service for older people -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**71**	16	12	43	-	29	22	20	4	15	3	25	12	6	52	-	38	34	68	4	58	11	75
	7%fu	*9%*	*7%*	*7%*	-	**13%zfg**	*5%*	*7%*	*8%*	*5%*	*7%*	**10%zi**	*7%*	*8%*	*7%*	-	*7%*	*7%*	*8%*	*4%*	**9%zu**	*4%*	*7%*
Tend to agree	**269**	57	37	172	3	72	127	70	16	77	13	68	60	26	182	1	133	136	235	33	203	54	271
	27%nu	**33%b**	*21%*	*27%*	*28%*	**32%zg**	*27%*	*23%*	*31%*	*26%*	*33%*	*27%*	**38%zn**	*33%*	*24%*	*10%*	*25%*	*29%*	*26%*	*32%*	**31%zu**	*18%*	*27%*
Neither agree nor disagree	**176**	30	32	110	4	31	89	57	6	61	5	37	18	17	136	2	80	96	152	24	118	49	173
	18%lp	*17%*	*18%*	*17%*	*40%*	*14%*	*19%*	*19%*	*11%*	**21%k**	*13%*	*15%*	*11%*	**22%l**	**18%l**	*21%*	*15%*	**21%zp**	*17%*	*23%*	*18%*	*16%*	*17%*
Tend to disagree	**167**	30	34	101	1	36	86	45	12	49	5	43	31	2	130	3	94	73	151	15	89	70	169
	17%mt	*18%*	*19%*	*16%*	*10%*	*16%*	*18%*	*15%*	*22%*	*17%*	*13%*	*17%*	**19%m**	*2%*	**17%m**	*30%*	*18%*	*15%*	*17%*	*15%*	*14%*	**23%zt**	*17%*
Strongly disagree	**69**	10	6	54	-	12	38	19	4	20	9	33	11	4	54	-	49	21	67	2	22	46	70
	7%bqst	*6%*	*3%*	**8%zb**	-	*5%*	*8%*	*6%*	*7%*	*7%*	**23%zhi**	**13%zi**	*7%*	*5%*	*7%*	-	**9%zq**	*4%*	**8%zs**	*2%*	*3%*	**15%zt**	*7%*
Don't know/no opinion	**248**	29	58	160	2	42	113	94	11	71	4	43	27	22	193	4	139	110	223	26	161	72	243
	25%aejkl	*17%*	**32%za**	**25%a**	*22%*	*19%*	*24%*	**31%zef**	*20%*	**24%jk**	*9%*	*17%*	*17%*	**29%l**	**26%l**	*39%*	*26%*	*23%*	*25%*	*24%*	*25%*	*24%*	*24%*
Agree	**340**	**73**	**49**	**215**	**3**	**101**	**149**	**90**	**21**	**92**	**16**	**93**	**72**	**32**	**234**	**1**	**171**	**169**	**303**	**37**	**262**	**65**	**346**
	34%nu	**42%zbc**	***28%***	***34%***	***28%***	**45%zfg**	***31%***	***30%***	***40%***	***31%***	***40%***	***37%***	**45%zn**	***41%***	***31%***	***10%***	***32%***	***36%***	***34%***	***36%***	**40%zu**	***22%***	***35%***
Disagree	**236**	**41**	**40**	**155**	**1**	**48**	**124**	**64**	**15**	**69**	**14**	**76**	**42**	**6**	**184**	**3**	**143**	**93**	**219**	**18**	**111**	**117**	**239**
	24%mqt	***24%***	***22%***	***24%***	***10%***	***22%***	***26%***	***21%***	***29%***	***24%***	***37%***	**31%zi**	**26%m**	***8%***	**25%m**	***30%***	**27%zq**	***20%***	***24%***	***17%***	***17%***	**38%zt**	***24%***
Net agree	**104**	**32**	**9**	**60**	**2**	**52**	**25**	**26**	**5**	**23**	**1**	**17**	**30**	**26**	**50**	**-2**	**27**	**76**	**84**	**20**	**151**	**-51**	**107**
	10%bfknpru	**19%zbc**	***5%***	***9%***	***18%***	**24%zfg**	***5%***	***8%***	***10%***	***8%***	***4%***	***7%***	**19%zn**	**33%zln**	***7%***	***-20%***	***5%***	**16%zp**	***9%***	**19%zr**	**23%zu**	***-17%***	***11%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 136

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing a good service for older people -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**71**	7	8	9	5	19	6	3	7	7	59	8	29	17	19	75
	7%	*8%*	*7%*	*6%*	**10%f**	**14%zcfg**	*3%*	*3%*	*7%*	*7%*	**8%z**	*5%*	*9%*	*6%*	*6%*	*7%*
Tend to agree	**269**	26	31	35	17	47	35	21	21	36	219	24	90	94	76	271
	27%k	*30%*	*29%*	*24%*	*33%*	**34%zfgh**	*22%*	*20%*	*20%*	**36%zfgh**	**31%zk**	*14%*	*27%*	**31%n**	*23%*	*27%*
Neither agree nor disagree	**176**	15	21	36	7	18	27	22	15	15	124	26	55	70	49	173
	18%	*18%*	*19%*	**24%zeh**	*13%*	*13%*	*16%*	*22%*	*14%*	*15%*	*18%*	*16%*	*16%*	**23%zln**	*15%*	*17%*
Tend to disagree	**167**	14	20	25	12	18	21	15	22	21	88	48	77	33	54	169
	17%jm	*16%*	*18%*	*17%*	*23%*	*13%*	*13%*	*14%*	*21%*	*21%*	*12%*	**28%zj**	**23%zm**	*11%*	**17%m**	*17%*
Strongly disagree	**69**	10	4	7	5	11	5	9	13	5	38	26	23	14	33	70
	7%fj	**12%bcf**	*4%*	*5%*	*9%*	*8%*	*3%*	*9%*	**13%zbcf**	*5%*	*5%*	**16%zj**	*7%*	*5%*	**10%zm**	*7%*
Don't know/no opinion	**248**	14	24	36	6	23	68	32	28	16	174	36	66	74	97	243
	25%deil	*16%*	*22%*	*24%*	*12%*	*17%*	**42%zabcdehi**	**32%adei**	**26%d**	*16%*	*25%*	*21%*	*19%*	*24%*	**29%zl**	*24%*
Agree	**340**	**33**	**39**	**45**	**22**	**65**	**41**	**24**	**28**	**43**	**278**	**32**	**120**	**111**	**95**	**346**
	34%fgkn	**38%fg**	**36%g**	***30%***	**43%fgh**	**48%zcfgh**	***25%***	***23%***	***26%***	**43%fgh**	**40%zk**	***19%***	***35%***	**37%n**	***29%***	***35%***
Disagree	**236**	**24**	**24**	**32**	**16**	**29**	**26**	**23**	**36**	**26**	**125**	**74**	**100**	**48**	**87**	**239**
	24%fjm	**28%f**	***22%***	***21%***	**32%f**	***21%***	***16%***	***23%***	**34%zcef**	***26%***	***18%***	**44%zj**	**29%zm**	***16%***	**27%m**	***24%***
Net agree	**104**	**9**	**15**	**13**	**6**	**36**	**15**	*	**-8**	**17**	**153**	**-41**	**20**	**63**	**8**	**107**
	10%ghkln	**10%gh**	**14%gh**	**9%gh**	**12%g**	**27%zabcdfgh**	**9%gh**	*	*-7%*	**17%zgh**	**22%zk**	*-25%*	**6%n**	**21%zln**	*2%*	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 137

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- My local authority is providing a good service for older people -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**71**	59	12	26	15	5	11	3	7	5	24	29	17	28	39	-	5	63	75
	7%efhp	**8%efh**	*6%*	**7%ef**	**7%e**	*3%*	*4%*	*5%*	*4%*	**11%efh**	*9%*	*7%*	*8%*	*7%*	**16%zo**	-	*3%*	**8%p**	*7%*
Tend to agree	**269**	195	53	93	61	32	68	4	46	12	106	70	61	83	86	2	25	239	271
	27%aefgkmo p	**25%eg**	**28%eg**	**25%eg**	**27%eg**	**17%g**	**22%g**	*7%*	**24%eg**	**28%g**	**38%zk**	*18%*	**30%m**	*22%*	**35%zo**	*4%*	*14%*	**30%zp**	*27%*
Neither agree nor disagree	**176**	133	38	49	38	38	53	10	34	6	40	67	39	60	39	2	33	140	173
	18%co	**17%c**	**20%c**	*13%*	*17%*	**21%c**	**18%c**	*18%*	*18%*	*15%*	*14%*	*17%*	*19%*	*16%*	**16%o**	*4%*	*19%*	*17%*	*17%*
Tend to disagree	**167**	132	33	70	36	36	59	11	34	10	29	94	27	81	34	15	30	135	169
	17%j	*17%*	*17%*	*19%*	*16%*	*20%*	*20%*	*19%*	*18%*	*24%*	*10%*	**24%zj**	*13%*	**21%zl**	*14%*	**33%zn**	*17%*	*17%*	*17%*
Strongly disagree	**69**	55	19	35	24	17	24	4	18	3	8	48	15	37	17	19	12	57	70
	7%j	*7%*	*10%*	**9%z**	**10%za**	*9%*	*8%*	*8%*	*10%*	*7%*	*3%*	**12%zj**	*7%*	**10%z**	*7%*	**42%zn**	*7%*	*7%*	*7%*
Don't know/no opinion	**248**	199	35	103	55	55	85	24	49	6	69	85	42	91	30	8	71	177	243
	25%bknq	**26%b**	*18%*	**27%b**	*24%*	**30%bi**	**28%bi**	**43%zabcdef hi**	**26%b**	*15%*	*25%*	*22%*	*21%*	*24%*	*12%*	*17%*	**40%zq**	*22%*	*24%*
Agree	**340**	**254**	**66**	**119**	**76**	**37**	**79**	**7**	**52**	**16**	**130**	**100**	**78**	**111**	**125**	**2**	**29**	**302**	**346**
	34%efgkmop	**33%efg**	**34%efg**	**32%efg**	**33%efg**	***20%***	**26%g**	***12%***	**28%eg**	**39%eg**	**47%zk**	***25%***	**39%m**	***29%***	**51%zo**	***4%***	***17%***	**37%zp**	***35%***
Disagree	**236**	**187**	**52**	**105**	**60**	**53**	**84**	**15**	**52**	**13**	**37**	**141**	**42**	**118**	**51**	**33**	**42**	**192**	**239**
	24%j	***24%***	***27%***	**28%za**	***26%***	***29%***	**28%z**	***26%***	***28%***	***32%***	***13%***	**36%zj**	***21%***	**31%zl**	***21%***	**75%zn**	***24%***	***24%***	***24%***
Net agree	**104**	**67**	**14**	**15**	**16**	**-16**	**-5**	**-8**	*****	**3**	**93**	**-42**	**36**	**-7**	**74**	**-31**	**-13**	**111**	**107**
	10%acefghkm op	**9%cefgh**	**7%cfgh**	**4%fgh**	**7%cefgh**	*-9%*	*-2%*	*-14%*	*	**7%h**	**34%zk**	*-11%*	**18%zm**	*-2%*	**30%zo**	*-71%*	*-7%*	**14%zp**	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 138

Q21. The Department of Health defines social care as services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance. To what extent, if at all, do you agree or disagree with the following statements?

- Summary -

Base : All respondents

	The government has the right policies for social care in England	Overall, local authorities in England are providing good social care services	My local authority is providing people in this area with good social care services	My local authority is providing a good service for older people
Unweighted Total	1001	1001	1001	1001
Weighted Total	1001	1001	1001	1001
Strongly agree	26 *3%*	45 *4%*	69 *7%*	71 *7%*
Tend to agree	239 *24%*	329 *33%*	312 *31%*	269 *27%*
Neither agree nor disagree	198 *20%*	191 *19%*	186 *19%*	176 *18%*
Tend to disagree	248 *25%*	227 *23%*	156 *16%*	167 *17%*
Strongly disagree	123 *12%*	75 *7%*	55 *5%*	69 *7%*
Don't know/no opinion	167 *17%*	135 *13%*	223 *22%*	248 *25%*
Agree	**265** ***26%***	**374** ***37%***	**381** ***38%***	**340** ***34%***
Disagree	**370** ***37%***	**302** ***30%***	**211** ***21%***	**236** ***24%***
Net agree	**-105** ***-11%***	**72** ***7%***	**171** ***17%***	**104** ***10%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 139

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**31**	10	21	5	4	12	4	7	8	7	6	10	15	7	3	6	31
	3%	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*3%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**49**	18	31	9	5	20	7	7	9	17	7	16	26	10	6	7	50
	5%	*4%*	*6%*	*7%*	*3%*	*6%*	*5%*	*3%*	*4%*	*5%*	*3%*	*7%*	*5%*	*4%*	**11%zlm**	*4%*	*5%*
Day/community/luncheon centres for people with disabilities	**45**	22	23	14	3	15	7	6	9	15	12	9	26	10	6	4	44
	5%	*4%*	*5%*	**9%zdeg**	*2%*	*4%*	*5%*	*3%*	*4%*	*5%*	*6%*	*4%*	*5%*	*4%*	**9%o**	*3%*	*4%*
Day/community/luncheon centres for older people	**52**	19	33	6	9	20	9	8	11	14	13	14	28	10	6	8	52
	5%	*4%*	*6%*	*4%*	*5%*	*6%*	*6%*	*4%*	*4%*	*5%*	*6%*	*6%*	*5%*	*4%*	*10%*	*5%*	*5%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**58**	20	38	7	11	20	10	9	19	18	11	10	31	13	2	12	59
	6%a	*4%*	**7%za**	*5%*	*7%*	*6%*	*7%*	*4%*	*8%*	*6%*	*6%*	*4%*	*6%*	*5%*	*3%*	*8%*	*6%*
Home care/day care for older people	**102**	39	63	16	9	38	20	20	25	40	24	13	54	28	5	15	104
	10%adk	*8%*	**12%za**	*11%*	*5%*	**11%d**	**14%d**	*10%*	**10%k**	**13%k**	**12%k**	*5%*	*10%*	*12%*	*8%*	*10%*	*10%*
Home care/day care for people with disabilities	**67**	34	33	11	6	27	9	15	15	20	19	12	35	16	6	10	67
	7%	*7%*	*6%*	*8%*	*4%*	*8%*	*6%*	*7%*	*6%*	*7%*	*10%*	*5%*	*6%*	*7%*	*10%*	*7%*	*7%*
Meals on wheels	**54**	17	37	14	9	19	6	6	15	19	11	8	34	7	4	9	51
	5%am	*3%*	**7%za**	**10%zg**	*5%*	*5%*	*4%*	*3%*	*6%*	*6%*	*6%*	*3%*	*6%*	*3%*	*6%*	*5%*	*5%*
Residential/nursing care for people with disabilities	**31**	11	21	7	3	11	5	5	13	8	9	2	17	8	1	6	31
	3%k	*2%*	*4%*	*5%*	*2%*	*3%*	*4%*	*3%*	**5%k**	*3%*	**4%k**	*1%*	*3%*	*3%*	*1%*	*4%*	*3%*
Residential/nursing care for older people	**95**	41	54	17	13	31	18	16	28	30	25	12	57	24	4	10	96
	9%k	*8%*	*10%*	*12%*	*8%*	*9%*	*13%*	*8%*	**11%k**	**10%k**	**13%k**	*5%*	*10%*	*10%*	*7%*	*7%*	*10%*
Support to stay in work for those with a disability/long-term health condition	**33**	14	19	10	6	12	5	-	9	11	5	8	23	1	4	6	31
	3%gm	*3%*	*4%*	**7%zg**	**4%g**	**3%g**	**3%g**	-	*4%*	*4%*	*3%*	*3%*	**4%m**	*	**6%m**	**4%m**	*3%*
Transport services for older people/people with disabilities	**113**	49	64	17	20	36	16	24	32	37	26	18	62	30	6	15	114
	11%k	*10%*	*12%*	*12%*	*12%*	*10%*	*11%*	*12%*	**13%k**	*12%*	*13%*	*8%*	*11%*	*13%*	*11%*	*10%*	*11%*
Other	**7**	2	5	1	2	1	2	-	1	1	3	1	2	3	1	-	7
	1%	*	*1%*	*1%*	*1%*	*	*2%*	-	*	*	*1%*	*	*	*1%*	*2%*	-	*1%*
No answer	**630**	320	310	92	115	224	81	118	160	195	125	149	365	131	35	99	624
	63%m	*66%*	*60%*	*64%*	**68%f**	*64%*	*56%*	*60%*	*64%*	*63%*	*62%*	*63%*	**66%zm**	*56%*	*60%*	*63%*	*62%*
Don't know	**28**	14	15	3	5	10	3	8	3	5	3	17	7	8	2	11	29
	3%l	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*1%*	*2%*	*1%*	**7%zhij**	*1%*	**4%l**	*3%*	**7%zl**	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
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Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 139

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Any social care service	**343**	**152**	**191**	**48**	**48**	**115**	**60**	**72**	**86**	**111**	**73**	**72**	**179**	**95**	**21**	**47**	**348**
	34%	***31%***	***37%***	***33%***	***29%***	***33%***	**42%zd**	***36%***	***34%***	***36%***	***36%***	***30%***	***32%***	**41%zlo**	***37%***	***30%***	***35%***
Multiple user	**185**	**75**	**110**	**35**	**24**	**67**	**31**	**28**	**50**	**55**	**47**	**32**	**101**	**41**	**13**	**31**	**186**
	18%ak	***15%***	**21%za**	**24%dg**	***14%***	***19%***	***21%***	***14%***	**20%k**	***18%***	**24%zk**	***13%***	***18%***	***17%***	***22%***	***19%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 140

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**31** **3%**	5 3%	8 4%	18 3%	1 10%	7 3%	16 3%	8 3%	3 6%	13 4%	2 6%	17 **7%z**	3 2%	1 2%	27 4%	- -	20 4%	11 2%	30 3%	1 1%	20 3%	10 3%	31 3%
Basic needs such as food, shelter and medical care for older people/people with disabilities	**49** **5%cq**	15 **9%zc**	9 5%	25 4%	1 10%	10 5%	22 5%	17 6%	2 4%	15 5%	4 9%	25 **10%zi**	5 3%	2 2%	43 **6%z**	- -	33 **6%zq**	16 3%	47 5%	2 2%	29 4%	19 6%	50 5%
Day/community/luncheon centres for people with disabilities	**45** **5%**	10 6%	7 4%	28 4%	- -	9 4%	22 5%	14 5%	2 5%	15 5%	6 **15%zi**	24 **9%zi**	7 4%	4 5%	35 5%	- -	25 5%	21 4%	42 5%	4 4%	28 4%	15 5%	44 4%
Day/community/luncheon centres for older people	**52** **5%**	11 6%	9 5%	33 5%	- -	10 4%	21 4%	21 7%	3 6%	18 6%	4 10%	21 **8%z**	7 4%	2 3%	42 6%	1 9%	30 6%	22 5%	48 5%	4 4%	35 5%	14 4%	52 5%
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**58** **6%t**	12 7%	10 5%	35 5%	1 10%	11 5%	32 7%	15 5%	4 7%	19 7%	5 13%	31 **12%zi**	7 5%	1 1%	48 6%	1 11%	33 6%	24 5%	54 6%	4 4%	30 5%	25 **8%zt**	59 6%
Home care/day care for older people	**102** **10%bmq**	19 11%	11 6%	71 **11%b**	1 10%	23 10%	53 11%	26 9%	7 14%	33 11%	7 18%	46 **18%zi**	18 **11%m**	- -	83 **11%m**	- -	64 **12%q**	38 8%	96 11%	6 5%	63 10%	36 12%	104 10%
Home care/day care for people with disabilities	**67** **7%**	14 8%	9 5%	44 7%	- -	16 7%	35 7%	16 5%	1 2%	21 7%	5 13%	34 **14%zhi**	6 4%	3 4%	57 8%	1 11%	38 7%	28 6%	59 7%	7 7%	38 6%	28 9%	67 7%
Meals on wheels	**54** **5%m**	10 6%	8 4%	36 6%	- -	9 4%	29 6%	16 5%	2 3%	16 5%	6 **15%zhi**	24 **9%zi**	7 4%	- -	47 **6%zm**	- -	31 6%	23 5%	49 5%	5 5%	35 5%	18 6%	51 5%
Residential/nursing care for people with disabilities	**31** **3%**	5 3%	2 1%	23 4%	1 8%	7 3%	19 4%	5 2%	1 2%	11 4%	5 **14%zhi**	19 **7%zi**	3 2%	- -	28 4%	- -	20 4%	11 2%	30 3%	1 1%	17 3%	13 4%	31 3%
Residential/nursing care for older people	**95** **9%m**	12 7%	10 6%	73 **11%zb**	- -	20 9%	47 10%	28 9%	10 **19%z**	36 12%	9 **24%z**	34 **14%z**	10 6%	2 3%	83 **11%zm**	- -	51 9%	44 9%	90 10%	4 4%	57 9%	31 10%	96 10%
Support to stay in work for those with a disability/long-term health condition	**33** **3%ceg**	13 **8%zc**	7 4%	13 2%	- -	3 1%	26 **6%zeg**	4 1%	3 6%	7 2%	- -	15 **6%zi**	3 2%	1 1%	28 4%	1 11%	20 4%	14 3%	30 3%	3 3%	21 3%	13 4%	31 3%
Transport services for older people/people with disabilities	**113** **11%m**	23 13%	21 12%	69 11%	- -	26 12%	60 13%	27 9%	4 9%	39 13%	8 21%	61 **24%zhi**	15 10%	2 3%	94 **13%zm**	1 11%	67 13%	46 10%	106 12%	7 7%	71 11%	40 13%	114 11%
Other	**7** **1%**	3 2%	- -	4 1%	- -	3 1%	2 *	2 1%	- -	1 *	- -	5 **2%zi**	1 1%	2 **3%n**	3 *	- -	3 *	4 1%	6 1%	1 1%	5 1%	2 1%	7 1%
No answer	**630** **63%kn**	99 58%	124 **70%a**	401 63%	6 54%	128 58%	294 62%	208 **68%ze**	32 **62%k**	173 **59%k**	20 53%	102 41%	114 **72%zn**	52 67%	450 60%	9 81%	328 62%	302 65%	557 62%	73 70%	413 63%	187 62%	624 62%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 140

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Don't know	**28**	6	6	15	2	6	9	13	-	5	1	7	3	12	14	-	13	16	24	5	23	4	29
	3%nu	*3%*	*3%*	*2%*	*18%*	*3%*	*2%*	*4%*	-	*2%*	*3%*	*3%*	*2%*	**15%zln**	*2%*	-	*2%*	*3%*	*3%*	*4%*	*3%*	*1%*	*3%*
Any social care service	**343**	**68**	**48**	**224**	**3**	**87**	**172**	**84**	**20**	**114**	**17**	**141**	**43**	**14**	**283**	**2**	**192**	**151**	**316**	**27**	**216**	**113**	**348**
	34%bglm	**39%b**	***27%***	***35%***	***28%***	**39%g**	**36%g**	***28%***	***38%***	**39%z**	***44%***	**56%zhi**	***27%***	***18%***	**38%zlm**	***19%***	***36%***	***32%***	**35%z**	***25%***	***33%***	***37%***	***35%***
Multiple user	**185**	**37**	**25**	**121**	**2**	**37**	**99**	**49**	**9**	**59**	**11**	**81**	**20**	**4**	**159**	**1**	**106**	**78**	**173**	**12**	**109**	**68**	**186**
	18%lm	***21%***	***14%***	***19%***	***20%***	***17%***	***21%***	***16%***	***18%***	***20%***	***30%***	**32%zhi**	***12%***	***5%***	**21%zlm**	***11%***	***20%***	***17%***	***19%***	***11%***	***17%***	**22%zt**	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 141

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**31** **3%b**	2 *2%*	- -	2 *2%*	3 **6%b**	8 **6%b**	7 **4%b**	3 *3%*	5 **5%b**	1 *1%*	24 *3%*	5 *3%*	12 *4%*	8 *3%*	10 *3%*	31 *3%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**49** **5%**	5 *6%*	8 *7%*	4 *3%*	4 *8%*	3 *2%*	9 *5%*	10 **9%zcei**	5 *4%*	2 *2%*	34 *5%*	7 *4%*	20 *6%*	14 *4%*	14 *4%*	50 *5%*
Day/community/luncheon centres for people with disabilities	**45** **5%c**	5 **6%c**	4 *4%*	2 *1%*	4 **7%c**	6 *4%*	7 *4%*	6 *6%*	6 *6%*	6 *6%*	33 *5%*	8 *5%*	16 *5%*	18 *6%*	10 *3%*	44 *4%*
Day/community/luncheon centres for older people	**52** **5%**	5 *5%*	7 *6%*	3 *2%*	2 *4%*	11 **8%c**	8 *5%*	4 *4%*	7 *6%*	7 *7%*	38 *5%*	9 *5%*	17 *5%*	17 *6%*	15 *5%*	52 *5%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**58** **6%ac**	1 *1%*	9 **8%ac**	3 *2%*	3 *5%*	8 *6%*	12 **7%ac**	8 **8%ac**	9 **9%ac**	5 *5%*	38 *5%*	10 *6%*	20 *6%*	22 *7%*	16 *5%*	59 *6%*
Home care/day care for older people	**102** **10%e**	19 **22%zbcefi**	9 *8%*	10 *7%*	7 **14%e**	7 *5%*	15 *9%*	13 **13%e**	12 *11%*	9 *9%*	73 *10%*	17 *10%*	42 **12%m**	22 *7%*	34 *11%*	104 *10%*
Home care/day care for people with disabilities	**67** **7%j**	10 **12%zi**	8 *8%*	8 *5%*	3 *5%*	8 *6%*	9 *5%*	7 *7%*	10 *10%*	3 *3%*	39 *6%*	15 *9%*	28 *8%*	22 *7%*	17 *5%*	67 *7%*
Meals on wheels	**54** **5%k**	3 *4%*	5 *4%*	7 *5%*	1 *2%*	6 *4%*	14 **9%z**	7 *7%*	8 *8%*	2 *2%*	41 *6%*	4 *2%*	18 *5%*	17 *6%*	16 *5%*	51 *5%*
Residential/nursing care for people with disabilities	**31** **3%**	2 *3%*	3 *3%*	2 *1%*	3 *5%*	5 *4%*	7 *4%*	5 *5%*	2 *2%*	3 *3%*	20 *3%*	6 *4%*	12 *4%*	8 *3%*	10 *3%*	31 *3%*
Residential/nursing care for older people	**95** **9%c**	6 *7%*	16 **15%zc**	3 *2%*	8 **15%c**	12 **9%c**	15 **9%c**	12 **11%c**	13 **12%c**	10 **10%c**	70 *10%*	16 *9%*	37 *11%*	25 *8%*	31 *9%*	96 *10%*
Support to stay in work for those with a disability/long-term health condition	**33** **3%**	4 *5%*	1 *1%*	6 *4%*	- -	6 *5%*	5 *3%*	5 *5%*	4 *4%*	2 *2%*	22 *3%*	5 *3%*	11 *3%*	9 *3%*	14 *4%*	31 *3%*
Transport services for older people/people with disabilities	**113** **11%**	6 *7%*	14 *13%*	14 *9%*	6 *12%*	15 *11%*	18 *11%*	16 *15%*	14 *13%*	11 *11%*	73 *10%*	21 *13%*	42 *12%*	30 *10%*	40 *12%*	114 *11%*
Other	**7** **1%**	- -	- -	1 *1%*	1 *1%*	1 *1%*	1 *1%*	2 **2%z**	- -	- -	3 *	3 *2%*	2 *1%*	2 *1%*	2 *1%*	7 *1%*
No answer	**630** **63%dh**	56 **65%h**	68 **62%h**	120 **81%zabdefghi**	25 *49%*	84 **62%h**	103 **63%h**	60 *59%*	51 *48%*	63 **63%h**	441 *63%*	107 *63%*	202 *59%*	204 **68%zl**	204 *62%*	624 *62%*
Don't know	**28** **3%**	- -	- -	1 *1%*	3 **5%abc**	11 **8%zabcfgi**	4 *2%*	1 *1%*	8 **8%zabcgi**	1 *1%*	24 *3%*	2 *1%*	13 *4%*	8 *3%*	6 *2%*	29 *3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 141

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Any social care service	**343**	**30**	**41**	**27**	**24**	**41**	**56**	**41**	**48**	**36**	**236**	**59**	**125**	**90**	**117**	**348**
	34%c	**35%c**	**38%c**	***18%***	**46%ce**	**30%c**	**34%c**	**40%c**	**45%zce**	**36%c**	***34%***	***35%***	***37%***	***30%***	***36%***	***35%***
Multiple user	**185**	**21**	**26**	**18**	**8**	**21**	**31**	**25**	**21**	**14**	**131**	**32**	**69**	**52**	**59**	**186**
	18%c	**24%c**	**24%c**	***12%***	***16%***	***15%***	***19%***	**24%c**	***20%***	***14%***	***19%***	***19%***	***20%***	***17%***	***18%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 142

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**31**	24	9	14	9	9	21	2	7	3	5	16	5	13	23	3	5	26	31
	3%	3%	5%	4%	4%	5%	**7%zac**	4%	4%	7%	2%	4%	3%	3%	**10%z**	6%	3%	3%	3%
Basic needs such as food, shelter and medical care for older people/people with disabilities	**49**	40	15	24	15	13	17	-	4	6	14	17	11	19	39	5	7	42	50
	5%	**5%h**	**8%zgh**	**6%h**	**7%h**	**7%gh**	**6%h**	-	2%	**15%zacfgh**	5%	4%	6%	5%	**16%z**	11%	4%	5%	5%
Day/community/luncheon centres for people with disabilities	**45**	36	8	14	18	12	18	-	6	4	12	16	12	17	29	5	7	38	44
	5%	5%	4%	4%	**8%zacgh**	7%	6%	-	3%	**9%g**	4%	4%	6%	5%	**12%z**	**12%z**	4%	5%	4%
Day/community/luncheon centres for older people	**52**	42	9	19	14	11	18	1	12	4	10	23	12	23	40	2	4	47	52
	5%p	5%	5%	5%	6%	6%	6%	1%	6%	10%	3%	6%	6%	6%	**16%zo**	4%	2%	**6%p**	5%
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**58**	47	13	23	18	23	24	11	15	4	12	26	14	25	42	8	10	47	59
	6%	6%	7%	6%	8%	**13%zabcdf**	8%	**19%zabcdfh**	8%	9%	4%	7%	7%	7%	**17%z**	**18%z**	6%	6%	6%
Home care/day care for older people	**102**	88	19	45	33	28	39	6	24	5	18	47	19	43	66	18	18	83	104
	10%j	**11%z**	10%	12%	**14%z**	**16%zb**	13%	10%	13%	12%	6%	**12%j**	10%	11%	**27%z**	**41%z**	10%	10%	10%
Home care/day care for people with disabilities	**67**	49	8	28	22	18	26	2	12	8	10	37	13	32	42	13	10	56	67
	7%j	6%	4%	7%	**10%zab**	**10%ab**	**9%b**	3%	6%	**18%zabcfgh**	4%	**9%zj**	7%	8%	**17%z**	**30%z**	6%	7%	7%
Meals on wheels	**54**	42	6	18	19	18	27	4	13	2	14	17	8	23	37	8	9	45	51
	5%	5%	3%	5%	**8%zabc**	**10%zabc**	**9%zabc**	8%	7%	5%	5%	4%	4%	6%	**15%z**	**17%z**	5%	6%	5%
Residential/nursing care for people with disabilities	**31**	28	8	13	12	9	13	3	3	3	8	15	6	18	21	5	6	26	31
	3%	4%	4%	4%	**5%h**	**5%h**	4%	5%	2%	6%	3%	4%	3%	**5%z**	**8%z**	**12%z**	3%	3%	3%
Residential/nursing care for older people	**95**	82	15	34	26	30	35	7	22	6	20	45	21	41	59	19	13	81	96
	9%	**11%z**	8%	9%	11%	**17%zabcf**	12%	12%	12%	14%	7%	12%	10%	11%	**24%z**	**43%zn**	7%	10%	10%
Support to stay in work for those with a disability/long-term health condition	**33**	30	5	12	13	9	16	2	4	2	6	17	7	16	22	6	5	27	31
	3%	4%	3%	3%	**6%h**	5%	**5%zch**	4%	2%	4%	2%	4%	3%	4%	**9%z**	**13%z**	3%	3%	3%
Transport services for older people/people with disabilities	**113**	93	21	40	39	34	45	10	21	10	17	58	18	59	83	14	19	92	114
	11%j	12%	11%	11%	**17%zabch**	**19%zabch**	**15%zc**	18%	11%	**24%zabch**	6%	**15%zj**	9%	**16%zl**	**34%z**	**33%z**	11%	11%	11%
Other	**7**	6	2	3	1	1	2	-	3	2	1	1	2	2	5	-	-	7	7
	1%	1%	1%	1%	*	1%	1%	-	2%	**5%zacdef**	*	*	1%	1%	**2%z**	-	-	1%	1%
No answer	**630**	482	115	233	132	104	177	35	117	17	191	226	127	230	-	-	123	496	624
	63%iknoq	**62%i**	**60%i**	**62%i**	**57%i**	**57%i**	**59%i**	**62%i**	**62%i**	40%	**69%zk**	58%	63%	61%	-	-	**70%zq**	61%	62%
Don't know	**28**	16	7	6	5	2	6	-	9	-	13	7	9	7	-	-	2	26	29
	3%acn	2%	**4%c**	2%	2%	1%	2%	-	**5%acef**	-	**5%zk**	2%	4%	2%	-	-	1%	3%	3%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 142

Q.22 Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Any social care service	**343**	**275**	**69**	**137**	**93**	**76**	**117**	**22**	**61**	**25**	**72**	**160**	**66**	**143**	**244**	**44**	**50**	**288**	**348**
	34%j	***36%***	***36%***	***36%***	**40%z**	**42%zh**	**39%z**	***38%***	***33%***	**60%zabcdefgh**	***26%***	**41%zj**	***33%***	***38%***	**100%z**	**100%z**	***28%***	***36%***	***35%***
Multiple user	**185**	**154**	**35**	**74**	**58**	**51**	**74**	**14**	**37**	**19**	**34**	**82**	**39**	**80**	**123**	**29**	**31**	**152**	**186**
	18%j	**20%z**	***18%***	***20%***	**25%zab**	**28%zabch**	**25%zabc**	***25%***	***20%***	**46%zabcdefgh**	***12%***	**21%j**	***20%***	***21%***	**50%z**	**65%z**	***18%***	***19%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 143

Q.22a Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have received/experienced social care personally

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**48**	20	28	3	3	9	11	22	4	14	6	24	6	25	5	12	48
Weighted Total	**43***	18**	26**	3**	3**	9**	9**	19**	3**	13**	5**	22**	7**	21**	5**	10**	48*
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**4**	1	3	-	1	-	1	2	1	1	-	2	1	2	-	1	4
	9%	*6%*	*11%*	-	*40%*	-	*8%*	*10%*	*23%*	*9%*	-	*9%*	*18%*	*9%*	-	*7%*	*8%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**4**	1	3	-	-	3	1	1	1	-	1	3	-	2	1	2	5
	10%	*5%*	*14%*	-	-	*31%*	*8%*	*4%*	*23%*	-	*15%*	*13%*	-	*8%*	*21%*	*16%*	*10%*
Day/community/luncheon centres for people with disabilities	**3**	-	3	2	-	-	-	1	-	2	1	-	1	1	1	-	3
	7%	-	*12%*	*69%*	-	-	-	*4%*	-	*17%*	*15%*	-	*18%*	*4%*	*20%*	-	*6%*
Day/community/luncheon centres for older people	**5**	3	3	-	-	2	1	2	-	1	-	4	1	2	-	2	6
	12%	*14%*	*10%*	-	-	*19%*	*11%*	*13%*	-	*6%*	-	*20%*	*16%*	*11%*	-	*17%*	*13%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**10**	6	3	-	1	5	2	2	2	2	1	5	1	3	1	4	11
	23%	*37%*	*13%*	-	*31%*	*54%*	*19%*	*13%*	*51%*	*15%*	*15%*	*25%*	*18%*	*15%*	*21%*	*42%*	*23%*
Home care/day care for older people	**5**	2	3	-	-	-	-	5	-	1	3	2	-	5	-	-	6
	12%	*14%*	*11%*	-	-	-	-	*27%*	-	*7%*	*50%*	*7%*	-	*24%*	-	-	*13%*
Home care/day care for people with disabilities	**6**	4	2	-	-	-	3	3	-	1	2	3	-	3	-	3	7
	14%	*24%*	*7%*	-	-	-	*28%*	*18%*	-	*7%*	*33%*	*15%*	-	*16%*	-	*25%*	*15%*
Meals on wheels	**1**	-	1	1	-	-	-	-	-	1	-	-	-	-	1	-	1
	2%	-	*4%*	*31%*	-	-	-	-	-	*7%*	-	-	-	-	*19%*	-	*2%*
Residential/nursing care for people with disabilities	**1**	-	1	-	-	-	1	-	1	-	-	-	-	-	-	1	1
	2%	-	*3%*	-	-	-	*8%*	-	*23%*	-	-	-	-	-	-	*7%*	*2%*
Residential/nursing care for older people	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support to stay in work for those with a disability/long-term health condition	**7**	2	5	-	1	3	3	-	2	2	-	3	3	-	-	4	7
	16%	*12%*	*19%*	-	*31%*	*38%*	*28%*	-	*50%*	*16%*	-	*15%*	*49%*	-	-	*35%*	*15%*
Transport services for older people/people with disabilities	**15**	3	12	-	-	3	1	10	2	3	3	6	-	11	1	2	17
	34%	*15%*	*47%*	-	-	*30%*	*16%*	*55%*	*49%*	*27%*	*65%*	*29%*	-	*53%*	*21%*	*22%*	*35%*
Other	**2**	1	1	-	1	-	1	-	-	1	1	-	-	1	1	-	3
	5%	*5%*	*6%*	-	*30%*	-	*16%*	-	-	*11%*	*18%*	-	-	*7%*	*18%*	-	*6%*
Any social care service	**43**	**18**	**26**	**3**	**3**	**9**	**9**	**19**	**3**	**13**	**5**	**22**	**7**	**21**	**5**	**10**	**48**
	100%	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***
Multiple user	**13**	**5**	**8**	**-**	**1**	**5**	**2**	**5**	**2**	**3**	**3**	**5**	**1**	**6**	**1**	**4**	**14**
	29%	***26%***	***31%***	**-**	***31%***	***54%***	***18%***	***27%***	***50%***	***23%***	***50%***	***25%***	***18%***	***28%***	***21%***	***42%***	***29%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 144

Q.22a Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have received/experienced social care personally

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**48**	21	9	18	-	27	13	8	-	10	-	10	10	1	36	-	40	8	46	2	27	18	48
Weighted Total	**43***	19**	9**	16**	-**	23**	12**	8**	-**	9**	-**	9**	8**	1**	33*	-**	36*	7**	41*	2**	24**	17**	48*
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**4**	-	1	3	-	2	2	-	-	1	-	1	-	-	4	-	4	-	4	-	2	1	4
	9%	-	*14%*	*17%*	-	*8%*	*16%*	-	-	*13%*	-	*13%*	-	-	*12%*	-	*11%*	-	*9%*	-	*7%*	*7%*	*8%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**4**	2	1	2	-	1	1	3	-	1	-	1	2	-	3	-	4	-	4	-	3	2	5
	10%	*10%*	*10%*	*10%*	-	*3%*	*6%*	*36%*	-	*9%*	-	*11%*	*20%*	-	*8%*	-	*12%*	-	*11%*	-	*11%*	*11%*	*10%*
Day/community/luncheon centres for people with disabilities	**3**	-	2	1	-	1	1	1	-	3	-	1	2	-	1	-	2	1	3	-	3	-	3
	7%	-	*24%*	*5%*	-	*3%*	*10%*	*13%*	-	*32%*	-	*10%*	*21%*	-	*4%*	-	*5%*	*14%*	*7%*	-	*12%*	-	*6%*
Day/community/luncheon centres for older people	**5**	3	1	2	-	2	3	-	-	-	-	1	2	-	3	-	3	3	4	1	3	2	6
	12%p	*14%*	*12%*	*10%*	-	*10%*	*23%*	-	-	-	-	*8%*	*21%*	-	*10%*	-	*7%*	*36%*	*10%*	*46%*	*13%*	*12%*	*13%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**10**	4	2	4	-	4	3	3	-	3	-	2	3	-	7	-	9	1	9	1	4	5	11
	23%	*24%*	*22%*	*23%*	-	*19%*	*21%*	*37%*	-	*36%*	-	*23%*	*30%*	-	*22%*	-	*25%*	*12%*	*22%*	*46%*	*18%*	*29%*	*23%*
Home care/day care for older people	**5**	4	-	1	-	5	-	-	-	2	-	1	2	-	3	-	5	-	5	-	3	2	6
	12%	*23%*	-	*5%*	-	*22%*	-	-	-	*17%*	-	*8%*	*19%*	-	*8%*	-	*14%*	-	*12%*	-	*13%*	*11%*	*13%*
Home care/day care for people with disabilities	**6**	4	-	2	-	4	2	-	-	1	-	1	-	-	6	-	5	1	5	1	3	2	7
	14%	*22%*	-	*12%*	-	*18%*	*15%*	-	-	*9%*	-	*8%*	-	-	*18%*	-	*14%*	*14%*	*12%*	*54%*	*14%*	*10%*	*15%*
Meals on wheels	**1**	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-	1	-	1	-	1
	2%	-	*11%*	-	-	-	-	*12%*	-	*10%*	-	-	-	-	*3%*	-	*3%*	-	*2%*	-	*4%*	-	*2%*
Residential/nursing care for people with disabilities	**1**	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-	1
	2%	-	-	*5%*	-	-	*6%*	-	-	-	-	-	-	-	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*2%*
Residential/nursing care for older people	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support to stay in work for those with a disability/long-term health condition	**7**	4	-	3	-	2	4	1	-	2	-	2	-	-	7	-	6	1	7	-	4	3	7
	16%	*21%*	-	*19%*	-	*9%*	*31%*	*13%*	-	*19%*	-	*23%*	-	-	*21%*	-	*17%*	*12%*	*17%*	-	*17%*	*17%*	*15%*
Transport services for older people/people with disabilities	**15**	6	2	7	-	10	2	2	-	2	-	2	4	-	10	-	13	2	14	1	8	6	17
	34%	*34%*	*17%*	*43%*	-	*45%*	*19%*	*25%*	-	*17%*	-	*20%*	*50%*	-	*29%*	-	*36%*	*24%*	*33%*	*46%*	*36%*	*36%*	*35%*
Other	**2**	2	-	1	-	1	-	1	-	-	-	2	1	1	-	-	1	1	2	-	1	1	3
	5%	*9%*	-	*4%*	-	*6%*	-	*12%*	-	-	-	*17%*	*18%*	*100%*	-	-	*4%*	*13%*	*6%*	-	*6%*	*5%*	*6%*
Any social care service	**43**	**19**	**9**	**16**	**-**	**23**	**12**	**8**	**-**	**9**	**-**	**9**	**8**	**1**	**33**	**-**	**36**	**7**	**41**	**2**	**24**	**17**	**48**
	100%	***100%***	***100%***	***100%***	**-**	***100%***	***100%***	***100%***	**-**	***100%***	**-**	***100%***	***100%***	***100%***	***100%***	**-**	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 144

Q.22a Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have received/experienced social care personally

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**43***	19**	9**	16**	-**	23**	12**	8**	-**	9**	-**	9**	8**	1**	33*	-**	36*	7**	41*	2**	24**	17**	48*
Multiple user	**13**	**8**	**1**	**4**	**-**	**7**	**3**	**3**	**-**	**3**	**-**	**4**	**3**	**-**	**9**	**-**	**12**	**1**	**12**	**1**	**7**	**6**	**14**
	29%	***44%***	***10%***	***22%***	**-**	***31%***	***21%***	***36%***	**-**	***27%***	**-**	***42%***	***30%***	**-**	***27%***	**-**	***32%***	***12%***	***28%***	***46%***	***28%***	***34%***	***29%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 145

Q.22a Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have received/experienced social care personally

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**48**	-	10	1	7	3	5	7	10	5	35	8	14	14	17	48
Weighted Total	**43***	-**	8**	1**	6**	3**	5**	6**	10**	5**	32*	7**	12**	13**	15**	48*
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**4**	-	-	-	-	-	1	1	1	1	4	-	2	1	1	4
	9%	-	-	-	-	-	*19%*	*13%*	*10%*	*23%*	*12%*	-	*14%*	*7%*	*8%*	*8%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**4**	-	-	-	1	-	-	3	1	-	2	1	3	1	1	5
	10%	-	-	-	*14%*	-	-	*43%*	*10%*	-	*6%*	*11%*	*22%*	*6%*	*6%*	*10%*
Day/community/luncheon centres for people with disabilities	**3**	-	-	-	2	-	-	-	-	1	2	1	-	2	-	3
	7%	-	-	-	*31%*	-	-	-	-	*23%*	*7%*	*11%*	-	*15%*	-	*6%*
Day/community/luncheon centres for older people	**5**	-	2	-	1	-	-	1	1	-	4	1	1	3	2	6
	12%	-	*30%*	-	*15%*	-	-	*15%*	*10%*	-	*13%*	*13%*	*8%*	*19%*	*10%*	*13%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**10**	-	2	-	2	2	1	2	2	-	5	2	3	5	2	11
	23%	-	*20%*	-	*28%*	*66%*	*24%*	*30%*	*19%*	-	*16%*	*26%*	*21%*	*36%*	*16%*	*23%*
Home care/day care for older people	**5**	-	2	-	2	-	-	-	-	2	3	2	3	1	1	6
	12%	-	*20%*	-	*28%*	-	-	-	-	*37%*	*11%*	*24%*	*20%*	*6%*	*6%*	*13%*
Home care/day care for people with disabilities	**6**	-	2	1	-	-	-	-	3	-	3	2	2	-	3	7
	14%	-	*30%*	*100%*	-	-	-	-	*27%*	-	*10%*	*26%*	*20%*	-	*23%*	*15%*
Meals on wheels	**1**	-	1	-	-	-	-	-	-	-	1	-	-	1	-	1
	2%	-	*12%*	-	-	-	-	-	-	-	*3%*	-	-	*7%*	-	*2%*
Residential/nursing care for people with disabilities	**1**	-	-	-	-	-	-	1	-	-	1	-	1	-	-	1
	2%	-	-	-	-	-	-	*13%*	-	-	*2%*	-	*6%*	-	-	*2%*
Residential/nursing care for older people	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support to stay in work for those with a disability/long-term health condition	**7**	-	-	-	-	1	1	1	3	1	6	-	3	2	2	7
	16%	-	-	-	-	*36%*	*24%*	*13%*	*31%*	*17%*	*18%*	-	*22%*	*16%*	*14%*	*15%*
Transport services for older people/people with disabilities	**15**	-	2	-	3	1	3	2	1	2	11	2	5	5	4	17
	34%	-	*28%*	-	*56%*	*34%*	*57%*	*42%*	*10%*	*37%*	*36%*	*34%*	*40%*	*39%*	*30%*	*35%*
Other	**2**	-	-	-	1	-	-	2	-	-	1	1	-	1	1	3
	5%	-	-	-	*12%*	-	-	*28%*	-	-	*2%*	*13%*	-	*7%*	*5%*	*6%*
Any social care service	**43**	**-**	**8**	**1**	**6**	**3**	**5**	**6**	**10**	**5**	**32**	**7**	**12**	**13**	**15**	**48**
	100%	**-**	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***
Multiple user	**13**	**-**	**2**	**-**	**2**	**1**	**1**	**3**	**2**	**2**	**8**	**2**	**6**	**5**	**2**	**14**
	29%	**-**	***30%***	**-**	***28%***	***36%***	***24%***	***43%***	***19%***	***37%***	***25%***	***24%***	***50%***	***34%***	***12%***	***29%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 146

Q.22a Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have received/experienced social care personally

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**48**	37	22	32	14	7	17	2	10	13	10	23	14	18	41	4	2	44	48
Weighted Total	**43***	33*	20**	29*	13**	6**	16**	2**	9**	11**	10**	21**	13**	16**	37*	4**	2**	39*	48*
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**4** ***9%***	4 *12%*	3 *15%*	3 *11%*	- -	- -	3 *20%*	- -	2 *24%*	1 *7%*	1 *9%*	2 *10%*	2 *14%*	2 *12%*	4 *10%*	- -	1 *46%*	3 *7%*	4 *8%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**4** ***10%***	3 *10%*	3 *17%*	3 *9%*	4 *29%*	1 *14%*	1 *6%*	- -	- -	2 *15%*	2 *19%*	2 *8%*	2 *15%*	2 *10%*	4 *12%*	- -	- -	4 *11%*	5 *10%*
Day/community/luncheon centres for people with disabilities	**3** **7%q**	2 *5%*	1 *4%*	2 *7%*	1 *6%*	1 *15%*	- -	- -	- -	- -	2 *22%*	- -	2 *16%*	- -	3 *8%*	- -	1 *54%*	2 *5%*	3 *6%*
Day/community/luncheon centres for older people	**5** ***12%***	3 *10%*	1 *4%*	3 *9%*	- -	- -	- -	- -	- -	2 *14%*	1 *8%*	3 *14%*	3 *21%*	1 *5%*	4 *12%*	- -	- -	4 *11%*	6 *13%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**10** ***23%***	9 *27%*	8 *42%*	8 *28%*	4 *29%*	4 *57%*	6 *37%*	1 *45%*	2 *21%*	2 *18%*	2 *21%*	4 *22%*	4 *29%*	3 *21%*	9 *23%*	1 *32%*	- -	10 *25%*	11 *23%*
Home care/day care for older people	**5** ***12%***	4 *11%*	3 *17%*	4 *12%*	2 *13%*	1 *12%*	1 *5%*	- -	1 *9%*	3 *25%*	1 *8%*	4 *17%*	- -	2 *11%*	5 *14%*	- -	- -	5 *13%*	6 *13%*
Home care/day care for people with disabilities	**6** **14%n**	4 *13%*	1 *4%*	4 *15%*	2 *20%*	1 *12%*	3 *21%*	- -	2 *19%*	3 *30%*	- -	4 *21%*	- -	3 *21%*	3 *9%*	2 *47%*	- -	5 *13%*	7 *15%*
Meals on wheels	**1** ***2%***	1 *3%*	1 *5%*	1 *3%*	1 *8%*	1 *15%*	1 *6%*	1 *55%*	1 *11%*	- -	- -	- -	- -	- -	1 *3%*	- -	- -	1 *2%*	1 *2%*
Residential/nursing care for people with disabilities	**1** ***2%***	1 *2%*	1 *4%*	- -	- -	- -	- -	- -	- -	1 *7%*	- -	1 *4%*	- -	1 *5%*	1 *2%*	- -	- -	1 *2%*	1 *2%*
Residential/nursing care for older people	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Support to stay in work for those with a disability/long-term health condition	**7** ***16%***	7 *21%*	3 *15%*	4 *14%*	1 *10%*	1 *14%*	4 *26%*	- -	- -	1 *7%*	2 *24%*	3 *13%*	2 *16%*	4 *24%*	6 *15%*	1 *32%*	- -	7 *18%*	7 *15%*
Transport services for older people/people with disabilities	**15** **34%a**	9 *26%*	8 *39%*	8 *30%*	5 *42%*	1 *14%*	2 *15%*	- -	2 *27%*	6 *53%*	3 *29%*	8 *41%*	1 *8%*	7 *42%*	14 *37%*	1 *21%*	- -	14 *35%*	17 *35%*
Other	**2** ***5%***	2 *7%*	1 *4%*	1 *5%*	1 *6%*	- -	1 *5%*	- -	1 *8%*	1 *7%*	- -	- -	2 *12%*	- -	2 *4%*	- -	- -	2 *6%*	3 *6%*
Any social care service	**43** ***100%***	**33** ***100%***	**20** ***100%***	**29** ***100%***	**13** ***100%***	**6** ***100%***	**16** ***100%***	**2** ***100%***	**9** ***100%***	**11** ***100%***	**10** ***100%***	**21** ***100%***	**13** ***100%***	**16** ***100%***	**37** ***100%***	**4** ***100%***	**2** ***100%***	**39** ***100%***	**48** ***100%***
Multiple user	**13** **29%**	**10** ***30%***	**7** ***37%***	**9** ***32%***	**4** ***35%***	**3** ***40%***	**5** ***30%***	**-** **-**	**1** ***9%***	**5** ***47%***	**3** ***31%***	**6** ***29%***	**4** ***30%***	**4** ***27%***	**11** ***30%***	**1** ***32%***	**-** **-**	**12** ***30%***	**14** ***29%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 147

Q.22b Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have experienced social care through someone else

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**297**	131	166	39	41	98	60	59	80	97	70	50	155	84	20	38	297
Weighted Total	**296**	133	163	46*	45*	103*	50*	53*	81*	98*	69*	48*	168	73*	18**	37*	297
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**28**	9	18	5	3	12	4	5	7	6	6	8	14	5	3	5	27
	9%	*7%*	*11%*	*10%*	*7%*	*11%*	*7%*	*9%*	*9%*	*6%*	*9%*	**17%i**	*9%*	*7%*	*15%*	*14%*	*9%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**35**	12	22	9	3	12	5	5	7	14	6	7	20	7	5	3	35
	12%	*9%*	*14%*	*21%*	*8%*	*12%*	*9%*	*10%*	*9%*	*15%*	*9%*	*15%*	*12%*	*9%*	*29%*	*7%*	*12%*
Day/community/luncheon centres for people with disabilities	**42**	22	21	11	3	15	7	6	9	13	12	9	25	9	5	4	41
	14%	*16%*	*13%*	**25%d**	*8%*	*15%*	*13%*	*11%*	*11%*	*13%*	*17%*	*18%*	*15%*	*12%*	*25%*	*11%*	*14%*
Day/community/luncheon centres for older people	**47**	17	30	6	9	19	8	6	11	13	13	10	27	8	6	6	46
	16%	*13%*	*18%*	*13%*	*20%*	*18%*	*15%*	*11%*	*13%*	*14%*	*18%*	*20%*	*16%*	*11%*	*30%*	*16%*	*15%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**48**	13	34	7	11	15	8	6	17	16	10	4	30	10	1	8	48
	16%a	*10%*	**21%za**	*16%*	*24%*	*15%*	*16%*	*12%*	*21%*	*16%*	*15%*	*9%*	*18%*	*13%*	*4%*	*20%*	*16%*
Home care/day care for older people	**97**	37	60	16	9	38	20	15	25	39	22	11	54	23	5	15	98
	33%	*28%*	*37%*	*34%*	*20%*	*37%*	**40%d**	*27%*	*31%*	*40%*	*32%*	*23%*	*32%*	*31%*	*26%*	*41%*	*33%*
Home care/day care for people with disabilities	**61**	30	31	11	6	27	6	11	15	20	18	9	35	13	6	8	60
	21%	*23%*	*19%*	*24%*	*13%*	**26%f**	*12%*	*21%*	*18%*	*20%*	*26%*	*18%*	*21%*	*18%*	*31%*	*21%*	*20%*
Meals on wheels	**53**	17	36	13	9	19	6	6	15	18	11	8	34	7	3	9	50
	18%am	*13%*	**22%za**	**29%fg**	*20%*	*18%*	*12%*	*11%*	*19%*	*19%*	*16%*	*17%*	**20%m**	*10%*	*15%*	*23%*	*17%*
Residential/nursing care for people with disabilities	**31**	11	20	7	3	11	4	5	12	8	9	2	17	8	1	5	30
	10%	*8%*	*12%*	*15%*	*8%*	*10%*	*9%*	*10%*	*15%*	*8%*	*13%*	*5%*	*10%*	*11%*	*4%*	*14%*	*10%*
Residential/nursing care for older people	**95**	41	54	17	13	31	18	16	28	30	25	12	57	24	4	10	96
	32%	*31%*	*33%*	*37%*	*29%*	*30%*	*36%*	*31%*	*34%*	*31%*	*37%*	*24%*	*34%*	*32%*	*23%*	*28%*	*32%*
Support to stay in work for those with a disability/long-term health condition	**26**	12	14	10	5	9	2	-	7	9	5	4	20	1	4	2	24
	9%gm	*9%*	*9%*	**22%zefg**	**12%g**	**8%g**	*5%*	-	*9%*	*10%*	*8%*	*9%*	**12%m**	*1%*	*20%*	*6%*	*8%*
Transport services for older people/people with disabilities	**99**	47	52	17	20	33	15	14	31	33	23	12	62	18	5	13	97
	33%	*35%*	*32%*	*37%*	*44%*	*32%*	*30%*	*26%*	*38%*	*34%*	*33%*	*24%*	*37%*	*25%*	*30%*	*34%*	*33%*
Other	**4**	1	3	1	1	1	1	-	1	-	2	1	2	2	-	-	4
	1%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	-	*1%*	-	*3%*	*2%*	*1%*	*3%*	-	-	*1%*
Any social care service	**296**	**133**	**163**	**46**	**45**	**103**	**50**	**53**	**81**	**98**	**69**	**48**	**168**	**73**	**18**	**37**	**297**
	100%	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***
Multiple user	**171**	**70**	**101**	**35**	**22**	**62**	**29**	**23**	**49**	**53**	**44**	**25**	**101**	**34**	**11**	**25**	**170**
	58%gm	***52%***	***62%***	**76%zdg**	***50%***	**60%g**	***58%***	***42%***	***60%***	***55%***	***64%***	***51%***	**60%m**	***46%***	***59%***	**68%m**	***57%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 148

Q.22b Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have experienced social care through someone else

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. Total (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	297	46	36	212	3	71	155	71	20	103	15	135	35	12	248	2	155	142	274	23	189	96	297
Weighted Total	296	47*	39*	207	3**	63*	158	75*	20**	102	17**	133	34*	13**	247	2**	154	142	272	24**	188	97*	297
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	28 9%c	5 11%	7 17%	15 7%	1 35%	5 9%	14 9%	8 11%	3 15%	11 11%	2 14%	16 12%	3 8%	1 9%	24 10%	- -	16 10%	11 8%	26 10%	1 5%	18 10%	8 9%	27 9%
Basic needs such as food, shelter and medical care for older people/people with disabilities	35 12%c	9 19%	6 16%	19 9%	1 38%	7 11%	18 11%	10 13%	2 10%	10 9%	4 22%	22 17%zi	2 6%	1 7%	32 13%	- -	23 15%	12 8%	34 12%	1 5%	18 10%	16 16%	35 12%
Day/community/luncheon centres for people with disabilities	42 14%	10 22%	5 13%	27 13%	- -	8 13%	21 13%	13 18%	2 12%	12 11%	6 35%	23 17%	5 14%	4 27%	34 14%	- -	23 15%	20 14%	39 14%	4 16%	25 13%	15 16%	41 14%
Day/community/luncheon centres for older people	47 16%f	8 17%	8 19%	31 15%	- -	7 11%	18 11%	21 29%zef	3 14%	18 18%	4 22%	20 15%	5 15%	2 18%	38 16%	1 44%	27 18%	20 14%	43 16%	3 13%	32 17%	12 12%	46 15%
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	48 16%	8 16%	8 19%	32 15%	1 35%	7 11%	29 18%	12 16%	4 19%	16 15%	5 30%	29 21%z	5 14%	1 7%	41 17%	1 56%	24 16%	23 16%	45 16%	3 12%	26 14%	20 20%	48 16%
Home care/day care for older people	97 33%q	15 32%	11 27%	70 34%	1 38%	18 29%	53 33%	26 35%	7 36%	32 31%	7 42%	45 34%	16 48%z	- -	80 33%	- -	59 38%zq	38 27%	91 34%	6 23%	60 32%	34 36%	98 33%
Home care/day care for people with disabilities	61 21%	10 20%	9 24%	42 20%	- -	12 18%	33 21%	16 22%	1 5%	20 20%	5 29%	33 25%	6 17%	3 25%	51 21%	1 56%	33 22%	27 19%	54 20%	7 27%	34 18%	26 27%	60 20%
Meals on wheels	53 18%	10 21%	7 18%	36 17%	- -	9 14%	29 18%	15 20%	2 9%	15 14%	6 33%	24 18%	7 21%	- -	46 18%	- -	30 20%	23 16%	48 17%	5 21%	34 18%	18 18%	50 17%
Residential/nursing care for people with disabilities	31 10%	5 10%	2 6%	23 11%	1 28%	7 11%	18 12%	5 7%	1 5%	11 11%	5 32%	19 14%	3 9%	- -	27 11%	- -	19 13%	11 8%	29 11%	1 5%	16 9%	13 13%	30 10%
Residential/nursing care for older people	95 32%k	12 25%	10 26%	73 35%	- -	20 31%	47 30%	28 38%	10 49%	36 35%k	9 55%	34 25%	10 29%	2 15%	83 34%	- -	51 33%	44 31%	90 33%	4 19%	57 30%	31 32%	96 32%
Support to stay in work for those with a disability/long-term health condition	26 9%ce	10 20%zc	7 19%zc	10 5%	- -	1 1%	23 14%zeg	3 4%	3 15%	5 5%	- -	12 9%	3 9%	1 9%	21 9%	1 56%	14 9%	13 9%	23 8%	3 14%	17 9%	10 10%	24 8%
Transport services for older people/people with disabilities	99 33%	17 36%	19 49%zc	63 30%	- -	16 25%	58 36%	25 34%	4 22%	38 37%	8 48%	59 44%z	11 32%	2 16%	84 34%	1 56%	54 35%	45 31%	93 34%	6 25%	63 33%	34 35%	97 33%
Other	4 1%	1 2%	- -	3 1%	- -	1 2%	2 1%	1 2%	- -	1 1%	- -	3 3%	- -	1 8%	3 1%	- -	1 1%	3 2%	3 1%	1 3%	3 2%	1 1%	4 1%
Any social care service	296 100%	47 100%	39 100%	207 100%	3 100%	63 100%	158 100%	75 100%	20 100%	102 100%	17 100%	133 100%	34 100%	13 100%	247 100%	2 100%	154 100%	142 100%	272 100%	24 100%	188 100%	97 100%	297 100%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 148

Q.22b Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have experienced social care through someone else

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**296**	47*	39*	207	3**	63*	158	75*	20**	102	17**	133	34*	13**	247	2**	154	142	272	24**	188	97*	297
Multiple user	**171**	**28**	**24**	**117**	**2**	**30**	**96**	**44**	**9**	**56**	**11**	**77**	**17**	**3**	**149**	**1**	**95**	**76**	**159**	**11**	**100**	**62**	**170**
	58%	***59%***	***61%***	***56%***	***72%***	***48%***	***61%***	***59%***	***47%***	***55%***	***68%***	***58%***	***50%***	***26%***	**60%z**	***56%***	***62%***	***53%***	***59%***	***47%***	***53%***	***64%***	***57%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 149

Q.22b Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have experienced social care through someone else

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**297**	30	39	25	19	39	45	38	36	26	203	53	112	75	102	297
Weighted Total	**296**	30**	33*	26**	18**	39*	48*	36*	39*	29**	200	54*	110	78*	101*	297
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**28**	2	-	2	3	8	6	2	4	-	20	5	11	8	8	27
	9%	*7%*	-	*9%*	*16%*	**21%zb**	**13%b**	*5%*	*11%*	-	*10%*	*9%*	*10%*	*10%*	*8%*	*9%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**35**	5	6	4	3	2	4	7	4	-	25	6	11	12	11	35
	12%	*17%*	*19%*	*15%*	*14%*	*6%*	*9%*	*19%*	*9%*	-	*12%*	*11%*	*10%*	*15%*	*11%*	*12%*
Day/community/luncheon centres for people with disabilities	**42**	5	4	2	2	6	7	6	6	4	31	7	16	16	10	41
	14%	*18%*	*13%*	*8%*	*10%*	*16%*	*14%*	*16%*	*15%*	*15%*	*16%*	*13%*	*14%*	*20%*	*10%*	*14%*
Day/community/luncheon centres for older people	**47**	5	4	3	1	11	8	3	5	7	33	8	16	15	14	46
	16%	*15%*	*13%*	*12%*	*6%*	**27%zg**	*17%*	*9%*	*14%*	*23%*	*17%*	*14%*	*15%*	*19%*	*14%*	*15%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**48**	1	7	3	1	6	11	6	7	5	33	8	17	18	13	48
	16%	*3%*	*22%*	*12%*	*6%*	*17%*	*22%*	*18%*	*19%*	*17%*	*17%*	*15%*	*15%*	*23%*	*13%*	*16%*
Home care/day care for older people	**97**	19	7	10	6	7	15	13	12	8	69	15	40	21	34	98
	33%e	*64%*	*22%*	*38%*	*31%*	*17%*	*32%*	*36%*	*32%*	*26%*	*35%*	*28%*	*36%*	*28%*	*33%*	*33%*
Home care/day care for people with disabilities	**61**	10	6	7	3	8	9	7	8	3	36	13	25	22	14	60
	21%n	*35%*	*18%*	*28%*	*15%*	*21%*	*18%*	*21%*	*20%*	*10%*	*18%*	*24%*	*23%*	**28%n**	*14%*	*20%*
Meals on wheels	**53**	3	4	7	1	6	14	7	8	2	40	4	18	16	16	50
	18%k	*11%*	*11%*	*27%*	*5%*	*15%*	**30%zb**	*20%*	*22%*	*9%*	**20%k**	*7%*	*16%*	*21%*	*16%*	*17%*
Residential/nursing care for people with disabilities	**31**	2	3	2	3	5	7	4	2	3	19	6	12	8	10	30
	10%	*7%*	*8%*	*8%*	*16%*	*13%*	*14%*	*12%*	*5%*	*11%*	*10%*	*12%*	*11%*	*11%*	*10%*	*10%*
Residential/nursing care for older people	**95**	6	16	3	8	12	15	12	13	10	70	16	37	25	31	96
	32%	*20%*	**49%z**	*12%*	*44%*	*31%*	*31%*	*32%*	*34%*	*35%*	*35%*	*29%*	*34%*	*32%*	*31%*	*32%*
Support to stay in work for those with a disability/long-term health condition	**26**	4	1	6	-	5	4	4	1	1	17	5	8	7	12	24
	9%	*14%*	*3%*	*21%*	-	*14%*	*8%*	*11%*	*3%*	*4%*	*8%*	*10%*	*7%*	*9%*	*11%*	*8%*
Transport services for older people/people with disabilities	**99**	6	12	14	3	14	16	13	13	9	61	19	37	25	35	97
	33%	*20%*	*35%*	*52%*	*17%*	*36%*	*33%*	*36%*	*33%*	*31%*	*31%*	*35%*	*34%*	*32%*	*35%*	*33%*
Other	**4**	-	-	1	-	1	1	1	-	-	2	2	2	1	1	4
	1%	-	-	*4%*	-	*3%*	*2%*	*2%*	-	-	*1%*	*4%*	*2%*	*1%*	*1%*	*1%*
Any social care service	**296**	**30**	**33**	**26**	**18**	**39**	**48**	**36**	**39**	**29**	**200**	**54**	**110**	**78**	**101**	**297**
	100%	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***
Multiple user	**171**	**21**	**23**	**18**	**6**	**20**	**31**	**21**	**18**	**12**	**121**	**29**	**62**	**48**	**56**	**170**
	58%	***70%***	**71%h**	***68%***	***36%***	***51%***	***65%***	***59%***	***46%***	***44%***	***61%***	***54%***	***56%***	***62%***	***56%***	***57%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 150

Q.22b Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have experienced social care through someone else

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**297**	247	50	112	77	66	102	20	51	16	60	140	55	128	203	41	46	248	297
Weighted Total	**296**	244	50*	106	81*	69*	105*	20**	53*	15**	61*	138	55*	128	202	42*	46*	247	297
Assisted technology (e.g. automatic sensors to say if lights left on/fridge door open)	**28**	20	6	11	9	9	18	2	5	2	4	15	3	11	19	3	4	24	27
	9%	*8%*	*12%*	*10%*	*11%*	*13%*	**17%zac**	*11%*	*10%*	*14%*	*6%*	*10%*	*6%*	*8%*	*10%*	*7%*	*9%*	*10%*	*9%*
Basic needs such as food, shelter and medical care for older people/people with disabilities	**35**	33	10	15	12	10	15	-	4	5	8	13	8	16	25	5	6	29	35
	12%	*13%*	*20%*	*14%*	*15%*	*15%*	*14%*	-	*8%*	*30%*	*13%*	*9%*	*16%*	*13%*	*12%*	*11%*	*13%*	*12%*	*12%*
Day/community/luncheon centres for people with disabilities	**42**	34	7	12	17	11	18	-	6	4	10	16	10	17	26	5	6	36	41
	14%	*14%*	*15%*	*11%*	**21%c**	*16%*	*17%*	-	*12%*	*25%*	*16%*	*11%*	*17%*	*14%*	*13%*	*13%*	*13%*	*15%*	*14%*
Day/community/luncheon centres for older people	**47**	39	8	17	14	11	18	1	12	3	9	20	9	22	35	2	4	43	46
	16%o	*16%*	*17%*	*16%*	*18%*	*16%*	*17%*	*4%*	*22%*	*18%*	*15%*	*14%*	*16%*	*17%*	**18%o**	*4%*	*8%*	*17%*	*15%*
Direct payment/ Individual budgets (payment of allowances/ funds into personal accounts/personal budgets/allowances to spend on services)	**48**	38	5	15	15	20	18	10	13	2	10	22	10	21	33	7	10	37	48
	16%	*16%*	*10%*	*14%*	*18%*	**28%zabcf**	*17%*	*49%*	**24%b**	*11%*	*17%*	*16%*	*18%*	*17%*	*16%*	*17%*	*22%*	*15%*	*16%*
Home care/day care for older people	**97**	84	15	41	32	28	38	6	24	2	17	43	19	41	61	18	18	78	98
	33%	*35%*	*31%*	*39%*	*39%*	*40%*	*36%*	*28%*	*44%*	*14%*	*27%*	*31%*	*35%*	*32%*	*30%*	*43%*	*38%*	*32%*	*33%*
Home care/day care for people with disabilities	**61**	45	8	23	20	18	23	2	10	4	10	33	13	28	39	11	10	51	60
	21%	*19%*	*15%*	*22%*	*25%*	*25%*	*22%*	*10%*	*19%*	*30%*	*16%*	*24%*	*24%*	*22%*	*19%*	*27%*	*22%*	*21%*	*20%*
Meals on wheels	**53**	41	5	17	18	17	26	3	12	2	14	17	8	23	36	8	9	44	50
	18%k	*17%*	*11%*	*16%*	**23%b**	*25%*	**25%zabc**	*17%*	*23%*	*14%*	*22%*	*12%*	*14%*	*18%*	*18%*	*18%*	*18%*	*18%*	*17%*
Residential/nursing care for people with disabilities	**31**	27	8	13	12	9	13	3	3	2	8	14	6	17	20	5	6	25	30
	10%	*11%*	*15%*	*13%*	*14%*	*13%*	*12%*	*15%*	*6%*	*12%*	*12%*	*10%*	*10%*	*13%*	*10%*	*13%*	*12%*	*10%*	*10%*
Residential/nursing care for older people	**95**	82	15	34	26	30	35	7	22	6	20	45	21	41	59	19	13	81	96
	32%	*34%*	*29%*	*32%*	*32%*	**44%zc**	*34%*	*34%*	*42%*	*38%*	*33%*	*33%*	*38%*	*32%*	*29%*	**46%n**	*28%*	*33%*	*32%*
Support to stay in work for those with a disability/long-term health condition	**26**	23	2	8	11	8	12	2	4	1	3	15	5	12	16	5	5	20	24
	9%	*9%*	*4%*	*7%*	**14%b**	*12%*	*12%*	*12%*	*7%*	*7%*	*5%*	*11%*	*9%*	*9%*	*8%*	*11%*	*10%*	*8%*	*8%*
Transport services for older people/people with disabilities	**99**	85	14	31	34	33	43	10	19	4	14	50	17	52	69	14	19	78	97
	33%	*35%*	*27%*	*30%*	**42%bc**	**48%zabc**	**41%c**	*51%*	*35%*	*29%*	*23%*	*36%*	*31%*	**41%z**	*34%*	*33%*	*42%*	*32%*	*33%*
Other	**4**	3	1	1	-	1	1	-	2	1	1	1	1	2	3	-	-	4	4
	1%	*1%*	*2%*	*1%*	-	*2%*	*1%*	-	*4%*	*8%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	-	*2%*	*1%*
Any social care service	**296**	**244**	**50**	**106**	**81**	**69**	**105**	**20**	**53**	**15**	**61**	**138**	**55**	**128**	**202**	**42**	**46**	**247**	**297**
	100%	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***	***100%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 150

Q.22b Which of the following social care services, if any, have you, members of your household, family or friends used in the last year or so? And did you use that service personally or was it someone else?

Base : All respondents who have experienced social care through someone else

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**296**	244	50*	106	81*	69*	105*	20**	53*	15**	61*	138	55*	128	202	42*	46*	247	297
Multiple user	**171**	**143**	**29**	**65**	**53**	**49**	**69**	**14**	**36**	**14**	**31**	**75**	**36**	**74**	**110**	**29**	**31**	**138**	**170**
	58%	***58%***	***59%***	***62%***	***66%***	**71%za**	**66%z**	***71%***	***68%***	***94%***	***51%***	***54%***	***65%***	***58%***	***54%***	***69%***	***67%***	***56%***	***57%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 151

Q23. Overall, how satisfied or dissatisfied are you with the service?

Base : All respondents who have received/experienced social care either personally or through someone else

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**348**	152	196	41	44	110	72	81	85	112	75	76	165	110	23	50	348
Weighted Total	**343**	152	191	48*	48*	115	60*	72*	86*	111	73*	72*	179	95	21**	47*	348
Very satisfied	**102**	45	57	11	10	35	22	25	26	24	25	27	49	32	7	14	106
	30%i	*29%*	*30%*	*22%*	*20%*	*30%*	*37%*	*35%*	*30%*	*22%*	*34%*	**37%i**	*28%*	*34%*	*31%*	*30%*	*30%*
Quite satisfied	**142**	65	77	20	27	45	19	32	32	45	35	31	73	41	8	20	143
	41%f	*43%*	*41%*	*41%*	**56%zf**	*39%*	*31%*	*44%*	*37%*	*40%*	*48%*	*42%*	*41%*	*43%*	*40%*	*42%*	*41%*
Neither satisfied nor dissatisfied	**43**	17	26	10	7	12	11	2	8	23	5	7	27	7	1	9	42
	12%gm	*11%*	*14%*	**22%g**	**15%g**	*11%*	**18%g**	*3%*	*9%*	**20%zhj**	*7%*	*10%*	**15%m**	*7%*	*3%*	**18%m**	*12%*
Quite dissatisfied	**26**	9	17	1	3	14	2	5	11	10	1	4	14	7	3	2	27
	8%j	*6%*	*9%*	*3%*	*7%*	*12%*	*4%*	*7%*	**13%zj**	**9%j**	*1%*	*5%*	*8%*	*7%*	*13%*	*4%*	*8%*
Very dissatisfied	**18**	10	8	4	-	9	3	3	5	6	6	2	12	4	2	1	17
	5%	*7%*	*4%*	*7%*	-	*8%*	*4%*	*4%*	*5%*	*5%*	*8%*	*3%*	*6%*	*4%*	*9%*	*2%*	*5%*
Don't know/Refused	**12**	7	5	2	1	1	4	4	5	3	2	2	4	5	1	2	13
	3%e	*5%*	*2%*	*4%*	*2%*	*1%*	**6%e**	**6%e**	*5%*	*3%*	*3%*	*3%*	*2%*	*5%*	*4%*	*4%*	*4%*
Satisfied	**244**	**109**	**135**	**30**	**37**	**79**	**41**	**57**	**58**	**69**	**60**	**58**	**122**	**73**	**15**	**34**	**249**
	71%i	***72%***	***71%***	***63%***	***77%***	***69%***	***68%***	***79%***	***67%***	***62%***	**81%zhi**	**80%i**	***68%***	***77%***	***70%***	***71%***	***72%***
Dissatisfied	**44**	**19**	**25**	**5**	**3**	**23**	**5**	**8**	**16**	**16**	**6**	**6**	**26**	**10**	**5**	**3**	**44**
	13%	***12%***	***13%***	***10%***	***7%***	**20%zdf**	***8%***	***11%***	***18%***	***14%***	***9%***	***8%***	***15%***	***11%***	***22%***	***6%***	***13%***
Net Satisfied	**200**	**91**	**109**	**25**	**33**	**57**	**36**	**49**	**42**	**53**	**53**	**52**	**96**	**63**	**10**	**31**	**205**
	58%ehi	***60%***	***57%***	***53%***	**70%e**	***49%***	***60%***	**68%ze**	***49%***	***48%***	**73%zhi**	**72%zhi**	***54%***	***66%***	***48%***	***65%***	***59%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 152

Q23. Overall, how satisfied or dissatisfied are you with the service?

Base : All respondents who have received/experienced social care either personally or through someone else

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**348**	69	45	231	3	99	169	80	20	115	15	143	45	13	287	2	197	151	322	26	220	113	348
Weighted Total	**343**	68*	48*	224	3**	87*	172	84*	20**	114	17**	141	43*	14**	283	2**	192	151	316	27**	216	113	348
Very satisfied	**102**	18	13	71	-	26	51	24	1	36	5	48	13	1	86	1	57	45	92	10	80	18	106
	30%u	*27%*	*26%*	*32%*	-	*30%*	*30%*	*29%*	*4%*	*31%*	*30%*	*34%*	*31%*	*8%*	*30%*	*56%*	*30%*	*30%*	*29%*	*36%*	**37%zu**	*16%*	*30%*
Quite satisfied	**142**	26	28	87	2	39	68	35	13	49	5	55	16	12	114	-	82	60	136	6	89	48	143
	41%	*38%*	**58%zac**	*39%*	*72%*	*44%*	*40%*	*42%*	*63%*	*43%*	*28%*	*39%*	*38%*	*84%*	*40%*	-	*43%*	*40%*	**43%z**	*21%*	*41%*	*42%*	*41%*
Neither satisfied nor dissatisfied	**43**	12	6	25	-	6	28	9	2	14	5	15	5	1	36	-	20	23	36	7	25	14	42
	12%er	*18%*	*12%*	*11%*	-	*6%*	**16%ze**	*11%*	*9%*	*13%*	*30%*	*11%*	*13%*	*8%*	*13%*	-	*10%*	*15%*	*11%*	*27%*	*12%*	*13%*	*12%*
Quite dissatisfied	**26**	6	1	19	-	7	9	10	4	6	1	11	4	-	22	-	15	11	25	1	10	15	27
	8%t	*8%*	*2%*	*9%*	-	*8%*	*5%*	*12%*	*20%*	*6%*	*6%*	*8%*	*9%*	-	*8%*	-	*8%*	*7%*	*8%*	*4%*	*5%*	**13%zt**	*8%*
Very dissatisfied	**18**	2	1	15	-	5	8	6	1	3	-	9	2	-	16	-	14	5	17	1	4	14	17
	5%t	*3%*	*2%*	*7%*	-	*5%*	*4%*	*7%*	*4%*	*3%*	-	*6%*	*5%*	-	*6%*	-	*7%*	*3%*	*5%*	*5%*	*2%*	**13%zt**	*5%*
Don't know/Refused	**12**	4	-	7	1	5	7	-	-	6	1	3	2	-	9	1	4	8	10	2	7	4	13
	3%	*6%*	-	*3%*	*28%*	**5%g**	*4%*	-	-	*5%*	*6%*	*2%*	*5%*	-	*3%*	*44%*	*2%*	*5%*	*3%*	*8%*	*3%*	*3%*	*4%*
Satisfied	**244**	**44**	**40**	**158**	**2**	**65**	**120**	**60**	**14**	**85**	**10**	**103**	**29**	**13**	**200**	**1**	**139**	**105**	**229**	**15**	**169**	**66**	**249**
	71%u	***65%***	**84%za**	***70%***	***72%***	***75%***	***70%***	***71%***	***67%***	***75%***	***58%***	***73%***	***69%***	***92%***	***71%***	***56%***	***73%***	***69%***	***72%***	***57%***	**78%zu**	***58%***	***72%***
Dissatisfied	**44**	**8**	**2**	**34**	**-**	**12**	**17**	**16**	**5**	**9**	**1**	**20**	**6**	**-**	**38**	**-**	**29**	**16**	**42**	**2**	**15**	**29**	**44**
	13%t	***12%***	***5%***	***15%***	**-**	***13%***	***10%***	***19%***	***24%***	***8%***	***6%***	**14%i**	***14%***	**-**	***14%***	**-**	***15%***	***10%***	***13%***	***8%***	***7%***	**26%zt**	***13%***
Net Satisfied	**200**	**36**	**38**	**124**	**2**	**53**	**103**	**44**	**9**	**76**	**9**	**83**	**24**	**13**	**162**	**1**	**111**	**89**	**187**	**13**	**154**	**37**	**205**
	58%u	***53%***	**79%zac**	***55%***	***72%***	***61%***	***60%***	***52%***	***43%***	**66%z**	***52%***	***59%***	***55%***	***92%***	***57%***	***56%***	***58%***	***59%***	***59%***	***49%***	**72%zu**	***33%***	***59%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 153

Q23. Overall, how satisfied or dissatisfied are you with the service?

Base : All respondents who have received/experienced social care either personally or through someone else

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**348**	30	49	26	26	42	53	44	45	33	242	59	129	88	120	348
Weighted Total	**343**	30**	41*	27**	24**	41*	56*	41*	48*	36*	236	59*	125	90*	117	348
Very satisfied	**102**	7	12	3	12	18	16	8	20	6	79	11	36	28	32	106
	30%k	*23%*	*29%*	*13%*	*50%*	**43%zgi**	*29%*	*20%*	**42%gi**	*17%*	**34%zk**	*19%*	*29%*	*31%*	*27%*	*30%*
Quite satisfied	**142**	16	19	14	7	14	18	15	17	21	103	23	52	44	42	143
	41%	*55%*	*46%*	*53%*	*30%*	*34%*	*33%*	*36%*	*36%*	**59%zefh**	*44%*	*39%*	*41%*	*49%*	*36%*	*41%*
Neither satisfied nor dissatisfied	**43**	1	4	5	2	7	5	8	5	6	17	12	17	9	16	42
	12%j	*4%*	*10%*	*18%*	*9%*	*16%*	*10%*	*19%*	*11%*	*16%*	*7%*	**20%j**	*14%*	*10%*	*14%*	*12%*
Quite dissatisfied	**26**	3	4	3	2	1	6	5	1	1	14	10	11	3	12	27
	8%	*8%*	*11%*	*12%*	*8%*	*2%*	*11%*	*11%*	*2%*	*3%*	*6%*	**17%zj**	*9%*	*3%*	**11%m**	*8%*
Very dissatisfied	**18**	2	-	1	1	1	6	2	3	2	12	3	5	2	11	17
	5%	*7%*	-	*4%*	*3%*	*2%*	**10%b**	*4%*	*7%*	*6%*	*5%*	*5%*	*4%*	*2%*	**10%zm**	*5%*
Don't know/Refused	**12**	1	2	-	-	1	4	4	1	-	11	-	4	4	4	13
	3%	*3%*	*4%*	-	-	*2%*	*7%*	**9%z**	*2%*	-	*5%*	-	*3%*	*5%*	*3%*	*4%*
Satisfied	**244**	**23**	**31**	**18**	**19**	**32**	**34**	**23**	**37**	**27**	**182**	**34**	**88**	**72**	**74**	**249**
	71%gkn	***78%***	***75%***	***65%***	***80%***	**77%g**	***62%***	***56%***	**78%g**	***76%***	**77%zk**	***58%***	***70%***	**80%zn**	***63%***	***72%***
Dissatisfied	**44**	**5**	**4**	**4**	**3**	**2**	**12**	**6**	**4**	**3**	**26**	**13**	**16**	**5**	**24**	**44**
	13%m	***15%***	***11%***	***16%***	***11%***	***5%***	**22%ze**	***16%***	***9%***	***9%***	***11%***	**22%zj**	***12%***	***5%***	**20%zm**	***13%***
Net Satisfied	**200**	**19**	**26**	**13**	**16**	**30**	**22**	**17**	**32**	**24**	**156**	**21**	**72**	**67**	**50**	**205**
	58%fgkn	***63%***	**64%fg**	***49%***	***69%***	**73%zfg**	***40%***	***41%***	**68%fg**	**67%fg**	**66%zk**	***36%***	**58%n**	**74%zln**	***43%***	***59%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 154

Q23. Overall, how satisfied or dissatisfied are you with the service?

Base : All respondents who have received/experienced social care either personally or through someone else

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**348**	282	72	146	90	74	116	22	60	28	71	164	67	145	249	44	49	294	348
Weighted Total	**343**	275	69*	137	93*	76*	117	22**	61*	25**	72*	160	66*	143	244	44*	50*	288	348
Very satisfied	**102**	81	27	44	23	19	30	4	15	5	24	43	26	40	102	-	15	87	106
	30%o	*29%*	**39%defh**	*32%*	*25%*	*25%*	*26%*	*18%*	*24%*	*20%*	*33%*	*27%*	*39%*	*28%*	**42%zo**	-	*29%*	*30%*	*30%*
Quite satisfied	**142**	113	29	53	45	28	49	8	23	12	36	64	28	60	142	-	20	119	143
	41%o	*41%*	*43%*	*39%*	*48%*	*37%*	*42%*	*35%*	*38%*	*46%*	*49%*	*40%*	*43%*	*42%*	**58%zo**	-	*41%*	*41%*	*41%*
Neither satisfied nor dissatisfied	**43**	32	8	18	9	14	17	3	13	3	8	18	4	18	-	-	5	38	42
	12%no	*12%*	*12%*	*13%*	*10%*	*18%*	*15%*	*14%*	**21%zad**	*11%*	*12%*	*11%*	*7%*	*13%*	-	-	*9%*	*13%*	*12%*
Quite dissatisfied	**26**	25	1	10	6	9	11	5	4	3	-	19	2	11	-	26	3	22	27
	8%bjn	**9%zb**	*1%*	*7%*	*7%*	**12%b**	**9%b**	*23%*	*6%*	*10%*	-	**12%zj**	*3%*	*8%*	-	**59%zn**	*6%*	*8%*	*8%*
Very dissatisfied	**18**	15	2	10	7	5	8	2	5	1	3	11	5	10	-	18	6	12	17
	5%nq	*6%*	*3%*	*7%*	*8%*	*6%*	*7%*	*9%*	*9%*	*5%*	*5%*	*7%*	*7%*	*7%*	-	**41%zn**	**12%zq**	*4%*	*5%*
Don't know/Refused	**12**	9	2	3	3	1	2	-	2	2	1	5	1	5	-	-	2	10	13
	3%n	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	-	*3%*	*7%*	*1%*	*3%*	*1%*	*3%*	-	-	*3%*	*4%*	*4%*
Satisfied	**244**	**193**	**56**	**97**	**68**	**47**	**79**	**12**	**38**	**17**	**60**	**107**	**54**	**100**	**244**	**-**	**35**	**205**	**249**
	71%o	***70%***	**81%zacefh**	***71%***	***73%***	***62%***	***68%***	***53%***	***62%***	***67%***	**83%zk**	***67%***	**82%z**	***70%***	**100%zo**	**-**	***70%***	***71%***	***72%***
Dissatisfied	**44**	**40**	**3**	**20**	**13**	**14**	**19**	**7**	**9**	**4**	**3**	**30**	**7**	**20**	**-**	**44**	**9**	**34**	**44**
	13%bjn	**15%b**	***4%***	**14%b**	**14%b**	**19%b**	**16%b**	***32%***	**15%b**	***15%***	***5%***	**19%zj**	***10%***	***14%***	**-**	**100%zn**	***17%***	***12%***	***13%***
Net Satisfied	**200**	**153**	**53**	**77**	**55**	**33**	**61**	**5**	**29**	**13**	**56**	**76**	**47**	**79**	**244**	**-44**	**26**	**171**	**205**
	58%aeko	**56%e**	**77%zacdefh**	**56%e**	**59%e**	***43%***	***52%***	***21%***	***47%***	***51%***	**78%zk**	***48%***	**72%zm**	***56%***	**100%zo**	***-100%***	***53%***	***59%***	***59%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 155

Q24. On the whole, do you agree or disagree with the following statement:

- Social care services I receive take account of my personal needs -

Base : All respondents who have received/experienced social care personally

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**48**	20	28	3	3	9	11	22	4	14	6	24	6	25	5	12	48
Weighted Total	**43***	18**	26**	3**	3**	9**	9**	19**	3**	13**	5**	22**	7**	21**	5**	10**	48*
Agree	**24**	10	14	1	1	2	7	14	2	8	3	11	2	15	2	5	28
	56%	*57%*	*55%*	*31%*	*31%*	*21%*	*74%*	*72%*	*47%*	*59%*	*67%*	*53%*	*28%*	*71%*	*41%*	*49%*	*58%*
Disagree	**11**	5	7	1	-	5	2	3	2	1	-	8	2	4	1	4	12
	26%	*27%*	*26%*	*38%*	-	*55%*	*26%*	*15%*	*53%*	*9%*	-	*39%*	*36%*	*17%*	*21%*	*41%*	*25%*
Don't know	**5**	2	4	1	1	1	-	2	-	2	2	2	-	2	2	1	6
	12%	*10%*	*14%*	*31%*	*30%*	*11%*	-	*13%*	-	*14%*	*33%*	*9%*	-	*12%*	*38%*	*10%*	*13%*
Refused	**2**	1	1	-	1	1	-	-	-	2	-	-	2	-	-	-	2
	6%	*7%*	*5%*	-	*40%*	*13%*	-	-	-	*19%*	-	-	*36%*	-	-	-	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 156

Q24. On the whole, do you agree or disagree with the following statement:

- Social care services I receive take account of my personal needs -

Base : All respondents who have received/experienced social care personally

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**48**	21	9	18	-	27	13	8	-	10	-	10	10	1	36	-	40	8	46	2	27	18	48
Weighted Total	**43***	19**	9**	16**	-**	23**	12**	8**	-**	9**	-**	9**	8**	1**	33*	-**	36*	7**	41*	2**	24**	17**	48*
Agree	**24**	12	2	10	-	15	7	2	-	6	-	5	5	-	18	-	21	3	23	1	17	5	28
	56%	*65%*	*23%*	*64%*	-	*65%*	*57%*	*26%*	-	*64%*	-	*56%*	*59%*	-	*55%*	-	*57%*	*49%*	*56%*	*46%*	*71%*	*28%*	*58%*
Disagree	**11**	5	5	2	-	4	4	3	-	1	-	-	2	-	10	-	9	2	10	1	3	8	12
	26%	*26%*	*53%*	*12%*	-	*19%*	*33%*	*37%*	-	*13%*	-	-	*22%*	-	*29%*	-	*26%*	*26%*	*25%*	*54%*	*14%*	*48%*	*25%*
Don't know	**5**	2	1	3	-	2	-	3	-	1	-	2	2	1	3	-	4	2	5	-	4	2	6
	12%	*10%*	*11%*	*17%*	-	*11%*	-	*37%*	-	*10%*	-	*19%*	*19%*	*100%*	*9%*	-	*10%*	*25%*	*13%*	-	*15%*	*10%*	*13%*
Refused	**2**	-	1	1	-	1	1	-	-	1	-	2	-	-	2	-	2	-	2	-	-	2	2
	6%	-	*14%*	*8%*	-	*5%*	*10%*	-	-	*13%*	-	*26%*	-	-	*7%*	-	*7%*	-	*6%*	-	-	*14%*	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 157

Q24. On the whole, do you agree or disagree with the following statement:

- Social care services I receive take account of my personal needs -

Base : All respondents who have received/experienced social care personally

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**48**	-	10	1	7	3	5	7	10	5	35	8	14	14	17	48
Weighted Total	**43***	-**	8**	1**	6**	3**	5**	6**	10**	5**	32*	7**	12**	13**	15**	48*
Agree	**24**	-	6	-	4	2	3	2	5	3	21	3	9	4	8	28
	56%	-	*79%*	-	*72%*	*66%*	*56%*	*25%*	*48%*	*54%*	***66%z***	*37%*	*72%*	*32%*	*55%*	*58%*
Disagree	**11**	-	1	1	-	-	1	4	4	1	5	4	2	6	4	12
	26%j	-	*9%*	*100%*	-	-	*19%*	*60%*	*41%*	*23%*	*16%*	*51%*	*13%*	*44%*	*26%*	*25%*
Don't know	**5**	-	1	-	2	1	-	1	1	-	4	1	2	2	2	6
	12%	-	*12%*	-	*28%*	*34%*	-	*15%*	*10%*	-	*14%*	*13%*	*15%*	*14%*	*11%*	*13%*
Refused	**2**	-	-	-	-	-	1	-	-	1	1	-	-	1	1	2
	6%	-	-	-	-	-	*24%*	-	-	*23%*	*4%*	-	-	*9%*	*8%*	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 158

Q24. On the whole, do you agree or disagree with the following statement:

- Social care services I receive take account of my personal needs -

Base : All respondents who have received/experienced social care personally

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**48**	37	22	32	14	7	17	2	10	13	10	23	14	18	41	4	2	44	48
Weighted Total	**43***	33*	20**	29*	13**	6**	16**	2**	9**	11**	10**	21**	13**	16**	37*	4**	2**	39*	48*
Agree	**24**	19	10	16	5	3	7	1	4	7	5	10	7	9	22	1	1	21	28
	56%	*56%*	*51%*	*57%*	*41%*	*41%*	*44%*	*45%*	*46%*	*68%*	*45%*	*51%*	*55%*	*53%*	*59%*	*21%*	*46%*	*54%*	*58%*
Disagree	**11**	8	5	6	7	3	4	-	2	3	4	5	4	3	10	1	1	10	12
	26%	*25%*	*28%*	*22%*	*52%*	*44%*	*28%*	-	*20%*	*32%*	*43%*	*26%*	*29%*	*18%*	*26%*	*26%*	*54%*	*26%*	*25%*
Don't know	**5**	4	2	4	1	1	2	1	2	-	-	4	1	4	5	1	-	5	6
	12%	*11%*	*9%*	*13%*	*8%*	*15%*	*13%*	*55%*	*21%*	-	-	*17%*	*7%*	*22%*	*12%*	*21%*	-	*14%*	*13%*
Refused	**2**	2	2	2	-	-	2	-	1	-	1	1	1	1	1	1	-	2	2
	6%	*7%*	*12%*	*8%*	-	-	*15%*	-	*14%*	-	*12%*	*6%*	*9%*	*7%*	*3%*	*32%*	-	*6%*	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 159

Q25. Many people will need to use social care services when they are older and it is likely that they may have to contribute towards the cost. Before today, to what extent had you thought about preparing financially to pay for social care services you might need when you are older?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
To a great extent	**75**	35	40	5	11	28	13	19	38	19	10	8	46	21	1	7	78
	8%k	*7%*	*8%*	*3%*	*7%*	*8%*	*9%*	**10%c**	**15%zijk**	*6%*	*5%*	*3%*	*8%*	**9%n**	*1%*	*5%*	*8%*
To some extent	**257**	110	147	20	47	104	38	48	90	87	39	40	159	59	11	29	259
	26%acjko	*23%*	**29%za**	*14%*	**28%c**	**30%zc**	**27%c**	**24%c**	**36%zijk**	**28%jk**	*20%*	*17%*	**29%zo**	*25%*	*19%*	*18%*	*26%*
Hardly at all	**219**	120	98	32	37	86	31	33	46	72	49	52	131	42	12	34	214
	22%bg	**25%zb**	*19%*	*22%*	*22%*	**25%g**	*22%*	*16%*	*18%*	*23%*	*24%*	*22%*	*24%*	*18%*	*20%*	*22%*	*21%*
Not at all	**445**	218	227	87	72	131	59	95	76	133	101	135	215	110	35	84	443
	44%ehl	*45%*	*44%*	**61%zdefg**	*43%*	*38%*	*42%*	**48%e**	*30%*	**43%h**	**50%h**	**56%zhi**	*39%*	**47%l**	**60%zl**	**54%zl**	*44%*
Already using social care services	**6**	3	3	-	-	1	2	3	-	-	2	4	-	3	-	2	7
	1%	*1%*	*1%*	-	-	*	*1%*	**2%z**	-	-	*1%*	**2%zhi**	-	**1%l**	-	**2%l**	*1%*
To a great/some extent	**332**	**145**	**187**	**25**	**58**	**131**	**51**	**67**	**128**	**107**	**49**	**48**	**204**	**80**	**12**	**36**	**337**
	33%acjkno	***30%***	**36%za**	***17%***	**35%c**	**38%zc**	**36%c**	**34%c**	**51%zijk**	**34%jk**	***25%***	***20%***	**37%zno**	**34%no**	***20%***	***23%***	***34%***
Hardly/not at all	**663**	**338**	**326**	**118**	**109**	**217**	**91**	**128**	**121**	**205**	**150**	**187**	**346**	**152**	**47**	**119**	**657**
	66%bhl	**70%zb**	***63%***	**83%zdefg**	***65%***	***62%***	***63%***	***65%***	***49%***	**66%h**	**75%zhi**	**78%zhi**	***63%***	***65%***	**80%zlm**	**75%zlm**	***66%***
Net	**-331**	**-193**	**-138**	**-93**	**-51**	**-86**	**-40**	**-61**	**7**	**-98**	**-101**	**-139**	**-142**	**-72**	**-35**	**-82**	**-320**
	-33%	***-40%***	***-27%***	***-65%***	***-30%***	***-25%***	***-28%***	***-31%***	***3%***	***-31%***	***-50%***	***-58%***	***-26%***	***-31%***	***-60%***	***-52%***	***-32%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 160

Q25. Many people will need to use social care services when they are older and it is likely that they may have to contribute towards the cost. Before today, to what extent had you thought about preparing financially to pay for social care services you might need when you are older?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
To a great extent	**75**	8	7	59	1	21	33	22	5	26	3	29	9	4	59	2	46	30	67	8	45	25	78
	8%b	*5%*	*4%*	**9%zb**	*8%*	*9%*	*7%*	*7%*	*9%*	*9%*	*8%*	**12%z**	*6%*	*6%*	*8%*	*21%*	*9%*	*6%*	*8%*	*8%*	*7%*	*8%*	*8%*
To some extent	**257**	34	50	171	2	57	123	78	14	90	9	77	26	25	204	2	119	138	233	24	162	86	259
	26%alp	*20%*	*28%*	*27%*	*21%*	*26%*	*26%*	*25%*	*27%*	**31%z**	*24%*	**31%z**	*16%*	**32%l**	**27%zl**	*21%*	*22%*	**29%zp**	*26%*	*23%*	*25%*	*28%*	*26%*
Hardly at all	**219**	38	35	144	1	36	114	68	9	66	5	42	36	23	156	2	118	101	194	25	166	48	214
	22%eku	*22%*	*20%*	*23%*	*10%*	*16%*	**24%e**	*22%*	*16%*	**23%k**	*12%*	*17%*	*23%*	*30%*	*21%*	*19%*	*22%*	*21%*	*22%*	*24%*	**25%zu**	*16%*	*21%*
Not at all	**445**	89	86	263	6	103	204	137	25	110	22	100	86	25	325	4	246	199	398	47	275	143	443
	44%cim	**51%zc**	*49%*	*41%*	*62%*	*47%*	*43%*	*45%*	*48%*	*38%*	**56%ik**	*40%*	**54%zmn**	*32%*	*44%*	*39%*	*46%*	*42%*	*44%*	*45%*	*42%*	*47%*	*44%*
Already using social care services	**6**	3	-	2	-	4	2	-	-	1	-	2	2	-	3	-	4	2	5	1	3	2	7
	1%	**2%zc**	-	*	-	**2%zfg**	*	-	-	*	-	*1%*	*1%*	-	*	-	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
To a great/some extent	**332**	**43**	**57**	**230**	**3**	**77**	**155**	**99**	**19**	**116**	**12**	**106**	**35**	**29**	**263**	**5**	**165**	**167**	**300**	**32**	**208**	**111**	**337**
	33%al	***25%***	***32%***	**36%za**	***28%***	***35%***	***33%***	***33%***	***36%***	**40%z**	***31%***	**42%z**	***22%***	**38%l**	**35%zl**	***42%***	***31%***	***36%***	***34%***	***30%***	***32%***	***37%***	***34%***
Hardly/not at all	**663**	**127**	**121**	**407**	**7**	**140**	**318**	**206**	**34**	**176**	**26**	**142**	**122**	**48**	**481**	**6**	**364**	**299**	**591**	**72**	**441**	**191**	**657**
	66%cikn	**74%zc**	***68%***	***64%***	***72%***	***63%***	***67%***	***67%***	***64%***	***60%***	***69%***	***57%***	**77%zmn**	***62%***	***64%***	***58%***	***68%***	***64%***	***66%***	***69%***	***68%***	***63%***	***66%***
Net	**-331**	**-85**	**-65**	**-177**	**-4**	**-62**	**-163**	**-106**	**-15**	**-60**	**-14**	**-36**	**-87**	**-19**	**-218**	**-2**	**-199**	**-132**	**-291**	**-40**	**-233**	**-80**	**-320**
	-33%	***-49%***	***-36%***	***-28%***	***-43%***	***-28%***	***-34%***	***-35%***	***-28%***	***-20%***	***-38%***	***-15%***	***-55%***	***-25%***	***-29%***	***-16%***	***-37%***	***-28%***	***-32%***	***-39%***	***-36%***	***-26%***	***-32%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 161

Q25. Many people will need to use social care services when they are older and it is likely that they may have to contribute towards the cost. Before today, to what extent had you thought about preparing financially to pay for social care services you might need when you are older?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
To a great extent	**75**	9	12	7	5	10	16	6	4	5	45	17	31	23	20	78
	8%j	*11%*	**11%h**	*5%*	*10%*	*7%*	*10%*	*6%*	*4%*	*5%*	*6%*	*10%*	*9%*	*8%*	*6%*	*8%*
To some extent	**257**	14	38	47	12	26	43	26	24	26	186	41	77	91	82	259
	26%a	*17%*	**35%zae**	**32%ae**	*23%*	*19%*	*27%*	*25%*	*23%*	*26%*	*26%*	*24%*	*23%*	**30%zl**	*25%*	*26%*
Hardly at all	**219**	17	21	38	6	37	36	23	26	15	160	31	84	69	58	214
	22%n	*20%*	*19%*	**25%d**	*11%*	**27%di**	*22%*	*23%*	*24%*	*15%*	*23%*	*18%*	**25%n**	*23%*	*18%*	*21%*
Not at all	**445**	46	36	55	26	63	67	48	52	52	307	79	145	118	166	443
	44%bm	**53%bc**	*33%*	*37%*	**50%b**	**46%b**	*42%*	**47%b**	**49%b**	**52%bc**	*44%*	*47%*	*43%*	*39%*	**51%zlm**	*44%*
Already using social care services	**6**	-	2	1	2	-	-	-	-	1	4	1	2	1	2	7
	1%	-	*1%*	*1%*	**5%zacefgh**	-	-	-	-	*1%*	*1%*	*	*1%*	*	*	*1%*
To a great/some extent	**332**	**24**	**51**	**55**	**17**	**36**	**59**	**31**	**28**	**32**	**231**	**57**	**108**	**114**	**102**	**337**
	33%	***27%***	**46%zaeghi**	***37%***	***34%***	***26%***	***36%***	***31%***	***27%***	***32%***	***33%***	***34%***	***32%***	**38%z**	***31%***	***34%***
Hardly/not at all	**663**	**62**	**57**	**93**	**32**	**100**	**103**	**71**	**78**	**68**	**467**	**110**	**230**	**187**	**224**	**657**
	66%b	**73%b**	***52%***	***62%***	***62%***	**74%zbc**	***64%***	**69%b**	**73%b**	**68%b**	***67%***	***65%***	***67%***	***62%***	***68%***	***66%***
Net	**-331**	**-39**	**-6**	**-38**	**-14**	**-64**	**-45**	**-39**	**-50**	**-36**	**-236**	**-52**	**-121**	**-73**	**-123**	**-320**
	-33%	***-45%***	***-6%***	***-25%***	***-28%***	***-47%***	***-27%***	***-38%***	***-47%***	***-36%***	***-34%***	***-31%***	***-36%***	***-24%***	***-37%***	***-32%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 162

Q25. Many people will need to use social care services when they are older and it is likely that they may have to contribute towards the cost. Before today, to what extent had you thought about preparing financially to pay for social care services you might need when you are older?

Base : All respondents

	Wtd. Total (z)	Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		My responsibility to save for social care	
		Agree (a)	Disagree (b)	Better (c)	Worse (d)	Satisfied (e)	Dissatisfied (f)	Yes (g)	No (h)	Agree (i)	Disagree (j)
Unweighted Total	1001	269	403	200	382	249	44	170	815	431	393
Weighted Total	1001	276	393	201	379	244	44*	175	811	434	392
To a great extent	75	21	32	14	33	24	8	24	52	51	20
	8%hj	7%	8%	7%	9%	10%	17%z	13%zh	6%	12%zj	5%
To some extent	257	79	113	59	96	70	11	65	186	165	59
	26%hj	29%	29%	29%	25%	28%	25%	37%zh	23%	38%zj	15%
Hardly at all	219	66	61	52	79	48	3	44	173	80	85
	22%bfi	24%b	16%	26%	21%	19%	7%	25%	21%	18%	22%
Not at all	445	108	183	76	168	98	22	43	394	139	224
	44%acgi	39%	47%	38%	44%	40%	51%	25%	49%zg	32%	57%zi
Already using social care services	6	2	4	-	3	5	-	-	6	-	4
	1%	1%	1%	-	1%	2%z	-	-	1%	-	1%i
To a great/some extent	332	100	145	73	129	94	19	88	238	215	79
	33%hj	36%	37%z	36%	34%	39%z	42%	50%zh	29%	50%zj	20%
Hardly/not at all	663	175	244	128	247	145	26	87	567	219	309
	66%begi	63%	62%	64%	65%	59%	58%	50%	70%zg	50%	79%zi
Net	-331	-75	-99	-56	-118	-51	-7	1	-329	-4	-230
	-33%	-27%	-25%	-28%	-31%	-21%	-16%	1%	-41%	-1%	-59%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d - z/e/f - z/g/h - z/i/j
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 163

Q26. And to what extent are you already preparing financially to pay for the social care services you might need when you are older?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
To a great extent	**53**	23	30	1	11	18	9	15	28	15	10	1	33	16	1	3	55
	5%cko	*5%*	*6%*	*1%*	**7%c**	**5%c**	**6%c**	**7%c**	**11%zijk**	**5%k**	**5%k**	*	**6%o**	**7%o**	*1%*	*2%*	*5%*
To some extent	**219**	90	129	12	36	92	36	43	81	82	28	28	141	51	7	20	222
	22%acjkno	*19%*	**25%za**	*8%*	**22%c**	**26%zc**	**25%c**	**22%c**	**33%zjk**	**26%zjk**	*14%*	*12%*	**26%zno**	**22%o**	*12%*	*13%*	*22%*
Hardly at all	**174**	89	86	24	32	60	21	39	32	63	33	46	89	50	9	27	174
	17%h	*18%*	*17%*	*16%*	*19%*	*17%*	*15%*	*19%*	*13%*	**20%h**	*16%*	*19%*	*16%*	*21%*	*16%*	*17%*	*17%*
Not at all	**549**	280	269	107	88	179	77	98	108	151	130	160	288	114	41	105	544
	55%him	*58%*	*52%*	**74%zdefg**	*52%*	*51%*	*54%*	*49%*	*43%*	*49%*	**64%zhi**	**67%zhi**	*52%*	*49%*	**71%zlm**	**67%zlm**	*54%*
Already using social care services	**5**	3	2	-	-	1	1	3	-	-	2	3	-	3	-	2	6
	*	*1%*	*	-	-	*	*1%*	**2%z**	-	-	*1%*	**1%i**	-	**1%zl**	-	**1%l**	*1%*
To a great/some extent	**273**	**114**	**159**	**13**	**48**	**109**	**44**	**58**	**109**	**97**	**37**	**29**	**174**	**68**	**8**	**23**	**277**
	27%acjkno	***23%***	**31%za**	***9%***	**29%c**	**31%zc**	**31%c**	**29%c**	**44%zijk**	**31%jk**	***19%***	***12%***	**32%zno**	**29%no**	***13%***	***15%***	***28%***
Hardly/not at all	**723**	**369**	**354**	**130**	**119**	**239**	**98**	**136**	**140**	**215**	**162**	**206**	**376**	**164**	**51**	**132**	**718**
	72%bhl	**76%zb**	***69%***	**91%zdefg**	***71%***	***68%***	***69%***	***69%***	***56%***	**69%h**	**81%zhi**	**86%zhi**	***68%***	***70%***	**87%zlm**	**84%zlm**	***72%***
Net	**-451**	**-255**	**-195**	**-117**	**-72**	**-130**	**-54**	**-78**	**-31**	**-118**	**-125**	**-177**	**-202**	**-97**	**-43**	**-109**	**-441**
	-45%	***-53%***	***-38%***	***-82%***	***-43%***	***-37%***	***-38%***	***-40%***	***-12%***	***-38%***	***-62%***	***-74%***	***-37%***	***-41%***	***-73%***	***-69%***	***-44%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 164

Q26. And to what extent are you already preparing financially to pay for the social care services you might need when you are older?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
To a great extent	**53**	4	8	40	1	16	21	17	1	20	3	19	5	4	42	2	35	19	48	5	29	23	55
	5%a	*2%*	*5%*	**6%a**	*8%*	*7%*	*4%*	*5%*	*2%*	*7%*	*8%*	*8%*	*3%*	*5%*	*6%*	*21%*	*7%*	*4%*	*5%*	*5%*	*4%*	**8%zt**	*5%*
To some extent	**219**	20	32	165	1	54	105	61	16	80	6	65	24	14	181	-	111	108	198	21	130	79	222
	22%alt	*12%*	*18%*	**26%zab**	*10%*	*24%*	*22%*	*20%*	*31%*	**27%z**	*16%*	*26%*	*15%*	*17%*	**24%zl**	-	*21%*	*23%*	*22%*	*20%*	*20%*	**26%zt**	*22%*
Hardly at all	**174**	31	30	110	3	42	76	56	5	44	3	32	34	27	112	2	82	93	153	21	129	38	174
	17%knu	*18%*	*17%*	*17%*	*32%*	*19%*	*16%*	*18%*	*10%*	*15%*	*8%*	*13%*	**21%n**	**34%zln**	*15%*	*19%*	*15%*	*20%*	*17%*	*21%*	**20%zu**	*13%*	*17%*
Not at all	**549**	115	107	322	5	106	272	171	30	148	26	133	94	33	409	7	302	247	493	56	361	162	544
	55%cem	**67%zc**	**60%c**	*50%*	*50%*	*48%*	**57%e**	*56%*	*57%*	*51%*	**69%i**	*53%*	**59%m**	*43%*	*55%*	*60%*	*57%*	*53%*	*55%*	*54%*	*55%*	*53%*	*54%*
Already using social care services	**5**	2	-	2	-	3	2	-	-	1	-	2	2	-	3	-	3	2	4	1	3	1	6
	*****	*1%*	-	*	-	**2%zg**	*	-	-	*	-	*1%*	*1%*	-	*	-	*1%*	*	*	*1%*	*	*	*1%*
To a great/some extent	**273**	**24**	**41**	**206**	**2**	**70**	**126**	**77**	**17**	**100**	**9**	**84**	**29**	**18**	**224**	**2**	**146**	**127**	**246**	**26**	**158**	**103**	**277**
	27%alt	***14%***	**23%a**	**32%zab**	***17%***	***32%***	***26%***	***25%***	***33%***	**34%z**	***24%***	**33%z**	***18%***	***23%***	**30%zl**	***21%***	***27%***	***27%***	***27%***	***25%***	***24%***	**34%zt**	***28%***
Hardly/not at all	**723**	**146**	**137**	**432**	**8**	**148**	**348**	**228**	**35**	**192**	**29**	**165**	**128**	**60**	**521**	**9**	**384**	**340**	**646**	**77**	**490**	**200**	**718**
	72%ceikn u	**85%zc**	**77%c**	***67%***	***83%***	***67%***	***73%***	***75%***	***67%***	***66%***	***76%***	***66%***	**80%zn**	***77%***	***70%***	***79%***	***72%***	***73%***	***72%***	***74%***	**75%zu**	***66%***	***72%***
Net	**-451**	**-122**	**-96**	**-226**	**-7**	**-78**	**-222**	**-150**	**-18**	**-92**	**-20**	**-81**	**-99**	**-43**	**-297**	**-6**	**-238**	**-213**	**-400**	**-51**	**-331**	**-97**	**-441**
	-45%	***-71%***	***-54%***	***-35%***	***-65%***	***-35%***	***-47%***	***-49%***	***-34%***	***-32%***	***-53%***	***-32%***	***-62%***	***-55%***	***-40%***	***-58%***	***-45%***	***-46%***	***-45%***	***-49%***	***-51%***	***-32%***	***-44%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 165

Q26. And to what extent are you already preparing financially to pay for the social care services you might need when you are older?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
To a great extent	**53**	5	6	5	3	6	14	7	4	2	36	11	17	16	19	55
	5%	*6%*	*6%*	*3%*	*6%*	*5%*	**9%i**	*7%*	*4%*	*2%*	*5%*	*7%*	*5%*	*5%*	*6%*	*5%*
To some extent	**219**	18	33	27	13	21	42	23	22	21	153	35	73	70	70	222
	22%	*21%*	**31%zce**	*18%*	*25%*	*16%*	**26%e**	*22%*	*20%*	*21%*	*22%*	*21%*	*21%*	*23%*	*21%*	*22%*
Hardly at all	**174**	13	18	44	5	32	24	12	15	13	131	18	70	56	45	174
	17%kn	*15%*	*17%*	**30%zabdfghi**	*9%*	**24%zdgi**	*15%*	*12%*	*14%*	*12%*	**19%k**	*11%*	**21%n**	*18%*	*14%*	*17%*
Not at all	**549**	50	50	73	28	76	82	60	65	64	377	103	178	159	193	544
	55%b	*59%*	*46%*	*49%*	*56%*	*56%*	*51%*	**59%b**	**61%b**	**64%bc**	*54%*	*61%*	*52%*	*53%*	*59%*	*54%*
Already using social care services	**5**	-	2	-	2	-	-	-	-	1	4	1	2	1	1	6
	*****	-	*1%*	-	**5%zacefgh**	-	-	-	-	*1%*	*1%*	*	*1%*	*	*	*1%*
To a great/some extent	**273**	**23**	**40**	**32**	**16**	**28**	**56**	**30**	**26**	**23**	**189**	**47**	**90**	**86**	**89**	**277**
	27%e	***27%***	**37%zcehi**	***22%***	***31%***	***20%***	**35%zce**	***30%***	***24%***	***23%***	***27%***	***28%***	***26%***	***29%***	***27%***	***28%***
Hardly/not at all	**723**	**63**	**68**	**116**	**33**	**109**	**106**	**72**	**80**	**76**	**508**	**121**	**248**	**215**	**237**	**718**
	72%bf	***73%***	***62%***	**78%bdf**	***65%***	**80%zbdf**	***65%***	***70%***	**76%b**	**76%b**	***72%***	***72%***	***73%***	***71%***	***73%***	***72%***
Net	**-451**	**-40**	**-28**	**-84**	**-17**	**-81**	**-50**	**-42**	**-55**	**-53**	**-319**	**-74**	**-158**	**-128**	**-148**	**-441**
	-45%	***-47%***	***-25%***	***-57%***	***-34%***	***-59%***	***-31%***	***-41%***	***-52%***	***-53%***	***-45%***	***-44%***	***-46%***	***-43%***	***-45%***	***-44%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 166

Q26. And to what extent are you already preparing financially to pay for the social care services you might need when you are older?

Base : All respondents

	Wtd. Total (z)	Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		My responsibility to save for social care	
		Agree (a)	Disagree (b)	Better (c)	Worse (d)	Satisfied (e)	Dissatisfied (f)	Yes (g)	No (h)	Agree (i)	Disagree (j)
Unweighted Total	**1001**	269	403	200	382	249	44	170	815	431	393
Weighted Total	**1001**	276	393	201	379	244	44*	175	811	434	392
To a great extent	**53** **5%hj**	14 *5%*	23 *6%*	10 *5%*	22 *6%*	20 **8%z**	1 *3%*	21 **12%zh**	33 *4%*	41 **10%zj**	8 *2%*
To some extent	**219** **22%hj**	63 *23%*	96 *24%*	45 *23%*	86 *23%*	53 *22%*	16 **37%ze**	71 **40%zh**	148 *18%*	143 **33%zj**	46 *12%*
Hardly at all	**174** **17%bj**	61 **22%zb**	50 *13%*	51 **25%zd**	56 *15%*	34 *14%*	4 *10%*	22 *12%*	147 *18%*	73 *17%*	56 *14%*
Not at all	**549** **55%acgi**	136 *49%*	221 *56%*	95 *47%*	213 **56%c**	132 *54%*	23 *51%*	62 *36%*	478 **59%zg**	177 *41%*	278 **71%zi**
Already using social care services	**5** *****	2 *1%*	3 *1%*	- -	2 *1%*	5 **2%z**	- -	- -	5 *1%*	- -	3 *1%*
To a great/some extent	**273** **27%hj**	**77** ***28%***	**119** ***30%***	**56** ***28%***	**108** ***29%***	**73** ***30%***	**17** ***39%***	**91** **52%zh**	**181** ***22%***	**185** **43%zj**	**55** ***14%***
Hardly/not at all	**723** **72%gi**	**198** ***71%***	**271** ***69%***	**145** ***72%***	**269** ***71%***	**166** ***68%***	**27** ***61%***	**84** ***48%***	**625** **77%zg**	**250** ***57%***	**335** **85%zi**
Net	**-451** **-45%**	**-121** ***-44%***	**-152** ***-39%***	**-89** ***-45%***	**-160** ***-42%***	**-93** ***-38%***	**-9** ***-21%***	**7** ***4%***	**-444** ***-55%***	**-65** ***-15%***	**-280** ***-71%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d - z/e/f - z/g/h - z/i/j
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 167

Q27. And please tell me whether you agree or disagree with the following statement. It is my responsibility to save so that I can pay towards my care when I am older.

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**96**	44	52	12	25	30	9	21	43	22	10	21	54	21	6	15	96
	10%j	*9%*	*10%*	*8%*	**15%zef**	*9%*	*6%*	*10%*	**17%zijk**	*7%*	*5%*	*9%*	*10%*	*9%*	*10%*	*9%*	*10%*
Tend to agree	**338**	153	186	47	81	112	40	59	96	119	58	64	200	70	18	50	335
	34%k	*31%*	*36%*	*33%*	**48%zcefg**	*32%*	*28%*	*30%*	**39%jk**	**38%jk**	*29%*	*27%*	*36%*	*30%*	*32%*	*32%*	*33%*
Neither agree nor disagree	**154**	66	88	27	21	55	25	26	29	52	29	44	83	33	12	27	156
	15%	*13%*	*17%*	*19%*	*13%*	*16%*	*17%*	*13%*	*12%*	*17%*	*14%*	**18%h**	*15%*	*14%*	*20%*	*17%*	*16%*
Tend to disagree	**196**	101	94	26	24	76	30	39	48	57	40	51	110	47	10	29	194
	20%	*21%*	*18%*	*18%*	*14%*	*22%*	*21%*	*20%*	*19%*	*18%*	*20%*	*21%*	*20%*	*20%*	*17%*	*18%*	*19%*
Strongly disagree	**197**	114	83	25	16	73	37	46	31	57	60	48	101	55	9	32	199
	20%bdh	**23%zb**	*16%*	*17%*	*10%*	**21%d**	**26%zd**	**23%d**	*13%*	*18%*	**30%zhik**	**20%h**	*18%*	*23%*	*16%*	*20%*	*20%*
Don't know/no opinion	**21**	8	12	7	-	4	2	7	1	5	4	11	4	8	3	5	21
	2%hl	*2%*	*2%*	**5%zde**	-	*1%*	*2%*	**4%d**	*	*2%*	*2%*	**5%zhi**	*1%*	**3%l**	**5%l**	**3%l**	*2%*
Agree	**434**	**197**	**237**	**59**	**106**	**141**	**49**	**79**	**139**	**141**	**69**	**85**	**253**	**92**	**24**	**65**	**431**
	43%fjk	***41%***	***46%***	***41%***	**63%zcefg**	***40%***	***34%***	***40%***	**56%zijk**	**45%jk**	***34%***	***36%***	***46%***	***39%***	***42%***	***41%***	***43%***
Disagree	**392**	**215**	**177**	**51**	**40**	**149**	**67**	**85**	**80**	**114**	**100**	**99**	**211**	**102**	**19**	**60**	**393**
	39%bdh	**44%zb**	***34%***	**35%d**	***24%***	**43%d**	**47%zd**	**43%d**	***32%***	***37%***	**49%zhi**	**41%h**	***38%***	***44%***	***33%***	***38%***	***39%***
Net agree	**42**	**-18**	**60**	**8**	**66**	**-8**	**-18**	**-6**	**60**	**27**	**-31**	**-14**	**43**	**-11**	**5**	**4**	**38**
	4%aefgjkm	***-4%***	**12%za**	**6%eg**	**39%zcefg**	***-2%***	***-13%***	***-3%***	**24%zijk**	**9%zk**	***-15%***	***-6%***	**8%zmo**	***-4%***	***9%***	***3%***	***4%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 168

Q27. And please tell me whether you agree or disagree with the following statement. It is my responsibility to save so that I can pay towards my care when I am older.

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**96**	11	25	59	1	24	34	38	2	39	5	28	6	13	73	3	62	34	90	6	71	22	96
	10%flq	*6%*	**14%za**	*9%*	*8%*	*11%*	*7%*	**12%f**	*4%*	**13%z**	*12%*	*11%*	*4%*	**17%zln**	**10%l**	*31%*	**12%zq**	*7%*	*10%*	*6%*	*11%*	*7%*	*10%*
Tend to agree	**338**	49	75	211	3	66	161	111	22	109	12	77	41	34	260	3	166	172	302	37	237	91	335
	34%l	*28%*	**42%zac**	*33%*	*31%*	*30%*	*34%*	*37%*	*42%*	*37%*	*32%*	*31%*	*26%*	**43%l**	**35%l**	*31%*	*31%*	*37%*	*34%*	*35%*	**36%z**	*30%*	*33%*
Neither agree nor disagree	**154**	42	18	93	1	28	85	40	10	37	2	32	36	15	101	1	78	76	138	16	104	41	156
	15%bn	**24%zbc**	*10%*	*15%*	*10%*	*13%*	**18%z**	*13%*	*19%*	*13%*	*5%*	*13%*	**23%zn**	*19%*	*14%*	*10%*	*15%*	*16%*	*15%*	*15%*	*16%*	*14%*	*16%*
Tend to disagree	**196**	39	23	131	2	49	93	54	11	56	9	48	36	13	146	-	110	85	179	17	122	66	194
	20%b	**23%b**	*13%*	**20%b**	*21%*	*22%*	*20%*	*18%*	*20%*	*19%*	*23%*	*19%*	*23%*	*16%*	*20%*	-	*21%*	*18%*	*20%*	*16%*	*19%*	*22%*	*19%*
Strongly disagree	**197**	26	34	135	2	47	92	57	7	45	11	59	38	3	149	3	106	91	173	24	102	82	199
	20%imt	*15%*	*19%*	*21%*	*22%*	*21%*	*19%*	*19%*	*13%*	*15%*	*28%*	**24%i**	**24%m**	*4%*	**20%m**	*28%*	*20%*	*19%*	*19%*	*23%*	*16%*	**27%zt**	*20%*
Don't know/no opinion	**21**	6	2	11	1	7	9	4	1	6	-	6	2	-	19	-	10	10	16	5	15	2	21
	2%ru	*4%*	*1%*	*2%*	*8%*	*3%*	*2%*	*1%*	*1%*	*2%*	-	*2%*	*1%*	-	*3%*	-	*2%*	*2%*	*2%*	**5%r**	*2%*	*1%*	*2%*
Agree	**434**	**60**	**100**	**270**	**4**	**89**	**195**	**149**	**24**	**148**	**17**	**105**	**47**	**47**	**333**	**7**	**228**	**206**	**391**	**43**	**308**	**113**	**431**
	43%alu	***35%***	**56%zac**	***42%***	***39%***	***40%***	***41%***	**49%zf**	***46%***	**51%zk**	***44%***	***42%***	***29%***	**61%zln**	**45%l**	***61%***	***43%***	***44%***	***44%***	***41%***	**47%zu**	***37%***	***43%***
Disagree	**392**	**65**	**58**	**265**	**4**	**96**	**185**	**111**	**17**	**101**	**19**	**107**	**74**	**16**	**295**	**3**	**216**	**176**	**352**	**41**	**225**	**148**	**393**
	39%bmt	***38%***	***32%***	**41%b**	***43%***	***44%***	***39%***	***36%***	***33%***	***35%***	***51%***	**43%i**	**47%zm**	***20%***	**39%m**	***28%***	***41%***	***38%***	***39%***	***39%***	***34%***	**49%zt**	***39%***
Net agree	**42**	**-5**	**43**	**5**	*	**-7**	**10**	**38**	**7**	**47**	**-3**	**-3**	**-28**	**32**	**38**	**4**	**12**	**30**	**40**	**2**	**83**	**-35**	**38**
	4%acefj klpu	***-3%***	**24%zac**	***1%***	***-4%***	***-3%***	**2%e**	**13%zef**	**13%zjk**	**16%zjk**	***-7%***	***-1%***	***-17%***	**41%zln**	**5%zl**	***33%***	***2%***	**6%zp**	***4%***	***2%***	**13%zu**	***-11%***	***4%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 169

Q27. And please tell me whether you agree or disagree with the following statement. It is my responsibility to save so that I can pay towards my care when I am older.

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	96	3	12	16	3	16	23	14	6	5	69	16	30	36	27	96
	10%a	3%	11%a	11%a	5%	11%a	14%ahi	14%ahi	6%	5%	10%	10%	9%	12%	8%	10%
Tend to agree	338	27	39	52	18	41	66	28	33	34	247	46	108	110	110	335
	34%	32%	36%	35%	36%	30%	40%g	27%	31%	34%	35%	27%	32%	37%	34%	33%
Neither agree nor disagree	154	14	17	25	5	31	12	23	16	12	113	19	50	54	42	156
	15%f	16%f	15%f	17%f	9%	23%zdf	7%	23%zdf	15%	12%	16%	11%	15%	18%	13%	16%
Tend to disagree	196	19	17	42	10	15	23	23	24	23	133	43	78	50	66	194
	20%e	22%e	15%	28%zbef	19%	11%	14%	22%e	22%e	23%e	19%	26%z	23%m	16%	20%	19%
Strongly disagree	197	22	25	13	14	27	32	11	27	25	123	42	70	44	77	199
	20%cgjm	26%cg	23%cg	8%	27%cg	20%c	20%c	11%	26%cg	25%cg	18%	25%j	20%	15%	24%zm	20%
Don't know/no opinion	21	1	-	1	2	6	7	3	-	1	16	2	4	8	5	21
	2%	1%	-	1%	4%b	5%zbch	4%bh	3%	-	1%	2%	1%	1%	3%	2%	2%
Agree	434	30	50	68	21	57	88	42	39	39	316	62	138	147	137	431
	43%	35%	46%	46%	41%	42%	54%zaeghi	41%	37%	39%	45%	37%	41%	49%zl	42%	43%
Disagree	392	42	42	54	24	43	56	34	51	48	257	85	147	94	143	393
	39%ejm	48%efg	38%	37%	46%	31%	34%	33%	48%efg	48%efg	37%	50%zj	43%m	31%	44%m	39%
Net agree	42	-12	8	14	-3	14	33	8	-12	-9	59	-22	-9	53	-6	38
	4%adhikln	-14%	8%zd	9%zadhi	-5%	10%zadhi	20%zabcdeghi	8%d	-11%	-9%	8%zk	-13%	-3%	18%zln	-2%	4%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 170

Q27. And please tell me whether you agree or disagree with the following statement. It is my responsibility to save so that I can pay towards my care when I am older.

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**96**	76	25	42	32	23	32	8	20	3	36	32	25	25	28	2	21	75	96
	10%m	*10%*	*13%*	*11%*	**14%za**	*13%*	*11%*	*14%*	*11%*	*7%*	**13%zk**	*8%*	**13%m**	*7%*	*11%*	*4%*	*12%*	*9%*	*10%*
Tend to agree	**338**	267	55	120	69	72	110	25	65	9	102	126	77	116	80	11	78	254	335
	34%q	*34%*	*29%*	*32%*	*30%*	**40%bcdi**	**36%bi**	**45%bdi**	*34%*	*21%*	*37%*	*32%*	*38%*	*31%*	*33%*	*25%*	**45%zq**	*31%*	*33%*
Neither agree nor disagree	**154**	114	30	49	36	27	46	7	25	9	52	49	40	49	36	7	15	132	156
	15%kp	*15%*	*16%*	*13%*	*16%*	*15%*	*15%*	*12%*	*13%*	*21%*	**19%k**	*12%*	**20%zm**	*13%*	*15%*	*16%*	*9%*	**16%p**	*16%*
Tend to disagree	**196**	155	43	81	50	29	54	11	35	12	42	89	29	82	44	11	32	161	194
	20%jl	*20%*	**22%e**	*21%*	*22%*	*16%*	*18%*	*20%*	*18%*	**29%e**	*15%*	**23%zj**	*14%*	**22%l**	*18%*	*26%*	*19%*	*20%*	*19%*
Strongly disagree	**197**	149	36	76	41	31	54	6	41	8	36	94	26	107	46	10	27	170	199
	20%jl	*19%*	*19%*	*20%*	*18%*	*17%*	*18%*	*11%*	**22%g**	*20%*	*13%*	**24%zj**	*13%*	**28%zl**	*19%*	*24%*	*15%*	**21%z**	*20%*
Don't know/no opinion	**21**	12	3	8	3	1	5	-	2	1	8	3	4	1	10	2	1	19	21
	2%akm	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	**3%k**	*1%*	**2%m**	*	**4%z**	*5%*	*1%*	*2%*	*2%*
Agree	**434**	**342**	**81**	**162**	**101**	**96**	**142**	**33**	**85**	**12**	**138**	**158**	**102**	**141**	**107**	**13**	**100**	**329**	**431**
	43%imq	**44%i**	***42%***	**43%i**	**44%i**	**52%zabcdi**	**47%i**	**58%zabcdi**	**45%i**	***28%***	**50%zk**	***40%***	**51%zm**	***37%***	***44%***	***30%***	**57%zq**	***41%***	***43%***
Disagree	**392**	**304**	**79**	**156**	**90**	**59**	**108**	**17**	**76**	**21**	**78**	**183**	**54**	**189**	**91**	**22**	**60**	**331**	**393**
	39%ejl	**39%e**	**41%e**	**42%ef**	***39%***	***32%***	***36%***	***30%***	***40%***	**49%eg**	***28%***	**47%zj**	***27%***	**50%zl**	***37%***	***49%***	***34%***	**41%z**	***39%***
Net agree	**42**	**38**	**2**	**6**	**11**	**36**	**34**	**16**	**9**	**-9**	**59**	**-25**	**48**	**-48**	**17**	**-9**	**40**	**-2**	**38**
	4%bcikoq	**5%zbci**	*1%*	*2%*	**5%ci**	**20%zabcdfhi**	**11%zabcdhi**	**28%zabcdfhi**	**5%bci**	*-21%*	**21%zk**	*-6%*	**24%zm**	*-13%*	**7%zo**	*-20%*	**23%zq**	*	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 171

Q28. Please tell me whether on the whole you agree or disagree with each of the following statements:

- Britain's National Health Service is one of the best in the world -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**238**	131	107	26	34	74	46	59	68	53	53	64	113	71	14	40	249
	24%bil	**27%zb**	*21%*	*18%*	*20%*	*21%*	**32%zcde**	**30%zcde**	**27%i**	*17%*	**26%i**	**27%i**	*21%*	**30%zl**	*23%*	*25%*	*25%*
Tend to agree	**486**	241	245	73	77	187	59	90	124	167	89	107	284	106	26	69	477
	49%f	*50%*	*48%*	*51%*	*46%*	**54%zf**	*41%*	*46%*	*50%*	**53%zjk**	*44%*	*45%*	*52%*	*45%*	*45%*	*44%*	*48%*
Tend to disagree	**136**	53	83	24	21	46	23	23	26	50	28	33	80	27	11	18	135
	14%a	*11%*	**16%za**	*17%*	*12%*	*13%*	*16%*	*12%*	*10%*	*16%*	*14%*	*14%*	*14%*	*12%*	*19%*	*12%*	*13%*
Strongly disagree	**53**	15	39	4	20	16	6	8	13	17	10	13	31	10	2	10	53
	5%a	*3%*	**8%za**	*2%*	**12%zcefg**	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*	*6%*	*6%*	*4%*	*3%*	*7%*	*5%*
Don't know	**87**	46	41	17	16	27	9	18	19	26	21	22	42	20	5	19	87
	9%	*9%*	*8%*	*12%*	*9%*	*8%*	*7%*	*9%*	*7%*	*8%*	*10%*	*9%*	*8%*	*9%*	*9%*	*12%*	*9%*
Agree	**724**	**373**	**352**	**98**	**111**	**261**	**105**	**149**	**192**	**219**	**142**	**171**	**397**	**178**	**40**	**109**	**726**
	72%b	**77%zb**	***68%***	***69%***	***67%***	***75%***	***73%***	***75%***	***77%***	***70%***	***71%***	***71%***	***72%***	***76%***	***69%***	***70%***	***73%***
Disagree	**190**	**68**	**122**	**27**	**40**	**62**	**29**	**31**	**38**	**67**	**38**	**46**	**111**	**37**	**13**	**28**	**188**
	19%a	***14%***	**24%za**	***19%***	**24%g**	***18%***	***20%***	***16%***	***15%***	***21%***	***19%***	***19%***	***20%***	***16%***	***23%***	***18%***	***19%***
Net agree	**535**	**305**	**230**	**71**	**71**	**199**	**76**	**117**	**154**	**152**	**104**	**125**	**286**	**141**	**27**	**81**	**538**
	53%bd	**63%zb**	***45%***	***50%***	***42%***	**57%d**	***53%***	**59%zd**	**62%zijk**	***49%***	***52%***	***52%***	***52%***	**60%zln**	***46%***	***51%***	***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 172

Q28. Please tell me whether on the whole you agree or disagree with each of the following statements:

- Britain's National Health Service is one of the best in the world -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**238**	40	33	161	4	68	98	72	15	83	8	64	48	13	172	2	142	96	224	14	196	35	249
	24%fqsu	*23%*	*19%*	*25%*	*38%*	**31%zf**	*21%*	*23%*	*29%*	**29%z**	*21%*	*26%*	**30%zm**	*17%*	*23%*	*18%*	**27%zq**	*20%*	**25%zs**	*14%*	**30%zu**	*11%*	*25%*
Tend to agree	**486**	81	84	317	4	94	252	140	24	148	20	115	74	47	358	5	238	249	419	67	334	133	477
	49%epru	*47%*	*47%*	*50%*	*42%*	*43%*	**53%ze**	*46%*	*45%*	*51%*	*52%*	*46%*	*46%*	**61%zln**	*48%*	*42%*	*45%*	**53%zp**	*47%*	**64%zr**	**51%zu**	*44%*	*48%*
Tend to disagree	**136**	25	33	77	1	30	69	37	8	37	5	37	24	9	103	-	76	60	123	13	53	78	135
	14%t	*14%*	**19%zc**	*12%*	*11%*	*13%*	*15%*	*12%*	*15%*	*13%*	*13%*	*15%*	*15%*	*12%*	*14%*	-	*14%*	*13%*	*14%*	*12%*	*8%*	**26%zt**	*13%*
Strongly disagree	**53**	8	12	33	-	9	26	18	2	8	3	15	4	2	47	-	35	18	51	2	20	32	53
	5%iqt	*5%*	*7%*	*5%*	-	*4%*	*5%*	*6%*	*4%*	*3%*	*9%*	**6%i**	*2%*	*2%*	**6%z**	-	*7%*	*4%*	*6%*	*2%*	*3%*	**10%zt**	*5%*
Don't know	**87**	19	15	52	1	20	29	38	4	16	2	19	9	6	67	4	41	45	79	8	49	26	87
	9%fi	*11%*	*8%*	*8%*	*8%*	*9%*	*6%*	**13%zf**	*7%*	*5%*	*5%*	*8%*	*6%*	*8%*	*9%*	*39%*	*8%*	*10%*	*9%*	*7%*	*8%*	*8%*	*9%*
Agree	**724**	**121**	**117**	**478**	**8**	**163**	**351**	**211**	**39**	**232**	**28**	**179**	**122**	**60**	**531**	**7**	**380**	**344**	**643**	**82**	**529**	**168**	**726**
	72%bu	***70%***	***66%***	**75%zb**	***80%***	***74%***	***74%***	***69%***	***74%***	**79%zk**	***73%***	***72%***	***77%***	***78%***	***71%***	***61%***	***71%***	***74%***	***72%***	***78%***	**81%zu**	***55%***	***73%***
Disagree	**190**	**33**	**46**	**110**	**1**	**39**	**95**	**56**	**10**	**45**	**8**	**51**	**28**	**11**	**150**	**-**	**111**	**79**	**175**	**15**	**73**	**110**	**188**
	19%t	***19%***	**26%zc**	***17%***	***11%***	***18%***	***20%***	***18%***	***19%***	***15%***	***22%***	***21%***	***18%***	***14%***	***20%***	**-**	***21%***	***17%***	***19%***	***14%***	***11%***	**36%zt**	***19%***
Net agree	**535**	**88**	**72**	**368**	**7**	**124**	**255**	**155**	**29**	**187**	**20**	**128**	**94**	**49**	**381**	**7**	**269**	**266**	**468**	**67**	**456**	**57**	**538**
	53%bnpru	**51%b**	***40%***	**57%zb**	***69%***	***56%***	***54%***	***51%***	***55%***	**64%zk**	***51%***	***51%***	***59%***	**63%n**	***51%***	***61%***	***50%***	**57%p**	***52%***	**64%zr**	**70%zu**	***19%***	***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 173

Q28. Please tell me whether on the whole you agree or disagree with each of the following statements:

- Britain's National Health Service is one of the best in the world -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**238**	26	35	17	24	48	27	26	18	16	199	23	80	70	77	249
	24%cfk	**30%cfhi**	**32%zcfhi**	*11%*	**47%zacfghi**	**35%zcfhi**	*17%*	**26%c**	*17%*	*16%*	**28%zk**	*14%*	*23%*	*23%*	*23%*	*25%*
Tend to agree	**486**	38	45	81	21	58	86	48	59	50	354	58	173	152	149	477
	49%k	*45%*	*41%*	**55%be**	*40%*	*43%*	**53%b**	*47%*	**55%b**	*50%*	**50%k**	*35%*	*51%*	*50%*	*45%*	*48%*
Tend to disagree	**136**	6	13	22	5	19	22	11	21	17	70	49	47	36	52	135
	14%j	*7%*	*12%*	*15%*	*9%*	*14%*	*14%*	*11%*	**19%a**	**17%a**	*10%*	**29%zj**	*14%*	*12%*	*16%*	*13%*
Strongly disagree	**53**	6	4	14	1	4	10	5	5	3	22	23	17	12	24	53
	5%j	*7%*	*4%*	**10%ze**	*2%*	*3%*	*6%*	*5%*	*5%*	*3%*	*3%*	**14%zj**	*5%*	*4%*	*7%*	*5%*
Don't know	**87**	9	11	14	1	7	17	12	3	13	57	15	23	32	27	87
	9%h	**11%dh**	**10%h**	*9%*	*2%*	*5%*	**10%dh**	**11%dh**	*3%*	**13%deh**	*8%*	*9%*	*7%*	*11%*	*8%*	*9%*
Agree	**724**	**64**	**80**	**98**	**45**	**106**	**114**	**74**	**77**	**67**	**553**	**81**	**253**	**222**	**225**	**726**
	72%k	***75%***	***74%***	***66%***	**88%zbcfghi**	**78%c**	***70%***	***73%***	***73%***	***66%***	**79%zk**	***48%***	***74%***	***73%***	***69%***	***73%***
Disagree	**190**	**12**	**18**	**37**	**5**	**23**	**32**	**16**	**26**	**20**	**92**	**72**	**64**	**48**	**76**	**188**
	19%j	***14%***	***16%***	**25%d**	***11%***	***17%***	***19%***	***16%***	**25%d**	***20%***	***13%***	**43%zj**	***19%***	***16%***	**23%zm**	***19%***
Net agree	**535**	**52**	**63**	**61**	**39**	**82**	**82**	**58**	**51**	**46**	**461**	**9**	**189**	**174**	**149**	**538**
	53%ckn	**60%c**	**57%c**	***41%***	**77%zabcefghi**	**60%ci**	***51%***	**57%c**	***48%***	***46%***	**66%zk**	***5%***	**55%n**	**58%n**	***46%***	***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 174

Q28. Please tell me whether on the whole you agree or disagree with each of the following statements:

- Britain's National Health Service is one of the best in the world -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**238**	201	62	104	57	49	71	18	44	13	72	94	46	90	75	2	39	196	249
	24%o	**26%z**	**32%zadfh**	**28%z**	*25%*	*27%*	*24%*	*32%*	*23%*	*31%*	*26%*	*24%*	*23%*	*24%*	**31%zo**	*4%*	*22%*	*24%*	*25%*
Tend to agree	**486**	362	71	169	105	80	146	22	85	16	149	167	111	173	112	20	86	392	477
	49%abk	**47%b**	*37%*	**45%b**	**46%b**	*44%*	**48%b**	*40%*	**46%b**	*37%*	**54%zk**	*42%*	**55%zm**	*46%*	*46%*	*46%*	*49%*	*48%*	*48%*
Tend to disagree	**136**	101	27	51	34	26	39	6	28	6	25	71	16	65	33	11	27	108	135
	14%jl	*13%*	*14%*	*13%*	*15%*	*14%*	*13%*	*10%*	*15%*	*15%*	*9%*	**18%zj**	*8%*	**17%zl**	*14%*	**25%z**	*16%*	*13%*	*13%*
Strongly disagree	**53**	42	17	24	18	13	22	5	12	2	8	31	8	28	9	5	10	41	53
	5%j	*5%*	**9%za**	*6%*	*8%*	*7%*	*7%*	*9%*	*6%*	*4%*	*3%*	**8%zj**	*4%*	**7%z**	*4%*	**11%n**	*6%*	*5%*	*5%*
Don't know	**87**	67	16	28	16	16	23	6	18	6	21	31	20	22	15	6	13	73	87
	9%m	*9%*	*8%*	*8%*	*7%*	*9%*	*8%*	*10%*	*10%*	*14%*	*8%*	*8%*	*10%*	*6%*	*6%*	*13%*	*7%*	*9%*	*9%*
Agree	**724**	**563**	**133**	**273**	**162**	**129**	**217**	**40**	**129**	**28**	**221**	**260**	**157**	**264**	**187**	**22**	**125**	**588**	**726**
	72%ko	***73%***	***69%***	***73%***	***70%***	***70%***	***72%***	***71%***	***69%***	***68%***	**80%zk**	***66%***	**78%zm**	***70%***	**77%o**	***51%***	***71%***	***73%***	***73%***
Disagree	**190**	**143**	**43**	**75**	**53**	**38**	**61**	**11**	**40**	**8**	**33**	**102**	**24**	**93**	**42**	**16**	**38**	**149**	**188**
	19%jl	***19%***	***23%***	***20%***	***23%***	***21%***	***20%***	***19%***	***21%***	***19%***	***12%***	**26%zj**	***12%***	**25%zl**	***17%***	**36%zn**	***21%***	***18%***	***19%***
Net agree	**535**	**419**	**89**	**198**	**109**	**90**	**156**	**30**	**90**	**21**	**188**	**158**	**132**	**170**	**145**	**7**	**87**	**439**	**538**
	53%bdkmo	**54%bd**	***47%***	***53%***	***47%***	***49%***	***52%***	***53%***	***48%***	***49%***	**68%zk**	***40%***	**66%zm**	***45%***	**59%zo**	***15%***	***50%***	***54%***	***54%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 175

Q29. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS provides good value for money to taxpayers -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**168**	91	77	15	25	53	31	44	44	42	31	51	80	51	10	26	174
	17%	*19%*	*15%*	*11%*	*15%*	*15%*	**22%c**	**22%zce**	*18%*	*13%*	*15%*	**21%zi**	*15%*	**22%zl**	*18%*	*17%*	*17%*
Tend to agree	**519**	259	260	79	87	183	67	103	129	171	105	114	305	121	28	65	514
	52%o	*53%*	*51%*	*55%*	*52%*	*52%*	*47%*	*52%*	*52%*	*55%*	*52%*	*48%*	**55%zo**	*51%*	*48%*	*42%*	*51%*
Tend to disagree	**153**	67	86	15	28	59	27	23	38	51	29	35	86	32	9	26	154
	15%	*14%*	*17%*	*11%*	*17%*	*17%*	**19%cg**	*12%*	*15%*	*16%*	*15%*	*15%*	*16%*	*14%*	*16%*	*16%*	*15%*
Strongly disagree	**76**	34	42	2	15	36	10	13	23	21	19	14	48	14	5	9	75
	8%c	*7%*	*8%*	*2%*	**9%c**	**10%zc**	**7%c**	**6%c**	*9%*	*7%*	*9%*	*6%*	*9%*	*6%*	*8%*	*5%*	*7%*
Don't know	**85**	36	49	31	13	19	8	15	15	28	17	25	31	17	6	31	84
	9%el	*7%*	*10%*	**22%zdefg**	*8%*	*5%*	*6%*	*8%*	*6%*	*9%*	*8%*	*10%*	*6%*	*7%*	*10%*	**20%zlm**	*8%*
Agree	**687**	**350**	**338**	**95**	**111**	**236**	**98**	**147**	**173**	**212**	**136**	**165**	**386**	**172**	**38**	**92**	**688**
	69%bo	**72%zb**	***66%***	***66%***	***67%***	***68%***	***68%***	**74%z**	***70%***	***68%***	***68%***	***69%***	**70%o**	**73%o**	***65%***	***58%***	***69%***
Disagree	**229**	**100**	**128**	**18**	**43**	**95**	**37**	**36**	**61**	**71**	**48**	**49**	**134**	**46**	**14**	**34**	**229**
	23%c	***21%***	***25%***	***12%***	**26%c**	**27%zcg**	**26%c**	***18%***	***24%***	***23%***	***24%***	***20%***	***24%***	***20%***	***24%***	***22%***	***23%***
Net agree	**459**	**249**	**209**	**77**	**68**	**142**	**61**	**111**	**113**	**141**	**88**	**116**	**252**	**126**	**24**	**57**	**459**
	46%beo	**51%zb**	***41%***	**54%de**	***41%***	***41%***	***43%***	**56%zdef**	***45%***	***45%***	***44%***	***49%***	**46%o**	**53%zlo**	***41%***	***36%***	***46%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 176

Q29. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS provides good value for money to taxpayers -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**168**	36	25	107	-	47	72	49	12	54	6	48	25	15	123	2	101	67	158	10	146	19	174
	17%qsu	*21%*	*14%*	*17%*	-	**21%zf**	*15%*	*16%*	*23%*	*19%*	*15%*	*19%*	*16%*	*20%*	*16%*	*19%*	**19%zq**	*14%*	**18%zs**	*10%*	**22%zu**	*6%*	*17%*
Tend to agree	**519**	74	102	337	6	114	249	156	25	151	19	113	94	48	370	7	264	255	458	61	368	125	514
	52%aknu	*43%*	**58%a**	**53%a**	*56%*	*51%*	*52%*	*51%*	*49%*	*52%*	*49%*	*45%*	**59%zn**	*61%*	*49%*	*60%*	*50%*	*54%*	*51%*	*58%*	**56%zu**	*41%*	*51%*
Tend to disagree	**153**	33	26	94	-	31	75	47	6	49	9	48	21	7	124	1	84	69	135	18	59	92	154
	15%t	*19%*	*15%*	*15%*	-	*14%*	*16%*	*15%*	*11%*	*17%*	*22%*	**19%z**	*13%*	*9%*	*17%*	*10%*	*16%*	*15%*	*15%*	*17%*	*9%*	**30%zt**	*15%*
Strongly disagree	**76**	15	11	50	-	14	36	26	8	19	3	24	9	5	60	-	44	32	71	5	24	48	75
	8%t	*9%*	*6%*	*8%*	-	*6%*	*8%*	*9%*	**16%zi**	*6%*	*8%*	*10%*	*6%*	*7%*	*8%*	-	*8%*	*7%*	*8%*	*5%*	*4%*	**16%zt**	*7%*
Don't know	**85**	16	13	52	4	16	43	27	1	20	2	16	10	2	71	1	40	45	75	10	55	21	84
	9%	*9%*	*7%*	*8%*	*44%*	*7%*	*9%*	*9%*	*2%*	*7%*	*6%*	*6%*	*6%*	*3%*	*9%*	*10%*	*8%*	*10%*	*8%*	*10%*	*8%*	*7%*	*8%*
Agree	**687**	**110**	**128**	**444**	**6**	**161**	**321**	**205**	**37**	**205**	**25**	**161**	**119**	**63**	**492**	**9**	**365**	**322**	**616**	**71**	**514**	**143**	**688**
	69%nu	***63%***	***72%***	***69%***	***56%***	***73%***	***68%***	***67%***	***71%***	***70%***	***64%***	***65%***	**75%n**	**81%zn**	***66%***	***79%***	***69%***	***69%***	***69%***	***68%***	**79%zu**	***47%***	***69%***
Disagree	**229**	**48**	**37**	**144**	**-**	**44**	**111**	**73**	**14**	**68**	**12**	**72**	**30**	**12**	**184**	**1**	**127**	**101**	**205**	**23**	**83**	**140**	**229**
	23%t	***28%***	***21%***	***22%***	**-**	***20%***	***23%***	***24%***	***26%***	***23%***	***30%***	**29%z**	***19%***	***16%***	**25%z**	***10%***	***24%***	***22%***	***23%***	***22%***	***13%***	**46%zt**	***23%***
Net agree	**459**	**62**	**90**	**300**	**6**	**117**	**210**	**132**	**24**	**137**	**13**	**89**	**90**	**51**	**308**	**8**	**238**	**220**	**411**	**48**	**430**	**4**	**459**
	46%aknu	***36%***	**51%a**	**47%a**	***56%***	**53%zfg**	***44%***	***43%***	***45%***	**47%k**	***34%***	***36%***	**56%zn**	**65%zn**	***41%***	***69%***	***45%***	***47%***	***46%***	***46%***	**66%zu**	***1%***	***46%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 177

Q29. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS provides good value for money to taxpayers -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**168**	15	21	14	10	41	24	13	22	9	143	15	60	48	53	174
	17%cik	*18%*	**19%ci**	*10%*	*20%*	**30%zabcfgi**	*15%*	*13%*	**21%ci**	*9%*	**20%zk**	*9%*	*18%*	*16%*	*16%*	*17%*
Tend to agree	**519**	42	57	84	28	58	85	59	44	61	396	57	166	181	157	514
	52%ehk	*49%*	*52%*	**57%eh**	*55%*	*43%*	*52%*	**58%eh**	*42%*	**61%eh**	**56%zk**	*34%*	*49%*	**60%zln**	*48%*	*51%*
Tend to disagree	**153**	12	18	29	5	21	21	15	19	14	70	54	55	36	60	154
	15%jm	*14%*	*16%*	*19%*	*9%*	*16%*	*13%*	*14%*	*18%*	*14%*	*10%*	**32%zj**	*16%*	*12%*	**18%m**	*15%*
Strongly disagree	**76**	9	5	10	3	7	13	8	12	8	37	31	30	16	29	75
	8%j	*11%*	*5%*	*7%*	*7%*	*5%*	*8%*	*8%*	*12%*	*8%*	*5%*	**18%zj**	*9%*	*5%*	*9%*	*7%*
Don't know	**85**	8	9	11	5	9	20	7	9	8	56	11	29	21	28	84
	9%	*9%*	*8%*	*7%*	*10%*	*7%*	*12%*	*7%*	*8%*	*8%*	*8%*	*7%*	*9%*	*7%*	*9%*	*8%*
Agree	**687**	**57**	**78**	**98**	**38**	**99**	**108**	**72**	**66**	**70**	**539**	**72**	**226**	**229**	**210**	**688**
	69%kn	***66%***	***71%***	***66%***	***75%***	***73%***	***67%***	***71%***	***62%***	***70%***	**77%zk**	***43%***	***66%***	**76%zln**	***64%***	***69%***
Disagree	**229**	**21**	**23**	**39**	**8**	**28**	**34**	**23**	**31**	**22**	**107**	**84**	**85**	**52**	**89**	**229**
	23%jm	***24%***	***21%***	***26%***	***16%***	***21%***	***21%***	***22%***	***30%***	***22%***	***15%***	**50%zj**	**25%m**	***17%***	**27%zm**	***23%***
Net agree	**459**	**36**	**55**	**59**	**30**	**71**	**75**	**50**	**35**	**48**	**432**	**-12**	**141**	**177**	**121**	**459**
	46%hkln	***42%***	**50%h**	***40%***	**59%zch**	**52%ch**	**46%h**	**49%h**	***33%***	**48%h**	**62%zk**	***-7%***	***41%***	**59%zln**	***37%***	***46%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 178

Q29. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS provides good value for money to taxpayers -

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**168**	140	44	75	41	30	57	10	39	12	61	73	31	72	60	2	23	142	174
	17%o	**18%z**	**23%z**	**20%z**	*18%*	*17%*	*19%*	*18%*	*21%*	**28%z**	**22%z**	*18%*	*15%*	*19%*	**25%zo**	*5%*	*13%*	*18%*	*17%*
Tend to agree	**519**	393	90	190	114	90	149	26	87	17	156	167	115	177	119	19	91	419	514
	52%km	*51%*	*47%*	*51%*	*49%*	*49%*	*49%*	*46%*	*47%*	*40%*	**56%k**	*42%*	**57%m**	*47%*	*49%*	*42%*	*52%*	*52%*	*51%*
Tend to disagree	**153**	118	35	60	35	34	53	9	29	7	33	78	27	63	40	12	29	124	154
	15%	*15%*	*19%*	*16%*	*15%*	*19%*	*18%*	*16%*	*15%*	*16%*	*12%*	**20%zj**	*14%*	*17%*	*17%*	**27%z**	*17%*	*15%*	*15%*
Strongly disagree	**76**	59	15	28	19	17	20	6	19	5	9	52	10	42	12	9	21	53	75
	8%jnq	*8%*	*8%*	*7%*	*8%*	*9%*	*7%*	*11%*	*10%*	*12%*	*3%*	**13%zj**	*5%*	**11%zl**	*5%*	**20%zn**	**12%zq**	*7%*	*7%*
Don't know	**85**	62	7	23	21	11	21	5	13	2	17	24	17	25	13	3	12	72	84
	9%bckn	**8%b**	*4%*	*6%*	**9%b**	*6%*	*7%*	*9%*	*7%*	*5%*	*6%*	*6%*	*9%*	*7%*	*5%*	*6%*	*7%*	*9%*	*8%*
Agree	**687**	**533**	**134**	**265**	**155**	**121**	**206**	**36**	**126**	**28**	**217**	**239**	**146**	**249**	**179**	**21**	**114**	**561**	**688**
	69%ko	***69%***	***70%***	***71%***	***67%***	***66%***	***69%***	***64%***	***67%***	***68%***	**78%zk**	***61%***	***73%***	***66%***	**73%o**	***47%***	***65%***	***69%***	***69%***
Disagree	**229**	**177**	**50**	**88**	**54**	**51**	**74**	**15**	**48**	**12**	**43**	**130**	**37**	**105**	**52**	**21**	**50**	**177**	**229**
	23%j	***23%***	***26%***	***23%***	***24%***	***28%***	***25%***	***27%***	***26%***	***28%***	***15%***	**33%zj**	***19%***	**28%zl**	***21%***	**47%zn**	***28%***	***22%***	***23%***
Net agree	**459**	**356**	**84**	**177**	**101**	**69**	**132**	**21**	**78**	**17**	**174**	**110**	**109**	**144**	**127**	*	**64**	**383**	**459**
	46%ekmop	**46%e**	*44%*	**47%e**	*44%*	*38%*	*44%*	*37%*	*42%*	*40%*	**63%zk**	*28%*	**54%zm**	*38%*	**52%zo**	*	*37%*	**47%zp**	*46%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 179

Q30. Please tell me whether on the whole you agree or disagree with each of the following statements:

- If I was very ill I would feel safe in an NHS hospital -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**275**	158	117	42	39	87	38	70	75	67	53	80	129	76	18	52	280
	28%bil	**33%zb**	*23%*	*29%*	*23%*	*25%*	*26%*	**35%zde**	**30%i**	*21%*	*26%*	**34%zi**	*23%*	**32%zl**	*31%*	**33%l**	*28%*
Tend to agree	**466**	227	240	77	83	157	65	84	113	154	96	104	275	104	25	63	460
	47%	*47%*	*47%*	**54%g**	*49%*	*45%*	*45%*	*43%*	*45%*	*49%*	*48%*	*44%*	**50%zo**	*44%*	*43%*	*40%*	*46%*
Tend to disagree	**145**	63	82	14	23	64	25	18	39	53	22	31	87	25	8	24	145
	14%gm	*13%*	*16%*	*10%*	*14%*	**18%zcg**	**17%g**	*9%*	*16%*	*17%*	*11%*	*13%*	*16%*	*11%*	*14%*	*15%*	*14%*
Strongly disagree	**82**	28	55	6	19	32	14	12	17	28	22	16	46	16	6	14	83
	8%a	*6%*	**11%za**	*4%*	**11%c**	*9%*	*9%*	*6%*	*7%*	*9%*	*11%*	*6%*	*8%*	*7%*	*10%*	*9%*	*8%*
Don't know	**32**	11	22	4	3	10	2	14	6	10	8	9	13	14	1	4	33
	3%	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	**7%zdef**	*2%*	*3%*	*4%*	*4%*	*2%*	**6%zl**	*2%*	*3%*	*3%*
Agree	**742**	**385**	**357**	**119**	**122**	**244**	**102**	**154**	**188**	**221**	**149**	**184**	**404**	**179**	**43**	**115**	**740**
	74%be	**79%zb**	***69%***	**83%zdef**	***73%***	***70%***	***72%***	**78%e**	***75%***	***71%***	***74%***	***77%***	***73%***	***76%***	***74%***	***73%***	***74%***
Disagree	**227**	**90**	**137**	**20**	**43**	**96**	**38**	**30**	**56**	**81**	**44**	**46**	**134**	**42**	**14**	**38**	**228**
	23%acgm	***19%***	**27%za**	***14%***	**25%cg**	**27%zcg**	**27%cg**	***15%***	***22%***	***26%***	***22%***	***19%***	**24%m**	***18%***	***24%***	***24%***	***23%***
Net agree	**515**	**294**	**220**	**99**	**79**	**148**	**64**	**124**	**132**	**140**	**105**	**138**	**270**	**138**	**29**	**77**	**512**
	51%bei	**61%zb**	***43%***	**69%zdef**	***47%***	***42%***	***45%***	**63%zdef**	***53%***	***45%***	***52%***	**58%zi**	***49%***	**59%zl**	***50%***	***49%***	***51%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 180

Q30. Please tell me whether on the whole you agree or disagree with each of the following statements:

- If I was very ill I would feel safe in an NHS hospital -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**275**	50	41	182	2	75	113	88	19	79	8	73	50	25	192	5	160	116	251	25	245	24	280
	28%fnu	*29%*	*23%*	*29%*	*21%*	**34%zf**	*24%*	*29%*	*35%*	*27%*	*21%*	*29%*	*31%*	*32%*	*26%*	*48%*	*30%*	*25%*	*28%*	*24%*	**38%zu**	*8%*	*28%*
Tend to agree	**466**	73	82	302	8	92	236	139	20	137	17	103	75	40	345	5	227	240	406	61	326	110	460
	47%kpru	*42%*	*46%*	*47%*	*79%*	*41%*	**50%e**	*45%*	*38%*	*47%*	*45%*	*41%*	*47%*	*52%*	*46%*	*42%*	*43%*	**51%zp**	*45%*	**58%zr**	**50%zu**	*36%*	*46%*
Tend to disagree	**145**	32	36	77	-	28	70	47	8	47	6	40	22	8	114	1	82	63	133	12	49	93	145
	14%ct	**18%c**	**20%zc**	*12%*	-	*13%*	*15%*	*15%*	*16%*	*16%*	*15%*	*16%*	*14%*	*10%*	*15%*	*10%*	*15%*	*13%*	*15%*	*11%*	*8%*	**31%zt**	*14%*
Strongly disagree	**82**	14	14	55	-	14	45	24	5	22	6	27	9	3	70	-	50	32	78	4	14	65	83
	8%t	*8%*	*8%*	*9%*	-	*6%*	*9%*	*8%*	*9%*	*8%*	*16%*	*11%*	*5%*	*4%*	**9%z**	-	*9%*	*7%*	*9%*	*4%*	*2%*	**21%zt**	*8%*
Don't know	**32**	5	4	24	-	13	12	8	1	7	1	7	4	2	27	-	14	18	29	3	17	11	33
	3%	*3%*	*2%*	*4%*	-	**6%zf**	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	-	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*
Agree	**742**	**123**	**123**	**485**	**10**	**166**	**349**	**226**	**38**	**216**	**26**	**176**	**124**	**65**	**537**	**10**	**386**	**355**	**656**	**85**	**571**	**134**	**740**
	74%nu	***71%***	***69%***	***76%***	***100%***	***75%***	***74%***	***74%***	***73%***	***74%***	***66%***	***70%***	***78%***	**84%zn**	***72%***	***90%***	***72%***	***76%***	***73%***	***82%***	**88%zu**	***44%***	***74%***
Disagree	**227**	**45**	**51**	**131**	**-**	**42**	**114**	**70**	**13**	**69**	**12**	**67**	**31**	**11**	**183**	**1**	**132**	**95**	**211**	**16**	**63**	**159**	**228**
	23%ct	***26%***	**28%c**	***20%***	**-**	***19%***	***24%***	***23%***	***25%***	***24%***	***31%***	***27%***	***19%***	***14%***	**25%zm**	***10%***	***25%***	***20%***	***24%***	***15%***	***10%***	**52%zt**	***23%***
Net agree	**515**	**78**	**73**	**354**	**10**	**124**	**235**	**156**	**25**	**147**	**14**	**109**	**94**	**54**	**354**	**9**	**254**	**260**	**445**	**69**	**508**	**-25**	**512**
	51%bknpru	***45%***	***41%***	**55%zab**	***100%***	***56%***	***49%***	***51%***	***48%***	***50%***	***35%***	***43%***	**59%zn**	**70%zn**	***47%***	***80%***	***48%***	**56%zp**	***50%***	**66%zr**	**78%zu**	***-8%***	***51%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 181

Q30. Please tell me whether on the whole you agree or disagree with each of the following statements:

- If I was very ill I would feel safe in an NHS hospital -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**275**	28	34	22	21	51	43	28	31	17	236	16	77	91	91	280
	28%cikl	**32%ci**	**31%ci**	*15%*	**41%zci**	**37%zcfi**	**27%c**	**28%c**	**29%c**	*17%*	**34%zk**	*9%*	*22%*	**30%l**	*28%*	*28%*
Tend to agree	**466**	37	46	76	22	59	76	53	47	50	348	56	171	139	146	460
	47%k	*43%*	*43%*	*51%*	*43%*	*43%*	*47%*	*52%*	*44%*	*50%*	**50%zk**	*33%*	*50%*	*46%*	*45%*	*46%*
Tend to disagree	**145**	12	18	27	5	11	24	12	12	23	69	49	59	41	43	145
	14%ej	*14%*	**17%e**	**18%e**	*10%*	*8%*	*15%*	*12%*	*11%*	**23%zegh**	*10%*	**29%zj**	*17%*	*14%*	*13%*	*14%*
Strongly disagree	**82**	8	7	14	2	11	12	8	13	8	31	38	26	20	36	83
	8%j	*9%*	*7%*	*10%*	*5%*	*8%*	*7%*	*7%*	*12%*	*8%*	*4%*	**23%zj**	*8%*	*7%*	**11%z**	*8%*
Don't know	**32**	1	4	9	1	5	8	1	3	2	18	9	7	11	11	33
	3%	*1%*	*3%*	**6%g**	*1%*	*3%*	*5%*	*1%*	*3%*	*2%*	*3%*	**6%j**	*2%*	*4%*	*3%*	*3%*
Agree	**742**	**65**	**80**	**99**	**43**	**110**	**119**	**82**	**78**	**67**	**584**	**71**	**248**	**230**	**237**	**740**
	74%ck	***75%***	***73%***	***67%***	**83%ci**	**81%ci**	***73%***	**80%c**	***73%***	***67%***	**83%zk**	***42%***	***73%***	***76%***	***72%***	***74%***
Disagree	**227**	**20**	**25**	**41**	**8**	**22**	**36**	**20**	**25**	**31**	**99**	**87**	**85**	**61**	**79**	**228**
	23%ej	***24%***	***23%***	**27%e**	***15%***	***16%***	***22%***	***19%***	***23%***	**31%de**	***14%***	**52%zj**	***25%***	***20%***	***24%***	***23%***
Net agree	**515**	**44**	**55**	**58**	**35**	**89**	**83**	**62**	**53**	**37**	**485**	**-16**	**163**	**169**	**158**	**512**
	51%cik	***51%***	***50%***	***39%***	**68%zbcfhi**	**65%zabcfhi**	**51%ci**	**61%zci**	***50%***	***37%***	**69%zk**	***-10%***	***48%***	**56%l**	***48%***	***51%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 182

Q30. Please tell me whether on the whole you agree or disagree with each of the following statements:

- If I was very ill I would feel safe in an NHS hospital -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**275**	217	72	121	58	48	76	15	45	12	95	92	60	91	79	5	40	230	280
	28%ko	*28%*	**37%zadefh**	**32%zadfh**	*25%*	*26%*	*25%*	*27%*	*24%*	*28%*	**34%zk**	*23%*	*30%*	*24%*	**32%o**	*12%*	*23%*	*28%*	*28%*
Tend to agree	**466**	351	69	151	105	80	139	28	91	16	138	165	106	171	113	17	77	383	460
	47%bck	**45%bc**	*36%*	*40%*	**46%b**	*44%*	**46%bc**	*49%*	**48%bc**	*38%*	**50%k**	*42%*	*53%*	*45%*	*46%*	*39%*	*44%*	*47%*	*46%*
Tend to disagree	**145**	116	26	59	38	29	53	6	27	8	26	69	22	57	31	12	30	114	145
	14%j	*15%*	*13%*	*16%*	*17%*	*16%*	*17%*	*11%*	*15%*	*20%*	*9%*	**18%zj**	*11%*	*15%*	*13%*	**28%zn**	*17%*	*14%*	*14%*
Strongly disagree	**82**	68	19	35	25	23	25	5	20	6	8	57	8	48	13	9	21	59	83
	8%jlq	*9%*	*10%*	*9%*	*11%*	**13%z**	*8%*	*8%*	*11%*	*14%*	*3%*	**15%zj**	*4%*	**13%zl**	*5%*	**21%zn**	**12%zq**	*7%*	*8%*
Don't know	**32**	20	6	9	4	4	7	3	4	-	10	10	6	12	8	-	6	25	33
	3%a	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*5%*	*2%*	-	*4%*	*3%*	*3%*	*3%*	*3%*	-	*4%*	*3%*	*3%*
Agree	**742**	**568**	**141**	**272**	**163**	**127**	**216**	**43**	**136**	**28**	**232**	**256**	**166**	**262**	**192**	**22**	**117**	**612**	**740**
	74%kmop	***74%***	***73%***	***72%***	***71%***	***70%***	***72%***	***76%***	***73%***	***66%***	**84%zk**	***65%***	**83%zm**	***69%***	**79%o**	***51%***	***67%***	**76%zp**	***74%***
Disagree	**227**	**185**	**45**	**94**	**63**	**52**	**78**	**11**	**47**	**14**	**34**	**127**	**29**	**105**	**45**	**22**	**52**	**173**	**228**
	23%jlq	***24%***	***23%***	***25%***	***27%***	***28%***	***26%***	***19%***	***25%***	***34%***	***12%***	**32%zj**	***15%***	**28%zl**	***18%***	**49%zn**	**30%zq**	***21%***	***23%***
Net agree	**515**	**383**	**96**	**178**	**100**	**75**	**138**	**32**	**89**	**13**	**199**	**129**	**137**	**157**	**147**	**1**	**65**	**439**	**512**
	51%acdefik mop	**50%dei**	**50%ei**	**47%i**	***44%***	***41%***	***46%***	**57%ei**	**47%i**	***32%***	**72%zk**	***33%***	**68%zm**	***41%***	**60%zo**	***1%***	***37%***	**54%zp**	***51%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 183

Q31. 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 -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**144**	85	59	24	26	41	19	35	26	34	23	61	67	35	17	25	147
	14%bhil	**18%zb**	*11%*	*17%*	*16%*	*12%*	*13%*	*18%*	*10%*	*11%*	*12%*	**26%zhij**	*12%*	*15%*	**30%zlmo**	*16%*	*15%*
Tend to agree	**507**	253	255	84	96	172	60	95	134	172	102	100	290	115	23	80	500
	51%fk	*52%*	*49%*	**59%f**	**58%f**	*49%*	*42%*	*48%*	**54%k**	**55%k**	*50%*	*42%*	*53%*	*49%*	*39%*	*51%*	*50%*
Tend to disagree	**216**	86	130	22	22	90	39	42	59	67	45	45	125	50	10	31	219
	22%ad	*18%*	**25%za**	*16%*	*13%*	**26%zcd**	**27%cd**	**21%d**	*24%*	*21%*	*22%*	*19%*	*23%*	*21%*	*18%*	*20%*	*22%*
Strongly disagree	**88**	37	51	4	18	31	19	16	18	32	19	18	50	23	5	10	89
	9%c	*8%*	*10%*	*3%*	**11%c**	**9%c**	**13%zc**	*8%*	*7%*	*10%*	*10%*	*8%*	*9%*	*10%*	*8%*	*7%*	*9%*
Don't know	**46**	25	21	9	4	15	7	10	13	6	12	15	19	12	3	11	46
	5%i	*5%*	*4%*	*6%*	*3%*	*4%*	*5%*	*5%*	**5%i**	*2%*	**6%i**	**6%i**	*4%*	*5%*	*5%*	*7%*	*5%*
Agree	**652**	**338**	**314**	**108**	**123**	**213**	**78**	**130**	**160**	**206**	**125**	**161**	**357**	**150**	**40**	**105**	**647**
	65%bf	**70%zb**	***61%***	**75%zef**	**73%zef**	***61%***	***55%***	**66%f**	***64%***	***66%***	***62%***	***67%***	***65%***	***64%***	***69%***	***67%***	***65%***
Disagree	**304**	**123**	**181**	**26**	**40**	**121**	**58**	**58**	**77**	**99**	**64**	**63**	**175**	**73**	**15**	**41**	**308**
	30%ac	***25%***	**35%za**	***18%***	***24%***	**35%zcd**	**40%zcdg**	**29%c**	***31%***	***32%***	***32%***	***26%***	***32%***	***31%***	***26%***	***26%***	***31%***
Net agree	**348**	**215**	**133**	**81**	**82**	**92**	**21**	**72**	**83**	**107**	**61**	**98**	**182**	**77**	**25**	**64**	**339**
	35%bef	**44%zb**	***26%***	**57%zefg**	**49%zefg**	**26%f**	***15%***	**36%ef**	***33%***	***34%***	***30%***	**41%zj**	***33%***	***33%***	***44%***	***41%***	***34%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 184

Q31. 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 -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**144**	32	23	89	1	35	61	49	9	43	7	32	26	17	97	1	85	59	133	11	144	-	147
	14%nu	*19%*	*13%*	*14%*	*10%*	*16%*	*13%*	*16%*	*17%*	*15%*	*18%*	*13%*	*17%*	**21%n**	*13%*	*10%*	*16%*	*13%*	*15%*	*11%*	**22%zu**	-	*15%*
Tend to agree	**507**	83	95	323	6	106	244	157	30	161	16	119	92	45	365	5	261	246	454	54	507	-	500
	51%nu	*48%*	*53%*	*50%*	*61%*	*48%*	*51%*	*51%*	*58%*	**55%k**	*42%*	*48%*	**58%n**	*58%*	*49%*	*49%*	*49%*	*53%*	*51%*	*51%*	**78%zu**	-	*50%*
Tend to disagree	**216**	36	40	138	1	47	100	69	9	62	9	58	25	12	173	4	118	98	190	25	-	216	219
	22%t	*21%*	*23%*	*22%*	*10%*	*21%*	*21%*	*22%*	*17%*	*21%*	*24%*	*23%*	*16%*	*15%*	**23%zl**	*40%*	*22%*	*21%*	*21%*	*24%*	-	**71%zt**	*22%*
Strongly disagree	**88**	13	17	57	1	21	47	20	3	12	4	28	11	2	74	-	54	34	80	7	-	88	89
	9%imt	*7%*	*10%*	*9%*	*10%*	*9%*	*10%*	*6%*	*6%*	*4%*	*11%*	**11%i**	*7%*	*2%*	**10%zm**	-	*10%*	*7%*	*9%*	*7%*	-	**29%zt**	*9%*
Don't know	**46**	9	3	33	1	12	23	11	1	14	2	12	5	2	39	-	15	31	39	7	-	-	46
	5%bptu	*5%*	*2%*	*5%*	*8%*	*5%*	*5%*	*4%*	*2%*	*5%*	*5%*	*5%*	*3%*	*3%*	*5%*	-	*3%*	**7%zp**	*4%*	*6%*	-	-	*5%*
Agree	**652**	**116**	**117**	**411**	**7**	**141**	**305**	**206**	**39**	**204**	**23**	**152**	**118**	**62**	**461**	**6**	**346**	**305**	**586**	**65**	**652**	**-**	**647**
	65%nu	***67%***	***66%***	***64%***	***72%***	***64%***	***64%***	***67%***	**75%k**	**70%zk**	***60%***	***61%***	**74%zn**	**80%zn**	***62%***	***60%***	***65%***	***65%***	***65%***	***62%***	**100%zu**	**-**	***65%***
Disagree	**304**	**49**	**57**	**195**	**2**	**68**	**147**	**88**	**12**	**74**	**13**	**86**	**36**	**13**	**247**	**4**	**171**	**132**	**271**	**33**	**-**	**304**	**308**
	30%ilmt	***28%***	***32%***	***31%***	***20%***	***31%***	***31%***	***29%***	***23%***	***25%***	***35%***	**35%i**	***23%***	***17%***	**33%zlm**	***40%***	***32%***	***28%***	***30%***	***31%***	**-**	**100%zt**	***31%***
Net agree	**348**	**67**	**60**	**216**	**5**	**73**	**158**	**117**	**27**	**130**	**10**	**65**	**82**	**48**	**214**	**2**	**175**	**173**	**316**	**32**	**652**	**-304**	**339**
	35%knu	***39%***	***34%***	***34%***	***52%***	***33%***	***33%***	***38%***	**52%zjk**	**44%zjk**	***26%***	***26%***	**51%zn**	**62%zn**	***29%***	***20%***	***33%***	***37%***	***35%***	***31%***	**100%zu**	***-100%***	***34%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 185

Q31. 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 -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**144**	9	20	7	10	44	19	15	13	6	127	11	54	39	43	147
	14%cik	*11%*	**18%ci**	*5%*	**20%ci**	**32%zabcfghi**	**12%c**	**15%c**	**12%c**	*6%*	**18%zk**	*7%*	*16%*	*13%*	*13%*	*15%*
Tend to agree	**507**	42	56	95	26	64	74	49	46	56	391	60	170	170	153	500
	51%k	*49%*	*51%*	**64%zabefgh**	*51%*	*47%*	*46%*	*48%*	*44%*	*56%*	**56%zk**	*36%*	*50%*	**56%zn**	*47%*	*50%*
Tend to disagree	**216**	19	20	31	12	16	44	27	29	19	120	55	71	57	83	219
	22%ej	**22%e**	*18%*	**21%e**	**23%e**	*12%*	**27%e**	**26%e**	**27%e**	*19%*	*17%*	**33%zj**	*21%*	*19%*	**25%z**	*22%*
Strongly disagree	**88**	12	6	8	3	9	16	8	13	13	34	35	27	23	37	89
	9%j	**14%bce**	*5%*	*5%*	*6%*	*6%*	*10%*	*8%*	*12%*	**13%c**	*5%*	**21%zj**	*8%*	*8%*	*11%*	*9%*
Don't know	**46**	4	7	7	-	4	9	3	5	6	30	6	18	12	13	46
	5%	*4%*	*7%*	*5%*	-	*3%*	*6%*	*3%*	*5%*	*6%*	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*
Agree	**652**	**51**	**76**	**102**	**36**	**108**	**93**	**64**	**59**	**62**	**518**	**71**	**224**	**210**	**195**	**647**
	65%fhkn	***59%***	**70%fh**	**69%fh**	***70%***	**79%zafghi**	***57%***	***62%***	***56%***	***62%***	**74%zk**	***42%***	***66%***	**69%n**	***60%***	***65%***
Disagree	**304**	**31**	**26**	**39**	**15**	**25**	**60**	**35**	**41**	**32**	**154**	**91**	**98**	**80**	**120**	**308**
	30%ej	**36%be**	***24%***	***26%***	***30%***	***18%***	**37%bce**	**34%e**	**39%zbce**	**32%e**	***22%***	**54%zj**	***29%***	***26%***	**37%zlm**	***31%***
Net agree	**348**	**19**	**51**	**64**	**21**	**83**	**33**	**29**	**18**	**31**	**364**	**-20**	**126**	**130**	**76**	**339**
	35%afhkn	***23%***	**46%zafghi**	**43%zafgh**	**41%afh**	**61%zabcdfghi**	***20%***	***28%***	***17%***	**31%h**	**52%zk**	***-12%***	**37%n**	**43%zn**	***23%***	***34%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 186

Q31. 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 -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**144**	113	41	65	35	25	39	5	28	6	59	43	41	41	39	1	16	125	147
	14%kmop	*15%*	**22%zadefgh**	**17%f**	*15%*	*14%*	*13%*	*8%*	*15%*	*15%*	**21%zk**	*11%*	**20%zm**	*11%*	**16%o**	*2%*	*9%*	**15%p**	*15%*
Tend to agree	**507**	386	89	177	111	89	138	31	93	17	160	168	107	174	130	13	86	414	500
	51%fkmo	*50%*	*47%*	*47%*	*48%*	*48%*	*46%*	*55%*	*50%*	*42%*	**58%zk**	*43%*	*54%*	*46%*	**53%o**	*31%*	*49%*	*51%*	*50%*
Tend to disagree	**216**	170	33	80	54	38	71	12	38	9	32	118	29	94	52	16	48	167	219
	22%jl	*22%*	*17%*	*21%*	*23%*	*21%*	**24%b**	*21%*	*20%*	*21%*	*12%*	**30%zj**	*15%*	**25%l**	*21%*	**36%zn**	*27%*	*21%*	*22%*
Strongly disagree	**88**	69	22	42	29	24	40	7	19	7	11	53	13	54	14	13	18	68	89
	9%jn	*9%*	*12%*	**11%z**	**12%z**	**13%za**	**13%za**	*13%*	*10%*	*16%*	*4%*	**13%zj**	*6%*	**14%zl**	*6%*	**29%zn**	*10%*	*8%*	*9%*
Don't know	**46**	34	6	12	2	7	13	2	10	3	14	11	10	17	9	1	7	37	46
	5%dk	**4%d**	*3%*	*3%*	*1%*	**4%d**	**4%d**	*3%*	**5%d**	**6%d**	*5%*	*3%*	*5%*	*4%*	*4%*	*2%*	*4%*	*5%*	*5%*
Agree	**652**	**500**	**131**	**241**	**146**	**114**	**176**	**36**	**121**	**24**	**219**	**211**	**148**	**215**	**169**	**15**	**102**	**539**	**647**
	65%fkmop	**65%f**	**68%f**	**64%f**	***63%***	***62%***	***59%***	***64%***	***64%***	***56%***	**79%zk**	***54%***	**74%zm**	***57%***	**69%o**	***33%***	***58%***	**67%p**	***65%***
Disagree	**304**	**239**	**56**	**122**	**82**	**62**	**111**	**19**	**57**	**16**	**43**	**171**	**42**	**147**	**66**	**29**	**66**	**235**	**308**
	30%jl	***31%***	***29%***	***33%***	***36%***	***34%***	**37%zab**	***33%***	***30%***	***37%***	***16%***	**43%zj**	***21%***	**39%zl**	***27%***	**65%zn**	**38%zq**	***29%***	***31%***
Net agree	**348**	**261**	**75**	**119**	**64**	**52**	**65**	**17**	**64**	**8**	**176**	**41**	**106**	**68**	**103**	**-14**	**36**	**304**	**339**
	35%defikmo p	**34%dfi**	**39%cdefi**	**32%f**	**28%f**	**28%f**	***22%***	***30%***	**34%fi**	***19%***	**64%zk**	***10%***	**53%zm**	***18%***	**42%zo**	***-32%***	***21%***	**38%zp**	***34%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 187

Q32. 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 social care services -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**74**	44	31	12	14	19	12	19	14	17	13	29	38	20	10	7	76
	7%	*9%*	*6%*	*8%*	*8%*	*5%*	*8%*	*9%*	*6%*	*6%*	*6%*	**12%zhij**	*7%*	*8%*	**16%zlo**	*5%*	*8%*
Tend to agree	**371**	187	184	67	60	124	47	73	71	128	76	97	207	85	20	59	365
	37%h	*39%*	*36%*	**47%zef**	*36%*	*35%*	*33%*	*37%*	*29%*	**41%h**	*38%*	**40%h**	*38%*	*36%*	*34%*	*38%*	*36%*
Tend to disagree	**196**	89	106	26	19	89	32	29	46	62	46	42	114	42	13	27	195
	20%dg	*18%*	*21%*	*18%*	*12%*	**25%zdg**	**22%d**	*15%*	*18%*	*20%*	*23%*	*18%*	*21%*	*18%*	*22%*	*17%*	*19%*
Strongly disagree	**75**	30	45	3	16	29	19	9	21	19	17	18	44	14	4	13	77
	8%cg	*6%*	*9%*	*2%*	**9%c**	**8%c**	**13%zcg**	*5%*	*9%*	*6%*	*8%*	*8%*	*8%*	*6%*	*6%*	*8%*	*8%*
Don't know	**285**	135	149	35	58	90	33	68	96	86	50	52	147	74	12	51	288
	28%k	*28%*	*29%*	*24%*	**35%ef**	*26%*	*23%*	**34%zef**	**39%zijk**	*28%*	*25%*	*22%*	*27%*	*32%*	*21%*	*32%*	*29%*
Agree	**445**	**231**	**215**	**79**	**74**	**142**	**59**	**91**	**86**	**145**	**89**	**126**	**245**	**105**	**29**	**67**	**441**
	45%h	***47%***	***42%***	**55%zef**	***44%***	***41%***	***41%***	***46%***	***34%***	**46%h**	**44%h**	**53%zh**	***44%***	***45%***	***50%***	***43%***	***44%***
Disagree	**271**	**120**	**151**	**29**	**35**	**117**	**51**	**38**	**67**	**81**	**62**	**61**	**159**	**56**	**17**	**40**	**272**
	27%g	***25%***	***29%***	***20%***	***21%***	**34%zcdg**	**36%zcdg**	***19%***	***27%***	***26%***	***31%***	***25%***	***29%***	***24%***	***28%***	***25%***	***27%***
Net agree	**175**	**111**	**64**	**50**	**39**	**25**	**8**	**53**	**19**	**64**	**26**	**65**	**86**	**49**	**13**	**27**	**169**
	17%befh	**23%zb**	***12%***	**35%zdef**	**23%zef**	***7%***	***6%***	**27%zef**	***8%***	**21%hj**	***13%***	**27%zhj**	***16%***	***21%***	***22%***	***17%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 188

Q32. 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 social care services -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**74**	19	16	39	1	21	35	19	5	23	7	22	18	9	46	1	39	36	68	7	73	1	76
	7%cnu	**11%c**	9%	6%	10%	9%	7%	6%	9%	8%	**18%zi**	9%	**11%n**	12%	6%	11%	7%	8%	8%	6%	**11%zu**	*	8%
Tend to agree	**371**	74	70	227	1	79	180	112	25	98	14	91	69	38	261	2	177	194	320	51	312	49	365
	37%npru	43%	39%	35%	10%	36%	38%	37%	**48%i**	33%	36%	37%	**43%n**	**49%zn**	35%	21%	33%	**42%zp**	36%	**49%zr**	**48%zu**	16%	36%
Tend to disagree	**196**	42	26	125	2	33	101	62	10	68	8	59	23	6	160	4	106	89	177	19	70	120	195
	20%emt	**24%b**	15%	20%	20%	15%	**21%e**	20%	18%	23%	20%	24%	14%	8%	**21%zlm**	39%	20%	19%	20%	18%	11%	**39%zt**	19%
Strongly disagree	**75**	9	19	48	-	12	46	17	5	14	8	28	9	3	63	1	45	30	69	6	11	60	77
	8%it	5%	11%	7%	-	5%	**10%ze**	6%	9%	5%	**21%zi**	**11%zi**	5%	4%	8%	9%	8%	6%	8%	6%	2%	**20%zt**	8%
Don't know	**285**	30	47	201	6	77	112	95	8	90	2	49	41	21	217	2	166	119	263	21	185	73	288
	28%afhjk u	17%	**27%a**	**31%za**	60%	**35%zf**	24%	**31%f**	15%	**31%hjk**	5%	**20%j**	26%	28%	29%	21%	**31%z**	25%	**29%z**	20%	28%	24%	29%
Agree	**445**	**92**	**85**	**266**	**2**	**100**	**215**	**131**	**30**	**121**	**21**	**113**	**87**	**47**	**307**	**3**	**215**	**230**	**388**	**58**	**386**	**50**	**441**
	45%cnpru	**53%zc**	***48%***	***42%***	***20%***	***45%***	***45%***	***43%***	**57%i**	***41%***	***54%***	***45%***	**55%zn**	**61%zn**	***41%***	***32%***	***40%***	**49%zp**	***43%***	**56%zr**	**59%zu**	***17%***	***44%***
Disagree	**271**	**51**	**45**	**173**	**2**	**44**	**147**	**79**	**14**	**82**	**16**	**87**	**32**	**9**	**223**	**5**	**152**	**119**	**246**	**25**	**81**	**180**	**272**
	27%elmt	***29%***	***26%***	***27%***	***20%***	***20%***	**31%ze**	***26%***	***28%***	***28%***	***41%***	**35%zi**	***20%***	***12%***	**30%zlm**	***47%***	***28%***	***25%***	***27%***	***24%***	***12%***	**59%zt**	***27%***
Net agree	**175**	**42**	**40**	**93**	*****	**55**	**68**	**51**	**15**	**40**	**5**	**26**	**56**	**38**	**84**	**-2**	**64**	**111**	**142**	**33**	**305**	**-130**	**169**
	17%cfikn pru	**24%zc**	**22%c**	***15%***	***-1%***	**25%zfg**	***14%***	***17%***	**30%zik**	***14%***	***13%***	***10%***	**35%zn**	**49%zln**	***11%***	***-15%***	***12%***	**24%zp**	***16%***	**31%zr**	**47%zu**	***-43%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 189

Q32. 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 social care services -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**74**	5	9	5	7	28	4	5	9	2	65	5	27	17	24	76
	7%fik	*5%*	**8%f**	*4%*	**14%zcfgi**	**20%zabcfghi**	*3%*	*5%*	**9%f**	*2%*	**9%zk**	*3%*	*8%*	*6%*	*7%*	*8%*
Tend to agree	**371**	36	36	59	17	65	39	32	44	42	291	50	138	121	102	365
	37%fkn	**42%f**	*33%*	**40%f**	*34%*	**48%zbfg**	*24%*	*32%*	**42%f**	**42%f**	**42%zk**	*30%*	**41%n**	**40%n**	*31%*	*36%*
Tend to disagree	**196**	16	20	35	9	19	32	16	24	25	108	44	65	54	74	195
	20%j	*18%*	*18%*	**24%e**	*17%*	*14%*	*20%*	*15%*	*23%*	**25%e**	*15%*	**26%zj**	*19%*	*18%*	*22%*	*19%*
Strongly disagree	**75**	11	8	8	4	7	15	9	10	4	36	25	27	16	33	77
	8%j	**12%e**	*7%*	*5%*	*7%*	*5%*	*10%*	*9%*	*9%*	*4%*	*5%*	**15%zj**	*8%*	*5%*	**10%zm**	*8%*
Don't know	**285**	19	37	41	14	18	71	40	19	26	201	44	84	95	95	288
	28%eh	*22%*	**34%eh**	**28%e**	**27%e**	*13%*	**44%zacdehi**	**39%zaeh**	*18%*	**26%e**	*29%*	*26%*	*25%*	*31%*	*29%*	*29%*
Agree	**445**	**41**	**45**	**64**	**25**	**93**	**44**	**37**	**53**	**44**	**356**	**55**	**165**	**138**	**126**	**441**
	45%fkn	**47%f**	**41%f**	**43%f**	**48%f**	**68%zabcdfghi**	***27%***	***37%***	**50%f**	**44%f**	**51%zk**	***33%***	**48%n**	***46%***	***39%***	***44%***
Disagree	**271**	**26**	**27**	**43**	**12**	**26**	**48**	**25**	**33**	**30**	**144**	**69**	**92**	**70**	**107**	**272**
	27%ej	**31%e**	***25%***	***29%***	***24%***	***19%***	**30%e**	***25%***	**32%e**	***30%***	***21%***	**41%zj**	***27%***	***23%***	**33%zm**	***27%***
Net agree	**175**	**14**	**17**	**21**	**12**	**67**	**-4**	**12**	**20**	**14**	**212**	**-14**	**73**	**68**	**19**	**169**
	17%fkn	**16%f**	**16%f**	**14%f**	**24%fg**	**49%zabcdfghi**	***-3%***	**12%f**	**19%f**	**14%f**	**30%zk**	***-8%***	**22%zn**	**23%zn**	***6%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 190

Q32. 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 social care services -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**74**	58	23	22	19	9	17	4	12	5	32	20	21	22	33	-	6	65	76
	7%kp	*7%*	**12%zacefh**	*6%*	*8%*	*5%*	*6%*	*7%*	*6%*	*11%*	**12%zk**	*5%*	**11%m**	*6%*	**14%zo**	-	*3%*	**8%p**	*8%*
Tend to agree	**371**	271	54	119	81	54	101	13	72	19	138	116	81	130	106	9	51	314	365
	37%abcegkop	**35%bg**	*28%*	*32%*	*35%*	*30%*	*33%*	*22%*	**38%beg**	**46%bceg**	**50%zk**	*30%*	*40%*	*34%*	**44%zo**	*21%*	*29%*	**39%zp**	*36%*
Tend to disagree	**196**	153	36	73	44	35	63	13	41	10	29	104	33	90	49	15	37	158	195
	20%j	*20%*	*19%*	*19%*	*19%*	*19%*	*21%*	*23%*	*22%*	*24%*	*11%*	**27%zj**	*17%*	**24%z**	*20%*	**33%z**	*21%*	*20%*	*19%*
Strongly disagree	**75**	61	18	41	16	17	29	6	15	3	11	47	13	43	15	14	17	56	77
	8%j	*8%*	*9%*	**11%zad**	*7%*	*9%*	*10%*	*10%*	*8%*	*8%*	*4%*	**12%zj**	*7%*	**11%z**	*6%*	**32%zn**	*10%*	*7%*	*8%*
Don't know	**285**	231	61	121	70	69	92	21	48	5	66	104	52	95	40	6	64	217	288
	28%ijnoq	**30%i**	**32%i**	**32%zi**	**30%i**	**38%zafhi**	**30%i**	**38%i**	**26%i**	*11%*	*24%*	*27%*	*26%*	*25%*	*17%*	*14%*	**36%zq**	*27%*	*29%*
Agree	**445**	**328**	**78**	**141**	**100**	**63**	**117**	**17**	**83**	**24**	**170**	**137**	**102**	**152**	**140**	**9**	**57**	**379**	**441**
	45%acefgkmop	**43%ce**	***40%***	***38%***	**44%e**	***34%***	***39%***	***30%***	**44%eg**	**57%bcefg**	**62%zk**	***35%***	**51%zm**	***40%***	**57%zo**	***21%***	***33%***	**47%zp**	***44%***
Disagree	**271**	**213**	**53**	**114**	**60**	**51**	**92**	**18**	**56**	**13**	**40**	**152**	**46**	**133**	**64**	**29**	**54**	**215**	**272**
	27%j	***28%***	***28%***	***30%***	***26%***	***28%***	***31%***	***32%***	***30%***	***32%***	***15%***	**39%zj**	***23%***	**35%zl**	***26%***	**65%zn**	***31%***	***27%***	***27%***
Net agree	**175**	**115**	**24**	**27**	**40**	**11**	**25**	**-1**	**27**	**11**	**130**	**-15**	**56**	**19**	**76**	**-19**	**3**	**164**	**169**
	17%acefgkmop	**15%cefg**	**13%ceg**	**7%g**	**17%cefg**	**6%g**	**8%g**	***-3%***	**15%cefg**	**25%bcefg**	**47%zk**	***-4%***	**28%zm**	***5%***	**31%zo**	***-44%***	***2%***	**20%zp**	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 191

Q33. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS puts quality at the heart of all it does -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**88**	48	40	17	17	22	10	22	16	25	14	33	40	22	9	18	90
	9%e	*10%*	*8%*	*12%*	*10%*	*6%*	*7%*	**11%e**	*6%*	*8%*	*7%*	**14%zhij**	*7%*	*9%*	**15%l**	*12%*	*9%*
Tend to agree	**463**	244	219	71	67	160	68	98	123	135	96	109	252	118	27	67	465
	46%b	**50%zb**	*43%*	*49%*	*40%*	*46%*	*47%*	*50%*	*49%*	*43%*	*48%*	*46%*	*46%*	*50%*	*46%*	*42%*	*46%*
Tend to disagree	**285**	123	162	35	42	118	43	47	78	92	56	59	166	59	16	44	283
	28%a	*25%*	**31%za**	*24%*	*25%*	**34%zg**	*30%*	*24%*	*31%*	*29%*	*28%*	*25%*	*30%*	*25%*	*27%*	*28%*	*28%*
Strongly disagree	**99**	42	57	6	24	34	17	18	20	35	21	24	59	20	4	16	99
	10%c	*9%*	*11%*	*4%*	**14%zc**	*10%*	**12%c**	*9%*	*8%*	*11%*	*10%*	*10%*	*11%*	*9%*	*7%*	*10%*	*10%*
Don't know	**66**	29	37	15	17	16	5	13	13	25	14	13	35	16	3	12	64
	7%	*6%*	*7%*	**10%ef**	**10%zef**	*5%*	*3%*	*6%*	*5%*	*8%*	*7%*	*6%*	*6%*	*7%*	*5%*	*8%*	*6%*
Agree	**552**	**292**	**259**	**88**	**84**	**182**	**78**	**121**	**139**	**160**	**110**	**143**	**291**	**140**	**35**	**85**	**555**
	55%b	**60%zb**	***50%***	***61%***	***50%***	***52%***	***55%***	**61%zde**	***56%***	***51%***	***55%***	***60%***	***53%***	***60%***	***61%***	***54%***	***55%***
Disagree	**384**	**165**	**219**	**41**	**66**	**152**	**60**	**65**	**97**	**126**	**77**	**83**	**225**	**79**	**20**	**60**	**382**
	38%acg	***34%***	**43%za**	***28%***	***40%***	**43%zcg**	**42%c**	***33%***	***39%***	***41%***	***38%***	***35%***	***41%***	***34%***	***34%***	***38%***	***38%***
Net agree	**168**	**128**	**40**	**47**	**17**	**30**	**18**	**56**	**41**	**34**	**33**	**60**	**67**	**61**	**16**	**24**	**173**
	17%bdeil	**26%zb**	***8%***	**33%zdef**	***10%***	***8%***	***13%***	**28%zdef**	***17%***	***11%***	***16%***	**25%zhij**	***12%***	**26%zlo**	**27%zl**	***16%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 192

Q33. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS puts quality at the heart of all it does -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**88**	20	11	55	2	22	35	32	11	30	4	23	15	14	57	1	53	35	82	6	85	4	90
	9%nu	*12%*	*6%*	*9%*	*18%*	*10%*	*7%*	*10%*	**21%zik**	*10%*	*10%*	*9%*	*10%*	**18%zn**	*8%*	*11%*	*10%*	*8%*	*9%*	*6%*	**13%zu**	*1%*	*9%*
Tend to agree	**463**	78	84	295	6	111	214	138	25	129	18	108	82	41	335	1	235	229	416	48	382	64	465
	46%u	*45%*	*47%*	*46%*	*60%*	*50%*	*45%*	*45%*	*47%*	*44%*	*47%*	*43%*	*51%*	*53%*	*45%*	*10%*	*44%*	*49%*	*46%*	*46%*	**59%zu**	*21%*	*46%*
Tend to disagree	**285**	50	48	187	-	55	139	90	11	87	12	77	44	12	226	3	155	130	254	31	126	146	283
	28%mt	*29%*	*27%*	*29%*	-	*25%*	*29%*	*30%*	*20%*	*30%*	*30%*	*31%*	**28%m**	*15%*	**30%zm**	*29%*	*29%*	*28%*	*28%*	*29%*	*19%*	**48%zt**	*28%*
Strongly disagree	**99**	17	22	59	1	19	55	24	6	26	3	26	9	4	81	3	62	37	90	9	16	80	99
	10%qt	*10%*	*12%*	*9%*	*10%*	*9%*	*12%*	*8%*	*12%*	*9%*	*8%*	*11%*	*6%*	*5%*	*11%*	*30%*	**12%zq**	*8%*	*10%*	*9%*	*2%*	**26%zt**	*10%*
Don't know	**66**	8	13	44	1	14	31	20	-	20	2	15	9	7	48	2	28	38	55	10	43	10	64
	7%u	*4%*	*7%*	*7%*	*12%*	*6%*	*7%*	*7%*	-	*7%*	*5%*	*6%*	*6%*	*8%*	*6%*	*19%*	*5%*	*8%*	*6%*	*10%*	**7%u**	*3%*	*6%*
Agree	**552**	**98**	**96**	**350**	**8**	**133**	**249**	**170**	**36**	**159**	**22**	**131**	**97**	**55**	**392**	**2**	**288**	**264**	**497**	**54**	**467**	**67**	**555**
	55%nu	***57%***	***54%***	***55%***	***78%***	***60%***	***52%***	***56%***	**68%k**	***54%***	***57%***	***52%***	***61%***	**71%zn**	***52%***	***21%***	***54%***	***56%***	***55%***	***52%***	**72%zu**	***22%***	***55%***
Disagree	**384**	**67**	**69**	**246**	**1**	**74**	**195**	**115**	**17**	**113**	**15**	**104**	**53**	**16**	**307**	**6**	**217**	**166**	**344**	**40**	**142**	**226**	**382**
	38%mt	***39%***	***39%***	***38%***	***10%***	***34%***	***41%***	***38%***	***32%***	***39%***	***38%***	***42%***	**34%m**	***20%***	**41%zm**	***60%***	***41%***	***36%***	***38%***	***38%***	***22%***	**74%zt**	***38%***
Net agree	**168**	**31**	**26**	**104**	**7**	**58**	**54**	**55**	**19**	**46**	**7**	**27**	**44**	**39**	**85**	**-4**	**70**	**97**	**154**	**14**	**325**	**-159**	**173**
	17%fknpu	***18%***	***15%***	***16%***	***69%***	**26%zfg**	***11%***	**18%f**	**36%zik**	**16%k**	***19%***	***11%***	**27%zn**	**51%zln**	***11%***	***-39%***	***13%***	**21%zp**	***17%***	***14%***	**50%zu**	***-52%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 193

Q33. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS puts quality at the heart of all it does -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**88**	10	11	6	6	27	12	5	6	4	79	6	34	24	23	90
	9%ck	**11%c**	*10%*	*4%*	*11%*	**20%zbcfghi**	*7%*	*5%*	*6%*	*4%*	**11%zk**	*4%*	*10%*	*8%*	*7%*	*9%*
Tend to agree	**463**	38	54	74	22	71	79	50	35	39	372	47	146	156	150	465
	46%hk	*44%*	**50%h**	**50%h**	*43%*	**52%h**	**49%h**	**49%h**	*33%*	*39%*	**53%zk**	*28%*	*43%*	**52%zl**	*46%*	*46%*
Tend to disagree	**285**	16	32	43	17	26	46	29	40	36	166	68	113	77	91	283
	28%aej	*19%*	**30%e**	*29%*	**32%e**	*19%*	*28%*	*29%*	**38%zae**	**36%ae**	*24%*	**40%zj**	**33%zm**	*25%*	*28%*	*28%*
Strongly disagree	**99**	16	5	13	4	6	13	12	18	12	36	45	31	25	42	99
	10%bej	**18%zbcef**	*5%*	*9%*	*9%*	*4%*	*8%*	**12%be**	**17%zbef**	**12%e**	*5%*	**27%zj**	*9%*	*8%*	**13%z**	*10%*
Don't know	**66**	6	6	12	2	7	12	5	6	9	48	2	16	21	22	64
	7%k	*7%*	*6%*	*8%*	*4%*	*5%*	*8%*	*5%*	*6%*	*9%*	**7%k**	*1%*	*5%*	*7%*	*7%*	*6%*
Agree	**552**	**48**	**66**	**80**	**28**	**98**	**91**	**56**	**42**	**43**	**451**	**53**	**180**	**180**	**172**	**555**
	55%hik	**56%h**	**60%hi**	**54%h**	***55%***	**72%zabcdfghi**	**56%h**	**55%h**	***39%***	***43%***	**64%zk**	***32%***	***53%***	***60%***	***53%***	***55%***
Disagree	**384**	**32**	**37**	**55**	**21**	**32**	**59**	**42**	**58**	**48**	**202**	**112**	**144**	**102**	**133**	**382**
	38%ejm	**37%e**	***34%***	**37%e**	**41%e**	***23%***	**36%e**	**41%e**	**55%zabcefg**	**48%be**	***29%***	**67%zj**	**42%m**	***34%***	***41%***	***38%***
Net agree	**168**	**16**	**28**	**25**	**7**	**66**	**33**	**14**	**-16**	**-5**	**249**	**-59**	**36**	**78**	**39**	**173**
	17%hikln	**19%i**	**26%zghi**	**17%hi**	**13%i**	**49%zabcdfghi**	**20%hi**	**14%i**	***-15%***	***-5%***	**35%zk**	***-35%***	***11%***	**26%zln**	***12%***	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 194

Q33. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS puts quality at the heart of all it does -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**88**	70	27	35	23	16	27	5	22	8	35	26	21	27	26	2	6	77	90
	9%kp	*9%*	**14%zacf**	*9%*	*10%*	*9%*	*9%*	*9%*	*12%*	**20%zacdef**	**13%zk**	*7%*	*10%*	*7%*	*11%*	*4%*	*3%*	**10%p**	*9%*
Tend to agree	**463**	357	94	159	106	82	125	23	86	16	163	153	115	154	123	9	69	388	465
	46%ckmo	*46%*	**49%cf**	*42%*	*46%*	*45%*	*42%*	*40%*	*46%*	*38%*	**59%zk**	*39%*	**57%zm**	*41%*	**50%o**	*20%*	*39%*	**48%zp**	*46%*
Tend to disagree	**285**	220	47	116	60	50	97	19	52	10	56	138	42	125	66	23	69	214	283
	28%jlq	*28%*	*24%*	**31%b**	*26%*	*27%*	**32%b**	*33%*	*28%*	*24%*	*20%*	**35%zj**	*21%*	**33%zl**	*27%*	**53%zn**	**39%zq**	*26%*	*28%*
Strongly disagree	**99**	76	20	46	31	27	35	9	21	7	9	62	12	54	20	9	24	73	99
	10%jl	*10%*	*10%*	*12%*	**14%z**	**15%za**	*12%*	*16%*	*11%*	*16%*	*3%*	**16%zj**	*6%*	**14%zl**	*8%*	**21%zn**	*14%*	*9%*	*10%*
Don't know	**66**	49	4	20	11	8	17	1	6	1	14	14	11	20	8	1	7	58	64
	7%bkn	**6%b**	*2%*	**5%b**	*5%*	*4%*	**6%b**	*2%*	*3%*	*2%*	*5%*	*4%*	*6%*	*5%*	*3%*	*2%*	*4%*	*7%*	*6%*
Agree	**552**	**427**	**121**	**194**	**128**	**98**	**152**	**27**	**108**	**24**	**198**	**179**	**136**	**181**	**149**	**11**	**75**	**465**	**555**
	55%kmop	***55%***	**63%zacefg**	***52%***	***56%***	***54%***	***51%***	***49%***	***58%***	***58%***	**72%zk**	***46%***	**68%zm**	***48%***	**61%zo**	***24%***	***43%***	**57%zp**	***55%***
Disagree	**384**	**296**	**67**	**162**	**91**	**76**	**131**	**28**	**73**	**17**	**65**	**200**	**53**	**179**	**86**	**32**	**93**	**287**	**382**
	38%jlq	***38%***	***35%***	**43%zab**	***40%***	***42%***	**44%zab**	**49%b**	***39%***	***40%***	***23%***	**51%zj**	***27%***	**47%zl**	***35%***	**73%zn**	**53%zq**	***35%***	***38%***
Net agree	**168**	**131**	**55**	**32**	**37**	**22**	**21**	*	**36**	**7**	**133**	**-21**	**83**	**2**	**63**	**-22**	**-17**	**178**	**173**
	17%cfgkmop	**17%cfg**	**28%zacdefgh**	**9%g**	**16%cfg**	**12%fg**	**7%g**	***-1%***	**19%cefg**	**17%cfg**	**48%zk**	***-5%***	**41%zm**	***1%***	**26%zo**	***-49%***	***-10%***	**22%zp**	***17%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 195

Q34. Please tell me whether on the whole you agree or disagree with each of the following statements:

- People have increasing choice about their treatment and care -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**87**	37	49	21	12	24	13	16	26	24	14	22	48	18	11	10	86
	9%	*8%*	*10%*	**15%zde**	*7%*	*7%*	*9%*	*8%*	*11%*	*8%*	*7%*	*9%*	*9%*	*8%*	**19%zlmo**	*6%*	*9%*
Tend to agree	**543**	261	282	85	91	190	77	99	138	173	109	123	299	122	34	89	541
	54%	*54%*	*55%*	*60%*	*54%*	*54%*	*54%*	*50%*	*55%*	*56%*	*54%*	*52%*	*54%*	*52%*	*58%*	*56%*	*54%*
Tend to disagree	**207**	106	102	18	32	86	33	37	50	66	39	52	117	48	9	34	209
	21%c	*22%*	*20%*	*13%*	*19%*	**25%zc**	**23%c**	*19%*	*20%*	*21%*	*19%*	*22%*	*21%*	*20%*	*16%*	*22%*	*21%*
Strongly disagree	**48**	19	29	4	9	20	6	10	8	19	11	11	28	11	1	8	48
	5%	*4%*	*6%*	*2%*	*6%*	*6%*	*4%*	*5%*	*3%*	*6%*	*6%*	*4%*	*5%*	*5%*	*2%*	*5%*	*5%*
Don't know	**115**	62	53	15	22	29	14	35	27	30	28	31	59	36	4	17	117
	12%e	*13%*	*10%*	*10%*	*13%*	*8%*	*10%*	**18%zef**	*11%*	*10%*	*14%*	*13%*	*11%*	**15%z**	*6%*	*11%*	*12%*
Agree	**630**	**298**	**331**	**106**	**103**	**215**	**90**	**115**	**164**	**197**	**123**	**145**	**347**	**140**	**45**	**98**	**627**
	63%	***61%***	***64%***	**74%zdefg**	***62%***	***61%***	***63%***	***58%***	***66%***	***63%***	***61%***	***61%***	***63%***	***60%***	**76%zlm**	***62%***	***63%***
Disagree	**256**	**125**	**131**	**22**	**42**	**106**	**39**	**47**	**58**	**84**	**50**	**63**	**145**	**59**	**10**	**42**	**257**
	26%c	***26%***	***25%***	***15%***	**25%c**	**30%zc**	**27%c**	***24%***	***23%***	***27%***	***25%***	***26%***	***26%***	***25%***	***17%***	***27%***	***26%***
Net agree	**374**	**173**	**201**	**85**	**62**	**109**	**50**	**68**	**106**	**112**	**73**	**82**	**202**	**81**	**34**	**56**	**370**
	37%e	***36%***	***39%***	**59%zdefg**	***37%***	***31%***	***35%***	***35%***	***43%***	***36%***	***36%***	***35%***	***37%***	***35%***	**59%zlmo**	***36%***	***37%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 196

Q34. Please tell me whether on the whole you agree or disagree with each of the following statements:

- People have increasing choice about their treatment and care -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**87**	19	13	54	-	19	34	34	9	28	4	20	15	10	60	1	54	33	79	7	73	13	86
	9%u	*11%*	*7%*	*8%*	*-*	*9%*	*7%*	*11%*	**18%zk**	*10%*	*11%*	*8%*	*10%*	*13%*	*8%*	*11%*	*10%*	*7%*	*9%*	*7%*	**11%zu**	*4%*	*9%*
Tend to agree	**543**	93	97	347	6	116	271	156	31	165	20	144	83	49	402	5	270	273	482	61	369	144	541
	54%pu	*54%*	*55%*	*54%*	*55%*	*52%*	*57%*	*51%*	*58%*	*56%*	*52%*	*57%*	*52%*	*63%*	*54%*	*50%*	*51%*	**58%zp**	*54%*	*58%*	**57%zu**	*47%*	*54%*
Tend to disagree	**207**	34	36	136	1	41	97	69	7	61	8	58	33	11	160	3	121	86	187	20	111	91	209
	21%t	*20%*	*20%*	*21%*	*11%*	*19%*	*20%*	*23%*	*14%*	*21%*	*21%*	*23%*	*20%*	*14%*	*21%*	*29%*	*23%*	*18%*	*21%*	*20%*	*17%*	**30%zt**	*21%*
Strongly disagree	**48**	4	14	30	-	11	24	14	1	12	3	12	4	2	40	1	31	18	42	7	13	33	48
	5%t	*2%*	**8%a**	*5%*	*-*	*5%*	*5%*	*5%*	*2%*	*4%*	*8%*	*5%*	*3%*	*3%*	*5%*	*10%*	*6%*	*4%*	*5%*	*7%*	*2%*	**11%zt**	*5%*
Don't know	**115**	23	18	72	3	34	49	33	4	26	3	16	24	6	85	-	58	58	106	9	85	23	117
	12%ku	*13%*	*10%*	*11%*	*34%*	**15%zf**	*10%*	*11%*	*8%*	*9%*	*8%*	*6%*	*15%*	*8%*	*11%*	*-*	*11%*	*12%*	*12%*	*9%*	**13%zu**	*7%*	*12%*
Agree	**630**	**112**	**111**	**402**	**6**	**135**	**305**	**190**	**40**	**193**	**24**	**164**	**98**	**59**	**462**	**7**	**323**	**306**	**562**	**68**	**443**	**157**	**627**
	63%u	***65%***	***62%***	***63%***	***55%***	***61%***	***64%***	***62%***	***76%***	***66%***	***63%***	***66%***	***62%***	**76%zln**	***62%***	***61%***	***61%***	***65%***	***63%***	***65%***	**68%zu**	***52%***	***63%***
Disagree	**256**	**39**	**50**	**167**	**1**	**52**	**121**	**83**	**9**	**73**	**11**	**70**	**37**	**13**	**200**	**4**	**152**	**104**	**229**	**27**	**123**	**124**	**257**
	26%qt	***22%***	***28%***	***26%***	***11%***	***23%***	***26%***	***27%***	***16%***	***25%***	***29%***	***28%***	***23%***	***17%***	***27%***	***39%***	**29%zq**	***22%***	***25%***	***26%***	***19%***	**41%zt**	***26%***
Net agree	**374**	**73**	**61**	**235**	**5**	**83**	**184**	**107**	**31**	**119**	**13**	**94**	**61**	**46**	**262**	**2**	**171**	**202**	**333**	**41**	**319**	**33**	**370**
	37%npu	***42%***	***34%***	***37%***	***44%***	***38%***	***39%***	***35%***	**60%zijk**	***41%***	***34%***	***38%***	***38%***	**59%zln**	***35%***	***22%***	***32%***	**43%zp**	***37%***	***39%***	**49%zu**	***11%***	***37%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 197

Q34. Please tell me whether on the whole you agree or disagree with each of the following statements:

- People have increasing choice about their treatment and care -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**87**	9	8	3	9	23	18	5	7	4	74	8	28	25	27	86
	9%ck	**10%c**	**8%c**	*2%*	**18%zbcghi**	**17%zbcghi**	**11%c**	*5%*	*7%*	*4%*	**11%zk**	*5%*	*8%*	*8%*	*8%*	*9%*
Tend to agree	**543**	51	59	88	26	83	88	54	42	53	419	65	182	173	175	541
	54%hk	**59%h**	**54%h**	**59%h**	*50%*	**61%h**	**54%h**	**53%h**	*39%*	*53%*	**60%zk**	*39%*	*54%*	*57%*	*53%*	*54%*
Tend to disagree	**207**	9	24	37	10	19	28	21	30	29	116	53	83	51	68	209
	21%aej	*10%*	**22%a**	**25%ae**	*20%*	*14%*	*17%*	**21%a**	**28%aef**	**29%zaef**	*16%*	**32%zj**	**24%zm**	*17%*	*21%*	*21%*
Strongly disagree	**48**	10	2	5	2	1	9	4	11	5	14	26	18	7	24	48
	5%ejm	**11%zbceg**	*2%*	*4%*	*3%*	*1%*	**6%e**	*4%*	**10%zbce**	*5%*	*2%*	**16%zj**	*5%*	*2%*	**7%zm**	*5%*
Don't know	**115**	8	15	15	5	11	20	18	16	9	78	15	30	46	34	117
	12%l	*9%*	*14%*	*10%*	*9%*	*8%*	*12%*	**18%ze**	*15%*	*9%*	*11%*	*9%*	*9%*	**15%zl**	*10%*	*12%*
Agree	**630**	**60**	**67**	**91**	**35**	**106**	**105**	**59**	**49**	**57**	**493**	**73**	**210**	**198**	**202**	**627**
	63%hk	**70%h**	**62%h**	**61%h**	**68%h**	**78%zbcfghi**	**65%h**	***58%***	***46%***	***57%***	**70%zk**	***44%***	***62%***	***66%***	***62%***	***63%***
Disagree	**256**	**18**	**27**	**42**	**12**	**20**	**37**	**25**	**41**	**34**	**130**	**80**	**101**	**58**	**92**	**257**
	26%ejm	***21%***	**24%e**	**29%e**	***23%***	***14%***	***23%***	**25%e**	**39%zabdefg**	**34%e**	***19%***	**48%zj**	**30%zm**	***19%***	**28%m**	***26%***
Net agree	**374**	**42**	**40**	**49**	**23**	**86**	**68**	**34**	**8**	**23**	**363**	**-7**	**109**	**139**	**110**	**370**
	37%hikl	**48%zcghi**	**37%hi**	**33%h**	**46%hi**	**63%zabcdfghi**	**42%hi**	**33%h**	***7%***	**23%h**	**52%zk**	***-4%***	***32%***	**46%zln**	***34%***	***37%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 198

Q34. Please tell me whether on the whole you agree or disagree with each of the following statements:

- People have increasing choice about their treatment and care -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**87**	70	18	34	24	28	30	9	19	5	30	29	21	26	27	4	12	73	86
	9%	*9%*	*9%*	*9%*	*11%*	**15%zabcf**	*10%*	*15%*	*10%*	*13%*	*11%*	*7%*	*11%*	*7%*	*11%*	*9%*	*7%*	*9%*	*9%*
Tend to agree	**543**	417	106	194	118	98	167	34	112	24	181	185	131	188	139	24	97	435	541
	54%km	*54%*	*55%*	*52%*	*51%*	*54%*	*55%*	*60%*	**60%cd**	*57%*	**66%zk**	*47%*	**65%zm**	*50%*	*57%*	*55%*	*55%*	*54%*	*54%*
Tend to disagree	**207**	160	39	83	50	30	61	8	35	7	34	106	30	105	48	12	37	168	209
	21%jl	*21%*	*20%*	*22%*	*22%*	*16%*	*20%*	*13%*	*18%*	*17%*	*12%*	**27%zj**	*15%*	**28%zl**	*20%*	*26%*	*21%*	*21%*	*21%*
Strongly disagree	**48**	35	17	24	15	10	20	3	10	3	5	31	4	26	10	3	9	40	48
	5%jl	*5%*	**9%za**	**6%a**	*6%*	*5%*	*7%*	*5%*	*6%*	*7%*	*2%*	**8%zj**	*2%*	**7%zl**	*4%*	*7%*	*5%*	*5%*	*5%*
Don't know	**115**	91	12	40	23	17	23	3	12	3	25	42	14	35	20	1	20	94	117
	12%bfhlo	**12%bfh**	*6%*	**11%bh**	*10%*	*9%*	*8%*	*6%*	*6%*	*6%*	*9%*	*11%*	*7%*	*9%*	*8%*	*2%*	*12%*	*12%*	*12%*
Agree	**630**	**487**	**124**	**228**	**142**	**126**	**197**	**43**	**131**	**29**	**211**	**214**	**152**	**214**	**166**	**29**	**109**	**508**	**627**
	63%km	***63%***	***65%***	***61%***	***62%***	**69%c**	***65%***	**76%zacd**	**70%zac**	***70%***	**77%zk**	***55%***	**76%zm**	***56%***	**68%z**	***65%***	***62%***	***63%***	***63%***
Disagree	**256**	**195**	**55**	**107**	**65**	**40**	**81**	**11**	**45**	**10**	**40**	**137**	**34**	**131**	**57**	**15**	**46**	**208**	**257**
	26%jl	***25%***	***29%***	**29%e**	***28%***	***22%***	***27%***	***19%***	***24%***	***24%***	***14%***	**35%zj**	***17%***	**34%zl**	***24%***	***33%***	***26%***	***26%***	***26%***
Net agree	**374**	**292**	**69**	**120**	**78**	**86**	**115**	**32**	**86**	**19**	**172**	**77**	**118**	**83**	**109**	**14**	**63**	**300**	**370**
	37%ckm	**38%c**	***36%***	***32%***	***34%***	**47%zabcdf**	**38%c**	**57%zabcdf**	**46%zabcd**	**46%c**	**62%zk**	***20%***	**59%zm**	***22%***	**45%z**	***31%***	***36%***	***37%***	***37%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 199

Q35. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS hospitals are getting infections like MRSA under control -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**74**	42	32	15	14	21	10	14	17	23	17	18	38	17	9	10	74
	7%	*9%*	*6%*	*11%*	*8%*	*6%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*7%*	*7%*	**16%zlmo**	*7%*	*7%*
Tend to agree	**498**	239	260	64	81	176	68	110	120	155	107	116	283	125	25	65	499
	50%o	*49%*	*50%*	*45%*	*48%*	*50%*	*47%*	*56%*	*48%*	*50%*	*53%*	*49%*	**51%o**	**53%o**	*43%*	*41%*	*50%*
Tend to disagree	**178**	71	107	21	29	67	34	27	46	60	28	43	104	37	8	30	179
	18%a	*15%*	**21%za**	*15%*	*17%*	*19%*	**24%zg**	*14%*	*19%*	*19%*	*14%*	*18%*	*19%*	*16%*	*13%*	*19%*	*18%*
Strongly disagree	**76**	32	44	7	12	26	9	23	12	22	18	24	36	24	6	11	78
	8%h	*7%*	*9%*	*5%*	*7%*	*7%*	*6%*	**11%zc**	*5%*	*7%*	*9%*	**10%h**	*7%*	*10%*	*10%*	*7%*	*8%*
Don't know	**174**	101	73	36	33	59	22	24	53	51	32	37	91	33	10	40	171
	17%bg	**21%zb**	*14%*	**25%zfg**	*19%*	*17%*	*15%*	*12%*	*21%*	*16%*	*16%*	*16%*	*16%*	*14%*	*17%*	**26%zlm**	*17%*
Agree	**573**	**281**	**292**	**79**	**94**	**197**	**78**	**124**	**137**	**178**	**123**	**134**	**321**	**142**	**35**	**75**	**573**
	57%o	***58%***	***57%***	***55%***	***56%***	***56%***	***54%***	***63%***	***55%***	***57%***	***61%***	***56%***	**58%o**	**60%o**	***60%***	***48%***	***57%***
Disagree	**255**	**104**	**151**	**28**	**40**	**93**	**43**	**49**	**58**	**83**	**46**	**67**	**139**	**60**	**13**	**42**	**257**
	25%a	***21%***	**29%za**	***20%***	***24%***	***27%***	**30%c**	***25%***	***23%***	***27%***	***23%***	***28%***	***25%***	***26%***	***23%***	***27%***	***26%***
Net agree	**318**	**178**	**141**	**51**	**54**	**103**	**35**	**75**	**79**	**95**	**77**	**67**	**181**	**82**	**21**	**34**	**316**
	32%bfo	**37%zb**	***27%***	**36%f**	***32%***	***30%***	***24%***	**38%zef**	***32%***	***31%***	**38%zk**	***28%***	**33%o**	**35%o**	**37%o**	***21%***	***32%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 200

Q35. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS hospitals are getting infections like MRSA under control -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**74**	18	11	45	1	13	37	25	9	24	2	19	14	1	58	1	47	27	69	6	63	11	74
	7%mu	*10%*	*6%*	*7%*	*8%*	*6%*	*8%*	*8%*	**18%zik**	*8%*	*5%*	*8%*	**9%m**	*1%*	**8%m**	*9%*	*9%*	*6%*	*8%*	*6%*	**10%zu**	*4%*	*7%*
Tend to agree	**498**	82	74	337	4	117	232	149	30	147	22	122	80	32	376	7	265	233	455	44	360	122	499
	50%bu	*48%*	*42%*	**53%zb**	*43%*	*53%*	*49%*	*49%*	*57%*	*50%*	*56%*	*49%*	*50%*	*41%*	*50%*	*60%*	*50%*	*50%*	*51%*	*42%*	**55%zu**	*40%*	*50%*
Tend to disagree	**178**	34	32	111	1	35	92	51	10	60	10	55	25	15	137	1	94	84	157	22	87	82	179
	18%t	*20%*	*18%*	*17%*	*10%*	*16%*	*19%*	*17%*	*19%*	*21%*	*25%*	**22%z**	*16%*	*19%*	*18%*	*10%*	*18%*	*18%*	*17%*	*21%*	*13%*	**27%zt**	*18%*
Strongly disagree	**76**	8	16	52	-	25	33	19	2	16	3	19	10	1	64	1	49	28	73	3	22	52	78
	8%mt	*5%*	*9%*	*8%*	*-*	**11%zfg**	*7%*	*6%*	*4%*	*5%*	*7%*	*8%*	*6%*	*1%*	**9%m**	*11%*	*9%*	*6%*	*8%*	*3%*	*3%*	**17%zt**	*8%*
Don't know	**174**	31	45	94	4	32	81	61	1	46	2	35	31	29	112	1	77	96	144	30	120	37	171
	17%chnpru	*18%*	**25%zc**	*15%*	*40%*	*14%*	*17%*	*20%*	*2%*	**16%h**	*6%*	**14%h**	*19%*	**38%zln**	*15%*	*10%*	*14%*	**21%zp**	*16%*	**29%zr**	**18%u**	*12%*	*17%*
Agree	**573**	**100**	**85**	**382**	**5**	**130**	**269**	**174**	**39**	**171**	**24**	**141**	**94**	**33**	**434**	**7**	**312**	**260**	**523**	**49**	**424**	**133**	**573**
	57%bmsu	***58%***	***48%***	**60%zb**	***50%***	***59%***	***57%***	***57%***	**75%zik**	***58%***	***62%***	***56%***	**59%m**	***42%***	**58%m**	***69%***	***59%***	***56%***	**58%zs**	***47%***	**65%zu**	***44%***	***57%***
Disagree	**255**	**42**	**48**	**163**	**1**	**60**	**125**	**70**	**12**	**76**	**12**	**74**	**35**	**16**	**201**	**2**	**143**	**111**	**229**	**25**	**108**	**134**	**257**
	25%t	***25%***	***27%***	***26%***	***10%***	***27%***	***26%***	***23%***	***23%***	***26%***	***32%***	***30%***	***22%***	***20%***	***27%***	***21%***	***27%***	***24%***	***26%***	***24%***	***17%***	**44%zt**	***26%***
Net agree	**318**	**58**	**38**	**219**	**4**	**70**	**144**	**104**	**27**	**95**	**11**	**67**	**59**	**17**	**234**	**5**	**169**	**149**	**294**	**24**	**315**	**-1**	**316**
	32%bku	**33%b**	*21%*	**34%zb**	*41%*	*32%*	*30%*	*34%*	**52%zijk**	*32%*	*29%*	*27%*	**37%m**	*22%*	*31%*	*48%*	*32%*	*32%*	**33%z**	*23%*	**48%zu**	*	*32%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 201

Q35. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS hospitals are getting infections like MRSA under control -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**74**	5	10	7	5	14	10	6	11	6	58	6	23	12	34	74
	7%km	*6%*	*9%*	*4%*	*9%*	*11%*	*6%*	*6%*	*11%*	*6%*	**8%k**	*4%*	*7%*	*4%*	**10%zm**	*7%*
Tend to agree	**498**	49	61	66	25	67	90	44	50	47	367	73	171	158	159	499
	50%	*57%*	*56%*	*44%*	*50%*	*49%*	*55%*	*43%*	*47%*	*47%*	**52%zk**	*43%*	*50%*	*52%*	*48%*	*50%*
Tend to disagree	**178**	8	17	25	9	26	28	23	23	19	111	43	71	51	51	179
	18%aj	*9%*	*16%*	*17%*	*18%*	*19%*	*17%*	**23%a**	**22%a**	*19%*	*16%*	**26%zj**	*21%*	*17%*	*16%*	*18%*
Strongly disagree	**76**	8	6	14	4	9	9	8	8	10	40	25	28	13	34	78
	8%jm	*10%*	*6%*	*9%*	*9%*	*6%*	*5%*	*8%*	*8%*	*10%*	*6%*	**15%zj**	**8%m**	*4%*	**11%zm**	*8%*
Don't know	**174**	15	14	38	7	21	26	20	14	19	125	21	47	68	49	171
	17%l	*18%*	*13%*	**25%zbeh**	*14%*	*15%*	*16%*	*20%*	*13%*	*19%*	*18%*	*12%*	*14%*	**23%zln**	*15%*	*17%*
Agree	**573**	**54**	**71**	**72**	**30**	**81**	**100**	**50**	**61**	**53**	**425**	**79**	**193**	**170**	**193**	**573**
	57%ck	**63%c**	**65%cg**	***49%***	***59%***	***60%***	**62%cg**	***49%***	***57%***	***53%***	**61%zk**	***47%***	***57%***	***56%***	***59%***	***57%***
Disagree	**255**	**17**	**24**	**38**	**14**	**34**	**36**	**32**	**31**	**29**	**151**	**68**	**99**	**64**	**86**	**257**
	25%jm	***19%***	***22%***	***26%***	***26%***	***25%***	***22%***	***31%***	***30%***	***29%***	***21%***	**41%zj**	**29%m**	***21%***	***26%***	***26%***
Net agree	**318**	**38**	**47**	**34**	**17**	**47**	**64**	**19**	**30**	**24**	**275**	**11**	**94**	**106**	**107**	**316**
	32%cgkl	**44%zcghi**	**43%zcghi**	***23%***	**33%g**	**34%cg**	**39%zcgi**	***18%***	***28%***	***24%***	**39%zk**	***6%***	***28%***	**35%l**	***33%***	***32%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 202

Q35. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS hospitals are getting infections like MRSA under control -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**74**	55	21	35	21	20	29	7	10	4	20	37	19	27	25	5	12	58	74
	7%	7%	**11%zah**	**9%a**	9%	**11%zah**	**10%h**	12%	5%	9%	7%	9%	10%	7%	10%	12%	7%	7%	7%
Tend to agree	**498**	402	94	178	116	92	143	31	102	22	151	175	100	188	121	21	81	412	499
	50%k	**52%zc**	49%	47%	50%	50%	48%	54%	54%	54%	**55%k**	45%	50%	49%	49%	47%	46%	51%	50%
Tend to disagree	**178**	131	39	73	44	33	65	7	30	5	50	78	39	74	50	9	36	139	179
	18%	17%	21%	20%	19%	18%	**21%a**	13%	16%	11%	18%	20%	20%	19%	20%	19%	21%	17%	18%
Strongly disagree	**76**	62	17	33	19	13	22	5	18	7	7	53	10	44	18	5	13	61	78
	8%j	8%	9%	9%	8%	7%	7%	9%	9%	**18%zacdef**	3%	**14%zj**	5%	**12%zl**	7%	12%	7%	8%	8%
Don't know	**174**	123	20	55	29	24	43	6	29	4	48	50	32	47	31	4	33	140	171
	17%abdkmn	**16%b**	11%	15%	13%	13%	14%	11%	15%	9%	17%	13%	16%	12%	13%	10%	19%	17%	17%
Agree	**573**	**456**	**115**	**213**	**137**	**112**	**172**	**38**	**112**	**26**	**171**	**212**	**120**	**214**	**145**	**26**	**93**	**470**	**573**
	57%	**59%z**	***60%***	***57%***	***60%***	***61%***	***57%***	***67%***	***60%***	***62%***	**62%k**	***54%***	***60%***	***57%***	***60%***	***59%***	***53%***	***58%***	***57%***
Disagree	**255**	**193**	**56**	**107**	**64**	**46**	**86**	**12**	**47**	**12**	**57**	**131**	**49**	**118**	**67**	**14**	**49**	**200**	**257**
	25%j	***25%***	***29%***	***28%***	***28%***	***25%***	***29%***	***22%***	***25%***	***28%***	***21%***	**33%zj**	***25%***	**31%z**	***28%***	***31%***	***28%***	***25%***	***26%***
Net agree	**318**	**263**	**59**	**106**	**73**	**66**	**86**	**25**	**65**	**14**	**114**	**81**	**70**	**97**	**78**	**12**	**44**	**270**	**316**
	32%kmp	**34%zcf**	***31%***	***28%***	***32%***	**36%cf**	***28%***	**45%zbcf**	***35%***	***34%***	**41%zk**	***21%***	**35%m**	***26%***	***32%***	***28%***	***25%***	**33%zp**	***32%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 203

Q36. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS waiting times for non-emergency treatment and care are getting shorter -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**48**	25	24	6	7	17	9	10	11	16	14	8	27	12	3	7	49
	5%	*5%*	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*7%*	*3%*	*5%*	*5%*	*5%*	*4%*	*5%*
Tend to agree	**296**	132	164	32	35	113	51	64	74	83	69	71	162	77	20	38	301
	30%d	*27%*	*32%*	*23%*	*21%*	**32%cd**	**36%zcd**	**33%d**	*30%*	*27%*	*34%*	*30%*	*29%*	*33%*	*34%*	*24%*	*30%*
Tend to disagree	**267**	126	140	50	49	91	39	38	70	95	38	64	158	52	17	40	263
	27%gj	*26%*	*27%*	**35%zg**	**30%g**	*26%*	*27%*	*19%*	**28%j**	**30%j**	*19%*	*27%*	*29%*	*22%*	*29%*	*25%*	*26%*
Strongly disagree	**163**	73	90	20	36	53	24	29	33	51	37	42	95	31	10	27	162
	16%	*15%*	*17%*	*14%*	*21%*	*15%*	*17%*	*15%*	*13%*	*16%*	*18%*	*18%*	*17%*	*13%*	*17%*	*17%*	*16%*
Don't know	**227**	129	98	35	39	76	20	57	61	67	44	55	110	63	9	45	226
	23%bfl	**27%zb**	*19%*	**24%f**	**24%f**	**22%f**	*14%*	**29%zf**	*25%*	*21%*	*22%*	*23%*	*20%*	**27%l**	*15%*	**29%zln**	*23%*
Agree	**345**	**157**	**188**	**38**	**43**	**129**	**60**	**74**	**85**	**99**	**83**	**78**	**188**	**89**	**22**	**45**	**350**
	34%d	***32%***	***36%***	***27%***	***26%***	**37%cd**	**42%zcd**	**37%cd**	***34%***	***32%***	**41%zi**	***33%***	***34%***	**38%o**	***38%***	***29%***	***35%***
Disagree	**429**	**199**	**230**	**70**	**85**	**144**	**63**	**67**	**103**	**146**	**75**	**106**	**252**	**83**	**27**	**67**	**425**
	43%gm	***41%***	***45%***	**49%g**	**51%zeg**	***41%***	**44%g**	***34%***	***41%***	**47%j**	***37%***	***44%***	**46%m**	***35%***	***47%***	***43%***	***42%***
Net agree	**-85**	**-42**	**-42**	**-32**	**-42**	**-15**	**-3**	**7**	**-19**	**-47**	**8**	**-27**	**-64**	**6**	**-5**	**-22**	**-75**
	-8%	***-9%***	***-8%***	***-22%***	***-25%***	***-4%***	***-2%***	**4%f**	***-7%***	***-15%***	***4%***	***-12%***	***-12%***	**3%n**	***-8%***	***-14%***	***-7%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 204

Q36. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS waiting times for non-emergency treatment and care are getting shorter -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**48**	7	7	34	-	11	20	17	5	17	3	9	13	2	33	-	29	19	44	4	40	7	49
	5%u	*4%*	*4%*	*5%*	-	*5%*	*4%*	*6%*	**10%k**	*6%*	*8%*	*4%*	**8%zn**	*2%*	*4%*	-	*6%*	*4%*	*5%*	*4%*	**6%zu**	*2%*	*5%*
Tend to agree	**296**	51	44	201	1	76	134	86	12	86	15	79	46	24	222	1	168	128	266	31	214	73	301
	30%u	*29%*	*25%*	*31%*	*10%*	*34%*	*28%*	*28%*	*23%*	*29%*	*39%*	*31%*	*29%*	*30%*	*30%*	*9%*	*32%*	*27%*	*30%*	*29%*	**33%zu**	*24%*	*30%*
Tend to disagree	**267**	55	49	158	4	45	144	77	20	80	7	65	35	24	200	7	138	129	246	21	165	91	263
	27%e	*32%*	*28%*	*25%*	*41%*	*21%*	**30%ze**	*25%*	**38%j**	*27%*	*18%*	*26%*	*22%*	*30%*	*27%*	*63%*	*26%*	*28%*	*27%*	*20%*	*25%*	*30%*	*26%*
Strongly disagree	**163**	29	39	92	2	34	71	58	11	47	7	51	33	16	113	1	99	64	150	13	80	78	162
	16%cqt	*17%*	**22%zc**	*14%*	*18%*	*16%*	*15%*	*19%*	*20%*	*16%*	*20%*	**20%z**	*21%*	*20%*	*15%*	*9%*	**19%zq**	*14%*	*17%*	*12%*	*12%*	**26%zt**	*16%*
Don't know	**227**	31	39	155	3	54	106	67	5	62	6	46	31	13	179	2	99	128	191	36	152	55	226
	23%hpru	*18%*	*22%*	*24%*	*32%*	*25%*	*22%*	*22%*	*10%*	**21%h**	*15%*	*19%*	*20%*	*17%*	*24%*	*20%*	*19%*	**27%zp**	*21%*	**35%zr**	*23%*	*18%*	*23%*
Agree	**345**	**58**	**51**	**235**	**1**	**87**	**154**	**103**	**17**	**103**	**18**	**88**	**60**	**25**	**256**	**1**	**197**	**147**	**310**	**35**	**254**	**79**	**350**
	34%u	***33%***	***29%***	**37%z**	***10%***	***39%***	***32%***	***34%***	***33%***	***35%***	***48%***	***35%***	***37%***	***33%***	***34%***	***9%***	***37%***	***31%***	***35%***	***33%***	**39%zu**	***26%***	***35%***
Disagree	**429**	**84**	**89**	**250**	**6**	**80**	**215**	**135**	**30**	**128**	**14**	**116**	**68**	**39**	**312**	**8**	**236**	**193**	**396**	**33**	**245**	**169**	**425**
	43%cest	**49%c**	**50%c**	***39%***	***59%***	***36%***	**45%e**	***44%***	**58%zj**	***44%***	***38%***	***46%***	***43%***	***51%***	***42%***	***71%***	***44%***	***41%***	**44%zs**	***32%***	***38%***	**56%zt**	***42%***
Net agree	**-85**	**-27**	**-38**	**-15**	**-5**	**7**	**-60**	**-32**	**-13**	**-24**	**4**	**-28**	**-9**	**-14**	**-56**	**-7**	**-39**	**-46**	**-86**	**1**	**9**	**-89**	**-75**
	-8%	***-15%***	***-21%***	***-2%***	***-49%***	***3%***	***-13%***	***-10%***	***-25%***	***-8%***	***10%***	***-11%***	***-5%***	***-18%***	***-8%***	***-63%***	***-7%***	***-10%***	***-10%***	***1%***	***1%***	***-29%***	***-7%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 205

Q36. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS waiting times for non-emergency treatment and care are getting shorter -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**48**	5	5	-	7	13	4	3	6	6	38	7	17	11	17	49
	5%c	**6%c**	**4%c**	-	**13%zbcfg**	**9%zcfg**	*3%*	**3%c**	**5%c**	**6%c**	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*
Tend to agree	**296**	26	29	48	17	52	47	26	28	23	232	32	87	102	98	301
	30%kl	*31%*	*26%*	*32%*	*33%*	**39%zbghi**	*29%*	*26%*	*26%*	*23%*	**33%zk**	*19%*	*25%*	**34%l**	*30%*	*30%*
Tend to disagree	**267**	21	37	46	8	30	39	27	25	32	175	57	103	63	97	263
	27%m	*25%*	**34%de**	**31%d**	*16%*	*22%*	*24%*	*27%*	*24%*	**32%d**	*25%*	**34%zj**	**30%m**	*21%*	**30%m**	*26%*
Strongly disagree	**163**	14	12	26	11	17	25	17	18	24	87	48	64	43	53	162
	16%j	*16%*	*11%*	*17%*	*21%*	*13%*	*15%*	*17%*	*17%*	**24%zbe**	*12%*	**28%zj**	*19%*	*14%*	*16%*	*16%*
Don't know	**227**	19	27	28	9	24	47	29	30	14	169	25	70	82	63	226
	23%ik	*22%*	*25%*	*19%*	*17%*	*18%*	**29%zei**	**28%i**	**28%i**	*14%*	**24%k**	*15%*	*21%*	**27%zn**	*19%*	*23%*
Agree	**345**	**32**	**33**	**48**	**24**	**65**	**51**	**29**	**33**	**29**	**271**	**39**	**103**	**114**	**114**	**350**
	34%k	***37%***	***31%***	***32%***	**47%bfgi**	**48%zbcfghi**	***32%***	***29%***	***31%***	***29%***	**39%zk**	***23%***	***30%***	***38%***	***35%***	***35%***
Disagree	**429**	**35**	**48**	**72**	**19**	**47**	**64**	**44**	**43**	**57**	**262**	**104**	**167**	**106**	**151**	**425**
	43%ejm	***41%***	***44%***	**49%e**	***36%***	***34%***	***39%***	***43%***	***41%***	**57%zadefh**	***37%***	**62%zj**	**49%zm**	***35%***	**46%m**	***42%***
Net agree	**-85**	**-4**	**-15**	**-24**	**5**	**18**	**-13**	**-15**	**-10**	**-28**	**9**	**-65**	**-64**	**8**	**-36**	**-75**
	-8%	***-4%***	***-14%***	***-17%***	**10%a**	**13%abfgh**	***-8%***	***-15%***	***-9%***	***-27%***	***1%***	***-39%***	***-19%***	***3%***	***-11%***	***-7%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 206

Q36. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS waiting times for non-emergency treatment and care are getting shorter -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**48**	38	12	21	14	14	14	7	7	2	20	15	9	13	15	-	5	42	49
	5%	*5%*	*6%*	*6%*	*6%*	*8%*	*5%*	**12%zacfh**	*4%*	*4%*	*7%*	*4%*	*5%*	*4%*	*6%*	-	*3%*	*5%*	*5%*
Tend to agree	**296**	229	65	120	65	40	88	17	76	11	94	98	72	109	83	12	43	249	301
	30%ek	**30%e**	**34%e**	**32%e**	*28%*	*22%*	**29%e**	*30%*	**40%zacdef**	*26%*	**34%k**	*25%*	**36%z**	*29%*	*34%*	*26%*	*24%*	*31%*	*30%*
Tend to disagree	**267**	210	52	93	64	46	77	12	45	15	68	118	53	112	58	13	58	205	263
	27%q	*27%*	*27%*	*25%*	*28%*	*25%*	*26%*	*22%*	*24%*	*36%*	*25%*	*30%*	*27%*	*30%*	*24%*	*29%*	**33%zq**	*25%*	*26%*
Strongly disagree	**163**	128	34	75	44	41	52	10	32	11	34	93	27	78	38	11	23	136	162
	16%j	*17%*	*18%*	**20%za**	*19%*	**22%za**	*17%*	*19%*	*17%*	*26%*	*12%*	**24%zj**	*13%*	**20%zl**	*16%*	*25%*	*13%*	*17%*	*16%*
Don't know	**227**	167	28	66	44	41	69	10	27	3	60	69	39	67	50	9	46	179	226
	23%bchikm	**22%bchi**	*15%*	**18%i**	**19%i**	**23%bhi**	**23%bchi**	*17%*	*14%*	*7%*	*22%*	*17%*	*19%*	*18%*	*21%*	*20%*	*26%*	*22%*	*23%*
Agree	**345**	**267**	**77**	**141**	**79**	**55**	**102**	**24**	**83**	**13**	**114**	**113**	**81**	**123**	**97**	**12**	**48**	**290**	**350**
	34%kp	***35%***	**40%e**	**38%e**	***34%***	***30%***	***34%***	**42%e**	**44%zadef**	***31%***	**41%zk**	***29%***	**40%z**	***32%***	**40%z**	***26%***	***27%***	**36%p**	***35%***
Disagree	**429**	**339**	**86**	**168**	**108**	**87**	**129**	**23**	**78**	**26**	**103**	**211**	**80**	**190**	**97**	**24**	**81**	**341**	**425**
	43%j	***44%***	***45%***	***45%***	***47%***	***48%***	***43%***	***41%***	***41%***	**63%zabcdfgh**	***37%***	**54%zj**	***40%***	**50%zl**	***40%***	***54%***	***46%***	***42%***	***42%***
Net agree	**-85**	**-72**	**-9**	**-27**	**-29**	**-33**	**-27**	**1**	**5**	**-13**	**11**	**-97**	**1**	**-67**	**1**	**-12**	**-33**	**-51**	**-75**
	-8%	*-9%*	*-5%*	*-7%*	*-12%*	*-18%*	*-9%*	*2%*	*3%*	*-32%*	*4%*	*-25%*	*	*-18%*	*	*-28%*	*-19%*	*-6%*	*-7%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 207

Q37. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS and social care services work well together to give people co-ordinated care -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**47**	19	28	7	8	11	6	15	10	12	13	12	21	16	5	4	49
	5%	*4%*	*5%*	*5%*	*5%*	*3%*	*4%*	**8%ze**	*4%*	*4%*	*6%*	*5%*	*4%*	**7%z**	*8%*	*3%*	*5%*
Tend to agree	**398**	210	189	67	56	143	52	81	85	117	90	106	217	96	21	64	396
	40%bh	**43%zb**	*37%*	**47%d**	*33%*	*41%*	*36%*	*41%*	*34%*	*38%*	**45%h**	**44%h**	*39%*	*41%*	*36%*	*41%*	*40%*
Tend to disagree	**210**	91	119	21	37	80	37	35	46	82	31	52	114	46	13	37	213
	21%j	*19%*	*23%*	*14%*	*22%*	*23%*	**26%c**	*18%*	*18%*	**26%zhj**	*15%*	*22%*	*21%*	*20%*	*23%*	*24%*	*21%*
Strongly disagree	**93**	35	59	3	15	39	19	17	29	28	16	20	54	22	4	13	95
	9%ac	*7%*	**11%za**	*2%*	**9%c**	**11%c**	**13%c**	**9%c**	*12%*	*9%*	*8%*	*8%*	*10%*	*9%*	*7%*	*8%*	*9%*
Don't know	**252**	132	120	45	52	76	30	49	79	72	52	49	144	55	15	38	248
	25%k	*27%*	*23%*	**32%ef**	**31%ef**	*22%*	*21%*	*25%*	**32%zik**	*23%*	*26%*	*20%*	*26%*	*23%*	*26%*	*24%*	*25%*
Agree	**445**	**229**	**217**	**74**	**64**	**155**	**57**	**96**	**95**	**129**	**103**	**118**	**239**	**112**	**26**	**69**	**445**
	45%h	***47%***	***42%***	**51%d**	***38%***	***44%***	***40%***	**49%d**	***38%***	***41%***	**51%zhi**	**50%h**	***43%***	***48%***	***44%***	***44%***	***44%***
Disagree	**303**	**125**	**178**	**24**	**51**	**119**	**56**	**53**	**75**	**110**	**46**	**72**	**168**	**68**	**17**	**50**	**308**
	30%acj	***26%***	**35%za**	***17%***	**31%c**	**34%c**	**39%zcg**	**27%c**	***30%***	**35%zj**	***23%***	***30%***	***31%***	***29%***	***30%***	***32%***	***31%***
Net agree	**142**	**103**	**39**	**50**	**13**	**36**	**1**	**43**	**20**	**19**	**57**	**46**	**71**	**45**	**8**	**18**	**137**
	14%bdefhi	**21%zb**	***8%***	**35%zdefg**	**7%f**	**10%f**	***1%***	**22%zdef**	***8%***	***6%***	**28%zhik**	**19%zhi**	***13%***	**19%zlo**	***14%***	***12%***	***14%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 208

Q37. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS and social care services work well together to give people co-ordinated care -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**47**	11	9	27	-	16	13	18	5	17	2	15	11	4	32	-	29	18	43	4	43	2	49
	5%fu	*6%*	*5%*	*4%*	-	**7%zf**	*3%*	**6%f**	*9%*	*6%*	*4%*	*6%*	*7%*	*5%*	*4%*	-	*5%*	*4%*	*5%*	*4%*	**7%zu**	*1%*	*5%*
Tend to agree	**398**	81	64	247	7	88	190	121	14	104	16	98	64	37	293	1	203	196	355	43	309	69	396
	40%hu	**47%z**	*36%*	*39%*	*68%*	*40%*	*40%*	*40%*	*26%*	*36%*	*40%*	*39%*	*40%*	*47%*	*39%*	*11%*	*38%*	*42%*	*40%*	*41%*	**47%zu**	*23%*	*40%*
Tend to disagree	**210**	35	40	134	1	42	113	56	18	76	11	63	27	10	169	3	116	94	195	15	106	100	213
	21%t	*20%*	*22%*	*21%*	*10%*	*19%*	*24%*	*18%*	**33%z**	**26%z**	*28%*	*25%*	*17%*	*13%*	**23%z**	*31%*	*22%*	*20%*	*22%*	*15%*	*16%*	**33%zt**	*21%*
Strongly disagree	**93**	15	16	63	-	21	47	25	12	25	7	35	16	5	70	1	63	30	85	8	29	60	95
	9%qt	*8%*	*9%*	*10%*	-	*9%*	*10%*	*8%*	**24%zi**	*9%*	**19%zi**	**14%zi**	*10%*	*7%*	*9%*	*9%*	**12%zq**	*6%*	*9%*	*8%*	*5%*	**20%zt**	*9%*
Don't know	**252**	31	49	170	2	54	113	86	4	70	3	39	41	21	183	5	123	129	218	34	164	72	248
	25%ahjk	*18%*	**28%a**	**27%a**	*22%*	*24%*	*24%*	*28%*	*8%*	**24%hjk**	*8%*	*16%*	*26%*	*28%*	*25%*	*49%*	*23%*	*28%*	*24%*	*33%*	*25%*	*24%*	*25%*
Agree	**445**	**92**	**73**	**274**	**7**	**104**	**203**	**139**	**18**	**122**	**17**	**113**	**76**	**41**	**325**	**1**	**231**	**214**	**399**	**47**	**352**	**72**	**445**
	45%u	**53%zbc**	***41%***	***43%***	***68%***	***47%***	***43%***	***45%***	***35%***	***42%***	***45%***	***45%***	***47%***	***52%***	***43%***	***11%***	***43%***	***46%***	***44%***	***45%***	**54%zu**	***24%***	***44%***
Disagree	**303**	**50**	**56**	**197**	**1**	**63**	**160**	**81**	**30**	**100**	**18**	**98**	**42**	**16**	**239**	**4**	**178**	**125**	**280**	**24**	**135**	**160**	**308**
	30%mqt	***29%***	***31%***	***31%***	***10%***	***28%***	**34%zg**	***26%***	**57%zik**	***34%***	**47%z**	**39%z**	***27%***	***20%***	**32%zm**	***40%***	**33%zq**	***27%***	***31%***	***23%***	***21%***	**53%zt**	***31%***
Net agree	**142**	**42**	**17**	**77**	**6**	**41**	**43**	**58**	**-12**	**21**	**-1**	**14**	**33**	**25**	**86**	**-3**	**53**	**89**	**119**	**23**	**217**	**-88**	**137**
	14%cfhij knpru	**24%zbc**	***10%***	***12%***	***58%***	**19%zf**	***9%***	**19%zf**	***-22%***	**7%hj**	***-2%***	**6%h**	**21%zn**	**32%zn**	***11%***	***-29%***	***10%***	**19%zp**	***13%***	**22%zr**	**33%zu**	***-29%***	***14%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 209

Q37. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS and social care services work well together to give people co-ordinated care -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**47**	3	7	4	5	15	5	2	2	4	41	4	16	14	13	49
	5%	*4%*	*6%*	*3%*	**10%cgh**	**11%zcfgh**	*3%*	*2%*	*2%*	*4%*	**6%z**	*2%*	*5%*	*5%*	*4%*	*5%*
Tend to agree	**398**	32	43	63	19	76	57	38	32	38	308	41	138	134	115	396
	40%kn	*37%*	*40%*	*43%*	*37%*	**56%zabcdfghi**	*35%*	*37%*	*31%*	*38%*	**44%zk**	*25%*	*41%*	**44%n**	*35%*	*40%*
Tend to disagree	**210**	16	24	34	11	18	28	21	28	30	119	59	78	52	77	213
	21%ej	*19%*	*22%*	**23%e**	*21%*	*13%*	*17%*	*20%*	**26%e**	**30%zef**	*17%*	**35%zj**	*23%*	*17%*	*23%*	*21%*
Strongly disagree	**93**	9	7	9	6	9	18	11	14	10	44	36	41	14	39	95
	9%jm	*10%*	*6%*	*6%*	*12%*	*7%*	*11%*	*11%*	*13%*	*10%*	*6%*	**21%zj**	**12%zm**	*5%*	**12%m**	*9%*
Don't know	**252**	26	28	38	11	18	54	30	30	17	190	28	68	88	83	248
	25%ekl	**31%ei**	**25%e**	**26%e**	*21%*	*13%*	**33%zei**	**30%ei**	**28%e**	*17%*	**27%zk**	*17%*	*20%*	**29%l**	*26%*	*25%*
Agree	**445**	**35**	**50**	**67**	**24**	**91**	**62**	**40**	**35**	**42**	**349**	**45**	**154**	**148**	**128**	**445**
	45%hkn	***40%***	**46%h**	***45%***	***46%***	**67%zabcdfghi**	***38%***	***39%***	***33%***	***42%***	**50%zk**	***27%***	***45%***	**49%n**	***39%***	***44%***
Disagree	**303**	**25**	**31**	**43**	**17**	**27**	**46**	**32**	**42**	**40**	**162**	**95**	**119**	**66**	**116**	**308**
	30%ejm	***29%***	***28%***	***29%***	***33%***	***20%***	***29%***	**31%e**	**39%ze**	**40%ze**	***23%***	**56%zj**	**35%zm**	***22%***	**35%zm**	***31%***
Net agree	**142**	**9**	**19**	**24**	**7**	**64**	**16**	**8**	**-7**	**2**	**187**	**-49**	**35**	**82**	**13**	**137**
	14%ghikln	**11%hi**	**18%fghi**	**16%ghi**	**14%i**	**47%zabcdfghi**	**10%hi**	**8%h**	***-7%***	***2%***	**27%zk**	***-29%***	**10%n**	**27%zln**	***4%***	***14%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 210

Q37. Please tell me whether on the whole you agree or disagree with each of the following statements:

- NHS and social care services work well together to give people co-ordinated care -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**47**	34	13	20	10	6	14	2	9	4	19	15	15	14	17	-	3	43	49
	5%p	*4%*	**7%e**	*5%*	*4%*	*3%*	*5%*	*3%*	*5%*	*9%*	**7%z**	*4%*	**8%z**	*4%*	**7%z**	-	*2%*	*5%*	*5%*
Tend to agree	**398**	303	84	142	98	65	104	15	90	19	147	119	95	126	106	8	50	342	396
	40%fgkmop	**39%fg**	**44%fg**	*38%*	**43%fg**	*35%*	*34%*	*27%*	**48%zacefg**	**45%g**	**53%zk**	*30%*	**47%zm**	*33%*	**43%o**	*18%*	*28%*	**42%zp**	*40%*
Tend to disagree	**210**	168	39	82	48	41	73	14	38	9	37	115	38	91	57	18	46	162	213
	21%j	*22%*	*20%*	*22%*	*21%*	*22%*	*24%*	*24%*	*20%*	*20%*	*13%*	**29%zj**	*19%*	*24%*	*24%*	**40%zn**	*26%*	*20%*	*21%*
Strongly disagree	**93**	72	28	50	23	24	37	9	20	8	8	67	13	48	25	13	22	70	95
	9%j	*9%*	**14%za**	**13%za**	*10%*	**13%za**	**12%za**	*17%*	*10%*	**19%zad**	*3%*	**17%zj**	*7%*	**13%zl**	*10%*	**29%zn**	*13%*	*9%*	*9%*
Don't know	**252**	196	28	82	52	47	73	17	31	3	65	77	39	100	38	5	53	194	248
	25%bchiklno	**25%bchi**	*15%*	**22%bi**	**22%bi**	**26%bhi**	**24%bhi**	**30%bhi**	*16%*	*7%*	*23%*	*20%*	*19%*	*26%*	*16%*	*12%*	*31%*	*24%*	*25%*
Agree	**445**	**337**	**97**	**162**	**108**	**70**	**117**	**17**	**99**	**22**	**167**	**134**	**110**	**140**	**123**	**8**	**53**	**385**	**445**
	45%fgkmop	**44%g**	**51%acefg**	**43%g**	**47%efg**	***39%***	***39%***	***29%***	**53%zacefg**	**53%g**	**60%zk**	***34%***	**55%zm**	***37%***	**51%zo**	***18%***	***30%***	**48%zp**	***44%***
Disagree	**303**	**240**	**67**	**132**	**70**	**65**	**110**	**23**	**58**	**17**	**45**	**182**	**51**	**140**	**82**	**31**	**69**	**231**	**308**
	30%jq	***31%***	***35%***	**35%za**	***31%***	***36%***	**37%za**	***41%***	***31%***	***40%***	***16%***	**46%zj**	***26%***	**37%zl**	***34%***	**69%zn**	**39%zq**	***29%***	***31%***
Net agree	**142**	**97**	**30**	**30**	**38**	**5**	**7**	**-6**	**41**	**6**	**121**	**-48**	**59**	**1**	**41**	**-22**	**-16**	**154**	**137**
	14%acefgkmop	**13%cefg**	**16%cefg**	**8%efg**	**17%cefg**	*3%*	**2%g**	*-11%*	**22%zacefg**	**13%ef**	**44%zk**	*-12%*	**29%zm**	*	**17%o**	*-51%*	*-9%*	**19%zp**	*14%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 211

Q38. 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 : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**422**	207	215	35	64	161	78	84	116	133	78	95	241	104	21	57	432
	42%c	*43%*	*42%*	*25%*	**38%c**	**46%c**	**55%zcdg**	**42%c**	*47%*	*43%*	*39%*	*40%*	*44%*	*44%*	*36%*	*36%*	*43%*
Tend to agree	**413**	198	215	71	72	135	49	86	96	123	92	102	219	98	25	71	409
	41%	*41%*	*42%*	**50%zef**	*43%*	*39%*	*35%*	*43%*	*38%*	*39%*	*46%*	*43%*	*40%*	*42%*	*42%*	*45%*	*41%*
Tend to disagree	**71**	43	28	17	12	26	7	8	16	29	11	14	47	11	4	9	66
	7%b	**9%zb**	*5%*	**12%zfg**	*7%*	*7%*	*5%*	*4%*	*7%*	*9%*	*6%*	*6%*	**9%m**	*5%*	*7%*	*6%*	*7%*
Strongly disagree	**15**	4	11	1	3	5	2	5	3	7	3	2	8	5	-	2	15
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*1%*
Don't know	**80**	33	46	18	16	24	7	15	17	19	17	26	36	17	8	18	79
	8%	*7%*	*9%*	**13%zef**	*9%*	*7%*	*5%*	*8%*	*7%*	*6%*	*8%*	*11%*	*6%*	*7%*	**14%l**	**12%l**	*8%*
Agree	**835**	**405**	**430**	**106**	**136**	**296**	**128**	**170**	**212**	**256**	**170**	**197**	**459**	**202**	**46**	**128**	**841**
	83%c	***83%***	***84%***	***74%***	***81%***	**85%c**	**89%zcd**	**86%c**	***85%***	***82%***	***84%***	***83%***	***83%***	***86%***	***79%***	***81%***	***84%***
Disagree	**86**	**47**	**39**	**19**	**16**	**30**	**9**	**13**	**20**	**36**	**14**	**16**	**55**	**15**	**4**	**11**	**81**
	9%	***10%***	***8%***	***13%***	***9%***	***9%***	***6%***	***7%***	***8%***	**12%zk**	***7%***	***7%***	***10%***	***7%***	***7%***	***7%***	***8%***
Net agree	**749**	**358**	**391**	**88**	**120**	**266**	**119**	**157**	**192**	**220**	**156**	**182**	**404**	**187**	**42**	**117**	**760**
	75%ci	***74%***	***76%***	***61%***	***72%***	**76%c**	**83%zcd**	**79%c**	***77%***	***70%***	***77%***	***76%***	***73%***	**79%z**	***71%***	***75%***	***76%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 212

Q38. 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 : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**422**	64	70	284	5	97	194	132	32	144	20	126	69	19	326	7	236	186	391	32	240	162	432
	42%mst	*37%*	*39%*	*44%*	*52%*	*44%*	*41%*	*43%*	**61%z**	**49%z**	*53%*	**51%z**	**43%m**	*24%*	**44%m**	*61%*	*44%*	*40%*	**44%zs**	*30%*	*37%*	**53%zt**	*43%*
Tend to agree	**413**	74	72	263	4	91	199	123	12	107	14	91	63	41	307	1	209	204	362	51	295	102	409
	41%hu	*43%*	*40%*	*41%*	*38%*	*41%*	*42%*	*40%*	*23%*	*37%*	*35%*	*37%*	*40%*	**52%z**	*41%*	*10%*	*39%*	*44%*	*40%*	*49%*	**45%zu**	*34%*	*41%*
Tend to disagree	**71**	11	18	42	-	11	40	20	7	17	2	15	11	9	49	1	36	35	58	13	48	21	66
	7%r	*6%*	*10%*	*6%*	-	*5%*	*9%*	*6%*	**14%ik**	*6%*	*6%*	*6%*	*7%*	*11%*	*7%*	*10%*	*7%*	*7%*	*6%*	**13%zr**	*7%*	*7%*	*7%*
Strongly disagree	**15**	4	2	9	-	5	8	3	-	2	1	2	1	1	11	1	9	6	15	-	9	4	15
	2%	*3%*	*1%*	*1%*	-	*2%*	*2%*	*1%*	-	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*9%*	*2%*	*1%*	*2%*	-	*1%*	*1%*	*1%*
Don't know	**80**	20	16	43	1	18	33	28	1	22	1	15	14	9	54	1	43	37	71	8	59	15	79
	8%cu	**12%c**	*9%*	*7%*	*10%*	*8%*	*7%*	*9%*	*2%*	*7%*	*3%*	*6%*	*9%*	*12%*	*7%*	*10%*	*8%*	*8%*	*8%*	*8%*	**9%u**	*5%*	*8%*
Agree	**835**	**137**	**142**	**547**	**9**	**187**	**393**	**255**	**44**	**252**	**34**	**217**	**133**	**59**	**633**	**8**	**445**	**391**	**752**	**83**	**535**	**264**	**841**
	83%	***79%***	***80%***	**85%z**	***90%***	***85%***	***83%***	***83%***	***84%***	***86%***	***88%***	***87%***	***83%***	***76%***	***85%***	***71%***	***83%***	***83%***	***84%***	***80%***	***82%***	**87%z**	***84%***
Disagree	**86**	**15**	**20**	**50**	**-**	**15**	**48**	**23**	**7**	**19**	**3**	**17**	**13**	**9**	**60**	**2**	**45**	**41**	**73**	**13**	**58**	**25**	**81**
	9%	***9%***	***11%***	***8%***	**-**	***7%***	***10%***	***7%***	***14%***	***7%***	***8%***	***7%***	***8%***	***12%***	***8%***	***19%***	***8%***	***9%***	***8%***	***13%***	***9%***	***8%***	***8%***
Net agree	**749**	**122**	**122**	**497**	**9**	**172**	**345**	**232**	**37**	**233**	**31**	**200**	**120**	**50**	**573**	**6**	**400**	**350**	**679**	**70**	**477**	**239**	**760**
	75%bm	***71%***	***68%***	**78%zb**	***90%***	***78%***	***73%***	***76%***	***71%***	**80%z**	***80%***	**80%z**	***75%***	***64%***	**77%zm**	***52%***	***75%***	***75%***	**76%z**	***67%***	***73%***	***79%***	***76%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 213

Q38. 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 : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**422**	43	52	57	23	55	71	49	37	37	269	90	155	96	163	432
	42%jm	**49%h**	*47%*	*38%*	*45%*	*40%*	*44%*	*48%*	*34%*	*37%*	*38%*	**53%zj**	**45%m**	*32%*	**50%zm**	*43%*
Tend to agree	**413**	35	44	62	18	56	66	41	54	36	309	54	142	141	120	409
	41%kn	*40%*	*41%*	*42%*	*36%*	*41%*	*41%*	*40%*	**51%zi**	*36%*	**44%zk**	*32%*	*42%*	**47%zn**	*37%*	*41%*
Tend to disagree	**71**	2	6	13	6	6	10	4	8	15	54	10	26	26	16	66
	7%	*2%*	*5%*	**9%a**	**12%a**	*5%*	*6%*	*4%*	*7%*	**15%zabefg**	*8%*	*6%*	*8%*	*9%*	*5%*	*7%*
Strongly disagree	**15**	2	1	2	-	2	3	-	2	3	8	7	7	3	5	15
	2%	*2%*	*1%*	*1%*	-	*1%*	*2%*	-	*2%*	*3%*	*1%*	**4%zj**	*2%*	*1%*	*2%*	*1%*
Don't know	**80**	5	6	13	4	17	12	8	5	8	61	6	11	36	23	79
	8%kl	*6%*	*6%*	*9%*	*7%*	**13%zh**	*8%*	*8%*	*5%*	*8%*	**9%k**	*4%*	*3%*	**12%zln**	**7%l**	*8%*
Agree	**835**	**77**	**96**	**119**	**41**	**110**	**137**	**90**	**91**	**74**	**578**	**144**	**296**	**237**	**283**	**841**
	83%im	**90%i**	**88%i**	***80%***	***81%***	***81%***	**84%i**	**88%i**	**85%i**	***74%***	***82%***	***86%***	**87%zm**	***78%***	**86%m**	***84%***
Disagree	**86**	**4**	**7**	**16**	**6**	**8**	**13**	**4**	**10**	**18**	**62**	**17**	**33**	**29**	**21**	**81**
	9%	***4%***	***6%***	***10%***	***12%***	***6%***	***8%***	***4%***	***10%***	**18%zabefg**	***9%***	***10%***	***10%***	***10%***	***7%***	***8%***
Net agree	**749**	**73**	**89**	**104**	**35**	**102**	**124**	**86**	**80**	**56**	**516**	**126**	**263**	**208**	**261**	**760**
	75%im	**85%zcdi**	**82%ci**	**70%i**	***69%***	**75%i**	**76%i**	**84%zcdi**	**76%i**	***55%***	***74%***	***75%***	**77%m**	***69%***	**80%zm**	***76%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 214

Q38. 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 : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**422**	347	90	167	110	98	140	29	77	20	76	230	59	212	113	25	80	336	432
	42%jl	**45%z**	*47%*	*44%*	*48%*	**54%zacfh**	*46%*	*51%*	*41%*	*48%*	*27%*	**58%zj**	*29%*	**56%zl**	*46%*	**58%z**	*45%*	*42%*	*43%*
Tend to agree	**413**	307	73	149	89	68	124	25	79	17	140	117	98	127	94	14	74	334	409
	41%km	*40%*	*38%*	*40%*	*39%*	*37%*	*41%*	*44%*	*42%*	*41%*	**51%zk**	*30%*	**49%zm**	*33%*	*39%*	*33%*	*42%*	*41%*	*41%*
Tend to disagree	**71**	48	12	25	16	4	15	2	10	2	26	27	24	19	18	2	10	59	66
	7%ae	**6%e**	**6%e**	**7%e**	**7%e**	*2%*	*5%*	*4%*	*5%*	*4%*	*9%*	*7%*	**12%zm**	*5%*	*7%*	*5%*	*6%*	*7%*	*7%*
Strongly disagree	**15**	12	2	7	3	2	3	-	2	2	4	7	2	8	4	-	4	11	15
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*4%*	*1%*	*2%*	*1%*	*2%*	*2%*	-	*2%*	*1%*	*1%*
Don't know	**80**	59	14	28	12	10	19	1	19	1	31	12	18	13	16	2	7	70	79
	8%kmp	*8%*	*7%*	*7%*	*5%*	*5%*	*6%*	*1%*	**10%defg**	*2%*	**11%zk**	*3%*	**9%m**	*3%*	*6%*	*4%*	*4%*	**9%p**	*8%*
Agree	**835**	**654**	**164**	**316**	**199**	**166**	**263**	**54**	**156**	**38**	**216**	**347**	**157**	**339**	**207**	**40**	**154**	**670**	**841**
	83%jl	***85%***	***85%***	***84%***	***86%***	**91%zach**	**88%z**	**95%zach**	***83%***	***90%***	***78%***	**88%zj**	***78%***	**89%zl**	***85%***	***90%***	***88%***	***83%***	***84%***
Disagree	**86**	**60**	**14**	**32**	**19**	**7**	**19**	**2**	**12**	**3**	**30**	**34**	**26**	**27**	**21**	**2**	**15**	**70**	**81**
	9%e	**8%e**	***8%***	**8%e**	**8%e**	***4%***	***6%***	***4%***	***7%***	***8%***	***11%***	***9%***	**13%zm**	***7%***	***9%***	***5%***	***8%***	***9%***	***8%***
Net agree	**749**	**594**	**149**	**284**	**179**	**159**	**245**	**51**	**143**	**34**	**186**	**313**	**131**	**312**	**186**	**37**	**139**	**600**	**760**
	75%jl	**77%z**	***78%***	***76%***	***78%***	**87%zabcdfh**	**81%zac**	**91%zabcdh**	***76%***	***82%***	***67%***	**80%zj**	***65%***	**82%zl**	***76%***	***85%***	***79%***	***74%***	***76%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 215

Q39. 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 -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**46**	24	22	10	6	11	8	10	16	9	10	11	22	12	5	8	48
	5%	*5%*	*4%*	*7%*	*4%*	*3%*	*6%*	*5%*	*6%*	*3%*	*5%*	*5%*	*4%*	*5%*	*9%*	*5%*	*5%*
Tend to agree	**454**	223	231	76	77	168	54	79	101	160	83	110	257	97	28	72	448
	45%f	*46%*	*45%*	**53%fg**	*46%*	**48%f**	*38%*	*40%*	*40%*	**51%zhj**	*41%*	*46%*	*47%*	*41%*	*49%*	*46%*	*45%*
Tend to disagree	**249**	118	131	19	37	102	43	47	72	76	45	55	139	60	17	33	251
	25%c	*24%*	*26%*	*13%*	**22%c**	**29%zc**	**30%c**	**24%c**	*29%*	*24%*	*22%*	*23%*	*25%*	*26%*	*29%*	*21%*	*25%*
Strongly disagree	**85**	42	43	5	16	26	16	23	22	22	22	19	49	24	2	11	88
	9%c	*9%*	*8%*	*3%*	**9%c**	*8%*	**11%c**	**11%c**	*9%*	*7%*	*11%*	*8%*	*9%*	*10%*	*3%*	*7%*	*9%*
Don't know	**166**	78	88	34	31	42	21	39	38	44	41	43	85	42	6	33	166
	17%e	*16%*	*17%*	**24%ze**	**19%e**	*12%*	*15%*	**19%e**	*15%*	*14%*	*20%*	*18%*	*15%*	*18%*	*10%*	*21%*	*17%*
Agree	**501**	**248**	**253**	**86**	**83**	**179**	**63**	**89**	**116**	**169**	**93**	**122**	**278**	**109**	**34**	**80**	**496**
	50%	***51%***	***49%***	**60%zfg**	***50%***	***51%***	***44%***	***45%***	***47%***	***54%***	***46%***	***51%***	***51%***	***46%***	***58%***	***51%***	***50%***
Disagree	**334**	**160**	**175**	**23**	**53**	**129**	**60**	**70**	**95**	**99**	**67**	**74**	**187**	**84**	**19**	**44**	**339**
	33%c	***33%***	***34%***	***16%***	**32%c**	**37%c**	**42%zc**	**35%c**	***38%***	***32%***	***33%***	***31%***	***34%***	***36%***	***32%***	***28%***	***34%***
Net agree	**166**	**88**	**78**	**63**	**30**	**51**	**3**	**19**	**22**	**70**	**27**	**47**	**91**	**25**	**15**	**35**	**157**
	17%fghm	***18%***	***15%***	**44%zdefg**	**18%fg**	**15%f**	***2%***	**10%f**	***9%***	**23%zhj**	***13%***	**20%h**	**17%m**	***11%***	**25%m**	**22%zm**	***16%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 216

Q39. 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 -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**46**	9	8	29	-	13	21	12	2	11	2	15	3	2	42	-	27	19	45	1	33	10	48
	5%ls	*5%*	*5%*	*5%*	-	*6%*	*4%*	*4%*	*4%*	*4%*	*5%*	*6%*	*2%*	*3%*	**6%zl**	-	*5%*	*4%*	*5%*	*1%*	*5%*	*3%*	*5%*
Tend to agree	**454**	83	73	295	3	86	215	154	26	131	18	107	75	43	332	2	219	235	398	56	343	95	448
	45%epu	*48%*	*41%*	*46%*	*31%*	*39%*	*45%*	**50%ze**	*49%*	*45%*	*46%*	*43%*	*47%*	*56%*	*44%*	*19%*	*41%*	**50%zp**	*44%*	*54%*	**53%zu**	*31%*	*45%*
Tend to disagree	**249**	42	45	160	2	60	128	61	16	71	12	62	34	16	192	6	141	108	231	18	133	109	251
	25%gt	*24%*	*25%*	*25%*	*19%*	*27%*	**27%g**	*20%*	*31%*	*24%*	*30%*	*25%*	*21%*	*20%*	*26%*	*52%*	*26%*	*23%*	*26%*	*17%*	*20%*	**36%zt**	*25%*
Strongly disagree	**85**	10	19	55	1	21	36	28	5	27	4	32	15	2	67	-	59	26	79	6	33	49	88
	9%qt	*6%*	*11%*	*9%*	*10%*	*10%*	*7%*	*9%*	*9%*	*9%*	*11%*	**13%z**	*9%*	*3%*	*9%*	-	**11%zq**	*6%*	*9%*	*6%*	*5%*	**16%zt**	*9%*
Don't know	**166**	29	32	101	4	41	75	50	4	53	3	33	33	14	115	3	87	79	143	23	109	40	166
	17%	*17%*	*18%*	*16%*	*40%*	*19%*	*16%*	*16%*	*7%*	**18%h**	*8%*	*13%*	*21%*	*19%*	*15%*	*29%*	*16%*	*17%*	*16%*	*22%*	*17%*	*13%*	*17%*
Agree	**501**	**92**	**81**	**324**	**3**	**99**	**235**	**166**	**28**	**142**	**20**	**122**	**78**	**46**	**373**	**2**	**246**	**254**	**444**	**57**	**376**	**105**	**496**
	50%pu	***53%***	***46%***	***51%***	***31%***	***45%***	***50%***	**54%e**	***53%***	***49%***	***51%***	***49%***	***49%***	***59%***	***50%***	***19%***	***46%***	**54%zp**	***50%***	***54%***	**58%zu**	***35%***	***50%***
Disagree	**334**	**52**	**65**	**215**	**3**	**81**	**164**	**89**	**21**	**98**	**16**	**94**	**49**	**18**	**259**	**6**	**200**	**135**	**310**	**24**	**166**	**158**	**339**
	33%mqst	***30%***	***36%***	***34%***	***29%***	***37%***	***35%***	***29%***	***40%***	***33%***	***41%***	***38%***	***31%***	***23%***	**35%m**	***52%***	**38%zq**	***29%***	**35%zs**	***23%***	***26%***	**52%zt**	***34%***
Net agree	**166**	**40**	**17**	**109**	*	**18**	**71**	**77**	**7**	**44**	**4**	**28**	**29**	**28**	**114**	**-4**	**46**	**120**	**134**	**32**	**210**	**-53**	**157**
	17%beknpru	**23%zb**	***9%***	**17%b**	***2%***	***8%***	**15%e**	**25%zef**	***13%***	***15%***	***10%***	***11%***	***18%***	**36%zln**	***15%***	***-33%***	***9%***	**26%zp**	***15%***	**31%zr**	**32%zu**	***-17%***	***16%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 217

Q39. 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 -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**46**	3	11	3	2	10	7	5	4	2	38	3	14	12	18	48
	5%	*4%*	**10%zcfi**	*2%*	*3%*	**7%c**	*4%*	*5%*	*4%*	*2%*	*5%*	*2%*	*4%*	*4%*	*5%*	*5%*
Tend to agree	**454**	31	52	74	21	72	72	42	44	46	343	52	152	166	121	448
	45%kn	*36%*	*48%*	**50%a**	*42%*	**53%a**	*44%*	*41%*	*42%*	*46%*	**49%zk**	*31%*	**45%n**	**55%zln**	*37%*	*45%*
Tend to disagree	**249**	23	15	43	14	22	44	31	31	26	160	58	95	67	87	251
	25%bej	**27%b**	*14%*	**29%be**	**27%b**	*16%*	**27%be**	**31%be**	**29%be**	**26%b**	*23%*	**35%zj**	*28%*	*22%*	*27%*	*25%*
Strongly disagree	**85**	11	13	13	7	7	9	6	12	6	40	35	31	9	43	88
	9%jm	**13%e**	**12%e**	*9%*	**14%e**	*5%*	*6%*	*6%*	*11%*	*6%*	*6%*	**21%zj**	**9%m**	*3%*	**13%zm**	*9%*
Don't know	**166**	18	17	15	7	26	31	17	15	20	120	19	49	48	59	166
	17%ck	**21%c**	*16%*	*10%*	*13%*	**19%c**	**19%c**	*17%*	*14%*	**20%c**	*17%*	*11%*	*14%*	*16%*	*18%*	*17%*
Agree	**501**	**34**	**63**	**76**	**23**	**82**	**78**	**47**	**48**	**48**	**381**	**55**	**166**	**178**	**139**	**496**
	50%akn	***40%***	**58%a**	***52%***	***45%***	**60%zafgh**	***48%***	***46%***	***46%***	***48%***	**54%zk**	***33%***	***49%***	**59%zln**	***42%***	***50%***
Disagree	**334**	**34**	**28**	**57**	**21**	**29**	**53**	**37**	**43**	**32**	**200**	**94**	**125**	**76**	**130**	**339**
	33%ejm	**40%be**	***26%***	**38%be**	**41%be**	***21%***	**33%e**	**37%e**	**40%be**	***32%***	***29%***	**56%zj**	**37%m**	***25%***	**40%zm**	***34%***
Net agree	**166**	*	**35**	**20**	**2**	**53**	**25**	**10**	**6**	**15**	**181**	**-38**	**41**	**102**	**9**	**157**
	17%adghkln	*	**32%zacdfghi**	**13%ah**	*4%*	**39%zacdfghi**	**16%adh**	**10%a**	**5%a**	**15%adh**	**26%zk**	*-23%*	**12%n**	**34%zln**	*3%*	*16%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 218

Q39. 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 -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**46**	43	10	21	10	11	14	4	8	4	23	13	17	14	11	4	6	38	48
	5%	**6%z**	*5%*	*6%*	*4%*	*6%*	*5%*	*7%*	*4%*	*10%*	**8%zk**	*3%*	**8%zm**	*4%*	*5%*	*9%*	*3%*	*5%*	*5%*
Tend to agree	**454**	338	88	146	97	72	118	20	90	11	168	131	129	131	116	14	80	366	448
	45%cfikm	**44%ci**	**46%ci**	*39%*	**42%i**	*39%*	*39%*	*36%*	**48%cefi**	*25%*	**61%zk**	*33%*	**64%zm**	*35%*	*47%*	*31%*	*46%*	*45%*	*45%*
Tend to disagree	**249**	211	47	105	62	51	84	14	50	17	40	144	35	121	54	18	43	204	251
	25%jl	**27%z**	*24%*	*28%*	*27%*	*28%*	*28%*	*25%*	*27%*	**40%zb**	*14%*	**37%zj**	*17%*	**32%zl**	*22%*	**42%zn**	*25%*	*25%*	*25%*
Strongly disagree	**85**	66	27	46	28	22	34	9	19	6	8	63	4	67	26	6	21	64	88
	9%jl	*9%*	**14%za**	**12%za**	**12%za**	*12%*	*11%*	*16%*	*10%*	*14%*	*3%*	**16%zj**	*2%*	**18%zl**	*11%*	*14%*	*12%*	*8%*	*9%*
Don't know	**166**	115	20	57	33	27	51	10	21	4	38	41	16	46	37	2	25	138	166
	17%abhklmo	**15%b**	*10%*	**15%b**	*14%*	*15%*	**17%bh**	*17%*	*11%*	*10%*	*14%*	*11%*	*8%*	*12%*	*15%*	*4%*	*14%*	*17%*	*17%*
Agree	**501**	**381**	**98**	**167**	**107**	**84**	**132**	**24**	**98**	**15**	**190**	**145**	**146**	**145**	**127**	**18**	**86**	**405**	**496**
	50%cfikm	**49%cf**	**51%cfi**	***45%***	***46%***	***46%***	***44%***	***43%***	**52%cfi**	***35%***	**69%zk**	***37%***	**73%zm**	***38%***	***52%***	***41%***	***49%***	***50%***	***50%***
Disagree	**334**	**277**	**74**	**151**	**90**	**72**	**118**	**23**	**69**	**23**	**48**	**207**	**39**	**188**	**80**	**24**	**64**	**268**	**339**
	33%jl	**36%z**	***39%***	**40%za**	**39%z**	***39%***	**39%z**	***40%***	***37%***	**54%zabdfh**	***17%***	**53%zj**	***19%***	**50%zl**	***33%***	**55%zn**	***37%***	***33%***	***34%***
Net agree	**166**	**104**	**24**	**16**	**17**	**12**	**13**	**1**	**29**	**-8**	**143**	**-62**	**107**	**-43**	**46**	**-6**	**22**	**137**	**157**
	17%acdefgi kmo	**13%cdefgi**	**13%cdefgi**	**4%i**	**7%i**	**6%i**	**4%i**	***3%***	**16%cdefgi**	***-19%***	**52%zk**	***-16%***	**53%zm**	***-11%***	**19%o**	***-15%***	***12%***	***17%***	***16%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 219

Q40. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS is doing everything it can to reduce waste and inefficiency -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**45**	19	27	7	8	18	4	9	7	13	7	19	23	9	7	7	46
	5%	*4%*	*5%*	*5%*	*5%*	*5%*	*3%*	*4%*	*3%*	*4%*	*3%*	**8%zh**	*4%*	*4%*	**12%zlmo**	*4%*	*5%*
Tend to agree	**386**	198	187	65	65	124	50	82	84	110	77	115	200	94	25	67	385
	39%	*41%*	*36%*	*45%*	*39%*	*35%*	*35%*	*42%*	*34%*	*35%*	*38%*	**48%zhij**	*36%*	*40%*	*44%*	*42%*	*38%*
Tend to disagree	**260**	126	134	26	35	103	52	43	67	95	51	48	148	61	16	35	263
	26%ck	*26%*	*26%*	*18%*	*21%*	**29%c**	**37%zcdg**	*22%*	*27%*	**30%zk**	*25%*	*20%*	*27%*	*26%*	*28%*	*22%*	*26%*
Strongly disagree	**138**	62	75	8	22	50	21	36	49	38	27	24	79	37	4	18	140
	14%ck	*13%*	*15%*	*6%*	**13%c**	**14%c**	**15%c**	**18%zc**	**20%zik**	*12%*	*13%*	*10%*	*14%*	*16%*	*6%*	*11%*	*14%*
Don't know	**172**	80	92	38	37	55	16	27	43	57	39	34	100	35	6	31	167
	17%f	*16%*	*18%*	**26%zefg**	**22%fg**	*16%*	*11%*	*14%*	*17%*	*18%*	*19%*	*14%*	*18%*	*15%*	*10%*	*20%*	*17%*
Agree	**431**	**217**	**214**	**71**	**73**	**141**	**54**	**91**	**90**	**123**	**84**	**133**	**223**	**102**	**32**	**73**	**431**
	43%h	***45%***	***42%***	**50%f**	***44%***	***40%***	***38%***	***46%***	***36%***	***39%***	***42%***	**56%zhij**	***40%***	***44%***	**56%zl**	***47%***	***43%***
Disagree	**398**	**189**	**209**	**34**	**58**	**153**	**73**	**79**	**116**	**132**	**78**	**72**	**228**	**97**	**20**	**53**	**403**
	40%ck	***39%***	***41%***	***24%***	***34%***	**44%cd**	**51%zcdg**	**40%c**	**47%zk**	**42%k**	***39%***	***30%***	***41%***	***41%***	***34%***	***34%***	***40%***
Net agree	**33**	**28**	**5**	**37**	**15**	**-12**	**-19**	**12**	**-26**	**-9**	**6**	**62**	**-5**	**5**	**12**	**20**	**28**
	3%befhil	**6%zb**	***1%***	**26%zdefg**	**9%ze**	***-3%***	***-13%***	**6%z**	***-10%***	***-3%***	***3%***	**26%zhij**	***-1%***	**2%l**	**21%zlm**	**13%zlm**	***3%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 220

Q40. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS is doing everything it can to reduce waste and inefficiency -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**45**	14	10	21	-	9	20	16	6	8	1	14	5	4	34	1	27	18	42	3	37	8	46
	5%cu	**8%zc**	*6%*	*3%*	-	*4%*	*4%*	*5%*	**11%zi**	*3%*	*2%*	*5%*	*3%*	*5%*	*5%*	*11%*	*5%*	*4%*	*5%*	*3%*	**6%zu**	*3%*	*5%*
Tend to agree	**386**	62	70	248	6	85	174	126	18	103	12	94	64	45	273	3	186	200	345	41	307	64	385
	39%npu	*36%*	*39%*	*39%*	*60%*	*39%*	*37%*	*41%*	*34%*	*35%*	*32%*	*37%*	*40%*	**58%zln**	*36%*	*31%*	*35%*	**43%zp**	*38%*	*39%*	**47%zu**	*21%*	*38%*
Tend to disagree	**260**	47	44	169	-	54	150	56	14	89	9	67	34	10	212	2	141	119	230	30	140	110	263
	26%gmt	*27%*	*25%*	*26%*	-	*24%*	**32%zeg**	*18%*	*27%*	*30%*	*24%*	*27%*	*21%*	*13%*	**28%zm**	*19%*	*26%*	*26%*	*26%*	*29%*	*22%*	**36%zt**	*26%*
Strongly disagree	**138**	19	22	96	1	40	55	43	10	41	11	44	21	5	107	2	91	46	126	11	54	79	140
	14%qt	*11%*	*13%*	*15%*	*10%*	**18%zf**	*12%*	*14%*	*19%*	*14%*	**27%zi**	*17%*	*13%*	*7%*	*14%*	*18%*	**17%zq**	*10%*	*14%*	*11%*	*8%*	**26%zt**	*14%*
Don't know	**172**	31	31	106	3	33	75	64	5	51	6	32	35	13	121	2	87	85	154	18	114	43	167
	17%k	*18%*	*18%*	*17%*	*30%*	*15%*	*16%*	**21%z**	*9%*	*17%*	*14%*	*13%*	*22%*	*17%*	*16%*	*21%*	*16%*	*18%*	*17%*	*18%*	*17%*	*14%*	*17%*
Agree	**431**	**76**	**80**	**269**	**6**	**94**	**194**	**143**	**23**	**111**	**13**	**107**	**69**	**49**	**307**	**5**	**213**	**218**	**387**	**44**	**344**	**72**	**431**
	43%inpu	***44%***	***45%***	***42%***	***60%***	***43%***	***41%***	***47%***	***45%***	***38%***	***34%***	***43%***	***43%***	**63%zln**	***41%***	***42%***	***40%***	**46%zp**	***43%***	***42%***	**53%zu**	***24%***	***43%***
Disagree	**398**	**65**	**67**	**265**	**1**	**94**	**205**	**98**	**24**	**130**	**20**	**111**	**56**	**16**	**319**	**4**	**232**	**166**	**356**	**42**	**194**	**189**	**403**
	40%gmqt	***38%***	***38%***	***41%***	***10%***	**43%g**	**43%zg**	***32%***	***46%***	***45%***	***51%***	***44%***	**35%m**	***20%***	**43%zm**	***37%***	**44%zq**	***35%***	***40%***	***40%***	***30%***	**62%zt**	***40%***
Net agree	**33**	**11**	**13**	**4**	**5**	*	**-11**	**44**	**-1**	**-19**	**-7**	**-3**	**13**	**33**	**-13**	**1**	**-19**	**52**	**31**	**3**	**150**	**-117**	**28**
	3%cefijk np	**6%zc**	**7%zc**	*1%*	*51%*	*	*-2%*	**15%zef**	*-1%*	*-7%*	*-17%*	*-1%*	**8%zn**	**43%zln**	*-2%*	*5%*	*-3%*	**11%zp**	*3%*	*2%*	**23%zu**	*-39%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 221

Q40. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS is doing everything it can to reduce waste and inefficiency -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**45**	5	3	5	4	15	6	2	4	2	36	8	19	8	15	46
	5%	*5%*	*3%*	*3%*	*8%*	**11%zbcfgi**	*3%*	*2%*	*4%*	*2%*	*5%*	*5%*	*6%*	*3%*	*5%*	*5%*
Tend to agree	**386**	30	47	61	15	68	60	34	39	32	314	32	137	132	108	385
	39%kn	*35%*	*44%*	*41%*	*29%*	**50%zadfghi**	*37%*	*33%*	*37%*	*32%*	**45%zk**	*19%*	*40%*	**44%zn**	*33%*	*38%*
Tend to disagree	**260**	21	35	43	13	25	37	25	31	31	150	66	95	64	94	263
	26%ejm	*25%*	**32%e**	*29%*	*25%*	*19%*	*23%*	*24%*	*29%*	**31%e**	*21%*	**40%zj**	**28%m**	*21%*	**29%m**	*26%*
Strongly disagree	**138**	14	11	12	10	14	29	15	17	15	80	43	51	32	54	140
	14%cj	*16%*	*10%*	*8%*	**20%c**	*10%*	**18%c**	*15%*	*16%*	*15%*	*11%*	**25%zj**	*15%*	*11%*	**16%m**	*14%*
Don't know	**172**	16	12	27	9	14	31	27	16	20	121	19	37	65	57	167
	17%bekl	*18%*	*11%*	*19%*	*18%*	*10%*	**19%e**	**26%zbeh**	*15%*	*20%*	*17%*	*11%*	*11%*	**22%zl**	**17%l**	*17%*
Agree	**431**	**35**	**51**	**66**	**19**	**83**	**65**	**36**	**43**	**34**	**351**	**40**	**157**	**141**	**123**	**431**
	43%kn	***41%***	***46%***	***44%***	***37%***	**61%zabcdfghi**	***40%***	***35%***	***40%***	***34%***	**50%zk**	***24%***	**46%n**	**47%n**	***38%***	***43%***
Disagree	**398**	**36**	**46**	**55**	**23**	**39**	**66**	**40**	**47**	**46**	**230**	**109**	**146**	**96**	**147**	**403**
	40%ejm	***41%***	**42%e**	***37%***	**45%e**	***29%***	**40%e**	***39%***	**45%e**	**46%e**	***33%***	**65%zj**	**43%m**	***32%***	**45%zm**	***40%***
Net agree	**33**	**-1**	**4**	**11**	**-4**	**44**	*****	**-4**	**-5**	**-12**	**121**	**-69**	**11**	**45**	**-24**	**28**
	3%adfghin	*-1%*	**4%adfg**	**7%zadfgh**	*-8%*	**32%zabcdfghi**	***	*-4%*	*-4%*	*-12%*	**17%zk**	*-41%*	*3%*	**15%zln**	*-7%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 222

Q40. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The NHS is doing everything it can to reduce waste and inefficiency -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**45**	35	10	20	13	10	19	6	9	3	16	20	16	16	15	2	4	40	46
	5%	5%	5%	5%	6%	5%	6%	**11%za**	5%	8%	6%	5%	**8%z**	4%	6%	4%	2%	5%	5%
Tend to agree	**386**	303	72	124	83	67	94	16	70	17	155	114	83	130	105	8	58	318	385
	39%cfkmo	**39%cf**	37%	33%	36%	37%	31%	29%	37%	42%	**56%zk**	29%	41%	34%	**43%o**	18%	33%	39%	38%
Tend to disagree	**260**	199	49	104	48	44	86	14	52	10	51	136	57	108	63	12	57	201	263
	26%dj	26%	26%	**28%d**	21%	24%	**29%d**	25%	28%	25%	18%	**35%zj**	28%	28%	26%	27%	**33%zq**	25%	26%
Strongly disagree	**138**	109	36	70	42	35	51	14	28	9	22	83	21	75	26	14	33	103	140
	14%j	14%	**19%z**	**19%za**	**18%z**	**19%za**	17%	**25%za**	15%	21%	8%	**21%zj**	10%	**20%zl**	11%	**32%zn**	**19%zq**	13%	14%
Don't know	**172**	127	25	57	44	27	51	6	29	2	33	40	25	50	35	8	23	148	167
	17%ijklm	**16%i**	13%	**15%i**	**19%bi**	15%	**17%i**	10%	15%	4%	12%	10%	12%	13%	15%	18%	13%	18%	17%
Agree	**431**	**338**	**81**	**144**	**96**	**77**	**113**	**22**	**79**	**21**	**171**	**134**	**99**	**146**	**120**	**10**	**62**	**358**	**431**
	43%cfkmop	**44%cf**	***42%***	***38%***	***42%***	***42%***	***38%***	***39%***	***42%***	***50%***	**62%zk**	***34%***	**49%m**	***39%***	**49%zo**	***22%***	***36%***	**44%p**	***43%***
Disagree	**398**	**308**	**85**	**175**	**90**	**80**	**137**	**28**	**80**	**19**	**72**	**219**	**77**	**183**	**89**	**26**	**90**	**304**	**403**
	40%jq	***40%***	***44%***	**46%zad**	***39%***	***44%***	**45%za**	***50%***	***43%***	***46%***	***26%***	**56%zj**	***39%***	**48%zl**	***36%***	**59%zn**	**51%zq**	***38%***	***40%***
Net agree	**33**	**30**	**-4**	**-30**	**6**	**-3**	**-24**	**-6**	**-1**	**2**	**98**	**-84**	**21**	**-37**	**31**	**-16**	**-28**	**54**	**28**
	3%bcefghop	**4%befgh**	***-2%***	***-8%***	**3%begh**	***-2%***	***-8%***	***-11%***	***-1%***	**4%h**	**36%zk**	***-21%***	**11%z**	***-10%***	**13%zo**	***-37%***	***-16%***	**7%zp**	***3%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 223

Q41. Please tell me whether on the whole you agree or disagree with each of the following statements:

- It is possible to increase quality of care for patients whilst reducing NHS costs -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**71**	36	35	10	13	24	13	11	30	21	8	13	42	16	3	10	72
	7%j	*7%*	*7%*	*7%*	*7%*	*7%*	*9%*	*6%*	**12%zijk**	*7%*	*4%*	*5%*	*8%*	*7%*	*5%*	*7%*	*7%*
Tend to agree	**410**	189	222	57	65	142	56	89	109	128	76	97	221	103	30	56	412
	41%	*39%*	*43%*	*40%*	*39%*	*41%*	*39%*	*45%*	*44%*	*41%*	*38%*	*41%*	*40%*	*44%*	**52%o**	*36%*	*41%*
Tend to disagree	**289**	147	142	48	48	103	39	50	69	92	64	63	162	63	11	53	285
	29%	*30%*	*28%*	*34%*	*29%*	*29%*	*27%*	*25%*	*28%*	*30%*	*32%*	*26%*	*29%*	*27%*	*19%*	**34%n**	*28%*
Strongly disagree	**152**	77	74	10	25	61	26	31	29	46	33	44	91	36	5	19	152
	15%c	*16%*	*14%*	*7%*	**15%c**	**17%c**	**18%c**	**16%c**	*12%*	*15%*	*16%*	**18%h**	*17%*	*15%*	*9%*	*12%*	*15%*
Don't know	**80**	37	43	17	16	20	10	16	13	23	22	22	35	17	9	18	80
	8%h	*8%*	*8%*	**12%e**	*9%*	*6%*	*7%*	*8%*	*5%*	*7%*	**11%h**	*9%*	*6%*	*7%*	**15%zlm**	**12%l**	*8%*
Agree	**481**	**225**	**256**	**68**	**78**	**166**	**69**	**101**	**138**	**150**	**84**	**110**	**262**	**119**	**33**	**67**	**484**
	48%j	***46%***	***50%***	***47%***	***46%***	***48%***	***48%***	***51%***	**56%zjk**	***48%***	***42%***	***46%***	***48%***	***51%***	***57%***	***42%***	***48%***
Disagree	**440**	**224**	**216**	**58**	**74**	**163**	**64**	**81**	**98**	**139**	**96**	**107**	**253**	**99**	**16**	**72**	**437**
	44%n	***46%***	***42%***	***41%***	***44%***	***47%***	***45%***	***41%***	***39%***	***45%***	***48%***	***45%***	**46%n**	**42%n**	***28%***	**46%n**	***44%***
Net agree	**41**	**1**	**40**	**9**	**4**	**3**	**5**	**20**	**40**	**11**	**-13**	**3**	**9**	**20**	**17**	**-5**	**47**
	4%aejklo	*	**8%za**	**7%e**	*2%*	*1%*	**3%e**	**10%zdef**	**16%zijk**	*3%*	*-6%*	*1%*	**2%o**	**9%zlo**	**29%zlmo**	*-3%*	*5%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 224

Q41. Please tell me whether on the whole you agree or disagree with each of the following statements:

- It is possible to increase quality of care for patients whilst reducing NHS costs -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**71**	8	20	43	-	13	37	21	7	19	3	21	8	5	57	1	34	36	64	7	48	23	72
	7%	*5%*	**11%zac**	*7%*	*-*	*6%*	*8%*	*7%*	*14%*	*6%*	*9%*	*8%*	*5%*	*7%*	*8%*	*9%*	*6%*	*8%*	*7%*	*6%*	*7%*	*8%*	*7%*
Tend to agree	**410**	71	65	273	2	101	177	133	14	126	14	91	72	41	292	2	216	194	366	44	294	104	412
	41%fhnu	*41%*	*37%*	*43%*	*18%*	**46%f**	*37%*	*44%*	*28%*	**43%hk**	*36%*	*36%*	*45%*	**53%zn**	*39%*	*19%*	*41%*	*41%*	*41%*	*42%*	**45%zu**	*34%*	*41%*
Tend to disagree	**289**	49	50	185	4	59	143	87	18	88	13	78	39	20	221	6	149	140	258	31	186	89	285
	29%	*28%*	*28%*	*29%*	*40%*	*27%*	*30%*	*29%*	*35%*	*30%*	*33%*	*31%*	*24%*	*26%*	*30%*	*52%*	*28%*	*30%*	*29%*	*29%*	*29%*	*29%*	*28%*
Strongly disagree	**152**	26	30	94	2	34	79	39	8	45	5	43	32	5	113	1	93	59	141	11	77	64	152
	15%mqt	*15%*	*17%*	*15%*	*20%*	*15%*	*17%*	*13%*	*14%*	*15%*	*13%*	*17%*	**20%m**	*7%*	*15%*	*10%*	**17%zq**	*13%*	*16%*	*10%*	*12%*	**21%zt**	*15%*
Don't know	**80**	19	12	46	2	15	40	24	5	14	3	17	9	6	64	1	40	39	68	12	47	23	80
	8%i	*11%*	*7%*	*7%*	*21%*	*7%*	*8%*	*8%*	*9%*	*5%*	*9%*	*7%*	*5%*	*8%*	*9%*	*10%*	*8%*	*8%*	*8%*	*11%*	*7%*	*8%*	*8%*
Agree	**481**	**78**	**85**	**315**	**2**	**113**	**214**	**154**	**22**	**145**	**17**	**112**	**79**	**47**	**349**	**3**	**251**	**231**	**430**	**51**	**342**	**127**	**484**
	48%u	***45%***	***48%***	***49%***	***18%***	***51%***	***45%***	***50%***	***41%***	***50%***	***44%***	***45%***	***50%***	**60%zn**	***47%***	***27%***	***47%***	***49%***	***48%***	***49%***	**52%zu**	***42%***	***48%***
Disagree	**440**	**75**	**80**	**279**	**6**	**92**	**221**	**127**	**26**	**133**	**18**	**120**	**71**	**25**	**334**	**7**	**242**	**198**	**399**	**42**	**263**	**153**	**437**
	44%mt	***43%***	***45%***	***44%***	***60%***	***42%***	***47%***	***41%***	***49%***	***46%***	***47%***	***48%***	***45%***	***32%***	**45%m**	***62%***	***45%***	***42%***	***44%***	***40%***	***40%***	**51%zt**	***44%***
Net agree	**41**	**3**	**5**	**37**	**-4**	**21**	**-8**	**28**	**-4**	**12**	**-1**	**-8**	**8**	**21**	**15**	**-4**	**8**	**32**	**31**	**9**	**79**	**-26**	**47**
	4%fhjknpru	***2%***	***3%***	**6%za**	***-42%***	**10%zf**	***-2%***	**9%zf**	***-8%***	**4%hjk**	***-3%***	***-3%***	**5%n**	**28%zln**	***2%***	***-35%***	***2%***	**7%zp**	***4%***	**9%zr**	**12%zu**	***-9%***	***5%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 225

Q41. Please tell me whether on the whole you agree or disagree with each of the following statements:

- It is possible to increase quality of care for patients whilst reducing NHS costs -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**71**	5	10	8	5	14	13	6	8	2	47	17	18	21	32	72
	7%	*6%*	**9%i**	*5%*	**10%i**	**10%i**	*8%*	*6%*	*7%*	*2%*	*7%*	*10%*	*5%*	*7%*	**10%zl**	*7%*
Tend to agree	**410**	36	40	56	19	69	73	43	34	40	307	57	150	126	122	412
	41%k	*41%*	*37%*	*38%*	*38%*	**50%zbch**	**45%h**	*42%*	*32%*	*40%*	**44%zk**	*34%*	*44%*	*42%*	*37%*	*41%*
Tend to disagree	**289**	20	38	54	14	30	32	31	36	34	202	50	100	82	98	285
	29%f	*23%*	**35%ef**	**36%zaef**	*28%*	*22%*	*20%*	**31%f**	**34%ef**	**34%ef**	*29%*	*30%*	*29%*	*27%*	*30%*	*28%*
Strongly disagree	**152**	15	12	15	10	17	31	14	20	18	94	33	51	44	53	152
	15%j	*18%*	*11%*	*10%*	*20%*	*12%*	**19%c**	*14%*	*18%*	*18%*	*13%*	*19%*	*15%*	*14%*	*16%*	*15%*
Don't know	**80**	11	9	16	2	7	13	8	8	6	51	12	21	28	22	80
	8%	*12%*	*8%*	*11%*	*4%*	*5%*	*8%*	*8%*	*8%*	*6%*	*7%*	*7%*	*6%*	*9%*	*7%*	*8%*
Agree	**481**	**40**	**51**	**64**	**25**	**82**	**86**	**49**	**42**	**42**	**354**	**73**	**168**	**148**	**154**	**484**
	48%	***47%***	***46%***	***43%***	***48%***	**61%zabcghi**	**53%h**	***48%***	***40%***	***42%***	**51%z**	***44%***	***49%***	***49%***	***47%***	***48%***
Disagree	**440**	**35**	**50**	**68**	**25**	**47**	**63**	**45**	**55**	**52**	**296**	**83**	**151**	**126**	**151**	**437**
	44%e	***41%***	***46%***	**46%e**	***48%***	***34%***	***39%***	***44%***	**52%ef**	**52%ef**	***42%***	***49%***	***44%***	***42%***	***46%***	***44%***
Net agree	**41**	**6**	**1**	**-4**	*****	**36**	**23**	**3**	**-13**	**-10**	**58**	**-9**	**17**	**21**	**3**	**47**
	4%bchikn	**6%bc**	*1%*	*-3%*	***	**26%zabcdfghi**	**14%zbcdghi**	*3%*	*-12%*	*-10%*	**8%zk**	*-5%*	**5%n**	**7%zn**	*1%*	*5%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 226

Q41. Please tell me whether on the whole you agree or disagree with each of the following statements:

- It is possible to increase quality of care for patients whilst reducing NHS costs -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**71**	59	12	27	15	19	20	13	14	3	19	28	13	32	24	6	17	54	72
	7%	*8%*	*6%*	*7%*	*6%*	*11%*	*7%*	**23%zabcdefhi**	*8%*	*8%*	*7%*	*7%*	*7%*	*8%*	**10%z**	*12%*	*9%*	*7%*	*7%*
Tend to agree	**410**	315	79	154	95	79	123	24	78	19	139	142	111	134	96	16	78	325	412
	41%km	*41%*	*41%*	*41%*	*41%*	*43%*	*41%*	*42%*	*42%*	*44%*	**50%zk**	*36%*	**55%zm**	*35%*	*39%*	*35%*	*45%*	*40%*	*41%*
Tend to disagree	**289**	220	48	103	61	49	88	12	43	7	66	118	44	120	71	12	49	238	285
	29%hjl	*28%*	*25%*	*27%*	*26%*	*27%*	*29%*	*22%*	*23%*	*18%*	*24%*	*30%*	*22%*	**32%l**	*29%*	*26%*	*28%*	*29%*	*28%*
Strongly disagree	**152**	123	39	66	41	30	53	6	39	8	30	83	20	75	34	7	21	127	152
	15%jl	*16%*	**20%z**	*17%*	*18%*	*16%*	*18%*	*11%*	**21%z**	*18%*	*11%*	**21%zj**	*10%*	**20%zl**	*14%*	*16%*	*12%*	*16%*	*15%*
Don't know	**80**	56	13	26	18	5	16	1	14	5	22	23	13	19	19	4	10	67	80
	8%ekm	**7%e**	**7%e**	**7%e**	**8%e**	*3%*	*5%*	*2%*	**7%e**	**12%e**	*8%*	*6%*	*6%*	*5%*	*8%*	*10%*	*6%*	*8%*	*8%*
Agree	**481**	**374**	**92**	**181**	**110**	**98**	**144**	**37**	**92**	**22**	**158**	**169**	**124**	**165**	**120**	**21**	**95**	**379**	**484**
	48%km	***48%***	***48%***	***48%***	***48%***	***54%***	***48%***	**65%zabcdfh**	***49%***	***53%***	**57%zk**	***43%***	**62%zm**	***44%***	***49%***	***48%***	***54%***	***47%***	***48%***
Disagree	**440**	**343**	**87**	**168**	**102**	**79**	**141**	**19**	**81**	**15**	**95**	**201**	**64**	**195**	**105**	**19**	**71**	**365**	**437**
	44%jl	***44%***	***45%***	***45%***	***44%***	***43%***	**47%g**	***33%***	***43%***	***36%***	***35%***	**51%zj**	***32%***	**51%zl**	***43%***	***43%***	***40%***	***45%***	***44%***
Net agree	**41**	**31**	**5**	**13**	**8**	**19**	**3**	**18**	**11**	**7**	**63**	**-32**	**59**	**-30**	**15**	**2**	**24**	**14**	**47**
	4%fkmq	**4%f**	***3%***	**3%f**	**3%f**	**10%zabcdf**	***1%***	**32%zabcdefh**	**6%f**	**17%zabcdfh**	**23%zk**	***-8%***	**30%zm**	***-8%***	***6%***	***5%***	**14%zq**	***2%***	***5%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 227

Q42. Please tell me whether on the whole you agree or disagree with each of the following statements:

- GPs are best placed to understand which services their patients need -

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Strongly agree	**248**	120	127	30	40	77	38	63	57	69	53	69	120	70	20	38	254
	25%l	*25%*	*25%*	*21%*	*24%*	*22%*	*27%*	**32%zce**	*23%*	*22%*	*26%*	*29%*	*22%*	**30%zl**	**34%l**	*24%*	*25%*
Tend to agree	**583**	296	288	88	93	206	84	112	144	185	117	137	323	136	29	95	581
	58%	*61%*	*56%*	*62%*	*56%*	*59%*	*59%*	*57%*	*58%*	*59%*	*58%*	*57%*	*59%*	*58%*	*50%*	*60%*	*58%*
Tend to disagree	**113**	42	71	12	27	46	13	15	38	41	13	21	73	16	6	18	110
	11%agjm	*9%*	**14%za**	*8%*	**16%zg**	**13%g**	*9%*	*8%*	**15%zjk**	**13%j**	*6%*	*9%*	**13%zm**	*7%*	*10%*	*12%*	*11%*
Strongly disagree	**32**	17	15	2	5	14	7	3	7	11	11	2	23	6	1	2	31
	3%k	*3%*	*3%*	*2%*	*3%*	*4%*	*5%*	*1%*	*3%*	*4%*	**6%zk**	*1%*	*4%*	*2%*	*2%*	*1%*	*3%*
Don't know	**26**	11	15	11	2	6	2	5	3	6	7	10	12	7	3	4	25
	3%	*2%*	*3%*	**8%zdefg**	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*4%*	**4%h**	*2%*	*3%*	*5%*	*3%*	*2%*
Agree	**831**	**416**	**415**	**118**	**133**	**283**	**122**	**175**	**202**	**254**	**170**	**205**	**443**	**207**	**49**	**133**	**835**
	83%bl	**86%zb**	***81%***	***82%***	***79%***	***81%***	***85%***	**88%zde**	***81%***	***82%***	***84%***	***86%***	***80%***	**88%zl**	***84%***	***84%***	***83%***
Disagree	**144**	**58**	**86**	**14**	**32**	**61**	**19**	**18**	**45**	**52**	**24**	**23**	**96**	**21**	**6**	**20**	**141**
	14%agkm	***12%***	**17%za**	***10%***	**19%cg**	**17%g**	***13%***	***9%***	**18%k**	**17%k**	***12%***	***10%***	**17%zm**	***9%***	***11%***	***13%***	***14%***
Net agree	**687**	**358**	**329**	**104**	**101**	**222**	**103**	**157**	**157**	**202**	**146**	**182**	**347**	**185**	**42**	**112**	**694**
	69%bdehl	**74%zb**	***64%***	**73%d**	***60%***	***63%***	**72%d**	**80%zde**	***63%***	***65%***	**72%h**	**76%zhi**	***63%***	**79%zl**	***73%***	***72%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 228

Q42. Please tell me whether on the whole you agree or disagree with each of the following statements:

- GPs are best placed to understand which services their patients need -

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Strongly agree	**248**	48	41	156	2	68	104	76	10	72	11	70	39	14	188	4	137	111	232	16	165	76	254
	25%s	*28%*	*23%*	*24%*	*21%*	**31%zf**	*22%*	*25%*	*20%*	*24%*	*28%*	*28%*	*24%*	*18%*	*25%*	*38%*	*26%*	*24%*	**26%zs**	*15%*	*25%*	*25%*	*25%*
Tend to agree	**583**	99	99	378	7	124	291	169	29	176	21	134	99	50	426	6	297	286	512	72	390	161	581
	58%ru	*57%*	*56%*	*59%*	*71%*	*56%*	*61%*	*55%*	*56%*	*60%*	*55%*	*54%*	*62%*	*64%*	*57%*	*51%*	*56%*	*61%*	*57%*	**69%zr**	**60%u**	*53%*	*58%*
Tend to disagree	**113**	18	20	75	1	17	50	45	8	34	7	29	9	12	92	-	64	48	102	11	62	47	110
	11%elt	*10%*	*11%*	*12%*	*8%*	*8%*	*11%*	**15%ze**	*15%*	*12%*	*17%*	*12%*	*6%*	**15%l**	**12%l**	-	*12%*	*10%*	*11%*	*10%*	*9%*	**16%zt**	*11%*
Strongly disagree	**32**	3	10	18	-	5	16	10	5	8	-	12	7	-	23	-	22	9	30	2	17	13	31
	3%q	*2%*	**6%z**	*3%*	-	*2%*	*3%*	*3%*	**9%zi**	*3%*	-	*5%*	*5%*	-	*3%*	-	*4%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*
Don't know	**26**	5	8	13	-	6	15	5	-	3	-	5	5	2	17	1	12	14	22	4	19	6	25
	3%i	*3%*	*5%*	*2%*	-	*3%*	*3%*	*2%*	-	*1%*	-	*2%*	*3%*	*3%*	*2%*	*10%*	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*
Agree	**831**	**147**	**140**	**535**	**9**	**192**	**395**	**244**	**40**	**247**	**32**	**204**	**138**	**64**	**615**	**10**	**434**	**397**	**743**	**88**	**555**	**237**	**835**
	83%u	***85%***	***79%***	***84%***	***92%***	**87%g**	***83%***	***80%***	***76%***	***85%***	***83%***	***82%***	***86%***	***82%***	***82%***	***90%***	***81%***	***85%***	***83%***	***84%***	**85%zu**	***78%***	***83%***
Disagree	**144**	**21**	**30**	**93**	**1**	**23**	**66**	**56**	**13**	**42**	**7**	**40**	**17**	**12**	**115**	**-**	**87**	**58**	**131**	**13**	**78**	**60**	**141**
	14%et	***12%***	***17%***	***14%***	***8%***	***10%***	***14%***	**18%ze**	**24%z**	***14%***	***17%***	***16%***	***10%***	***15%***	***15%***	**-**	***16%***	***12%***	***15%***	***12%***	***12%***	**20%zt**	***14%***
Net agree	**687**	**127**	**110**	**442**	**9**	**169**	**329**	**189**	**27**	**205**	**25**	**164**	**121**	**52**	**500**	**10**	**348**	**339**	**612**	**75**	**476**	**177**	**694**
	69%bghnpu	**73%b**	***62%***	***69%***	***85%***	**77%zfg**	**69%g**	***62%***	***52%***	**70%h**	***66%***	***65%***	**76%zn**	***67%***	***67%***	***90%***	***65%***	**72%zp**	***68%***	***72%***	**73%zu**	***58%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 229

Q42. Please tell me whether on the whole you agree or disagree with each of the following statements:

- GPs are best placed to understand which services their patients need -

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Strongly agree	**248**	18	29	22	21	39	40	24	31	22	177	41	80	75	82	254
	25%c	*20%*	**27%c**	*15%*	**42%zabcfgi**	**29%c**	**25%c**	*24%*	**29%c**	*22%*	*25%*	*24%*	*24%*	*25%*	*25%*	*25%*
Tend to agree	**583**	52	56	104	23	78	100	65	54	51	424	81	200	180	184	581
	58%dk	*61%*	*52%*	**70%zbdehi**	*45%*	*57%*	**61%d**	**64%d**	*51%*	*51%*	**60%zk**	*48%*	*59%*	*60%*	*56%*	*58%*
Tend to disagree	**113**	10	15	17	3	13	15	7	13	17	65	33	48	27	36	110
	11%j	*11%*	*14%*	*12%*	*7%*	*10%*	*10%*	*7%*	*13%*	**17%g**	*9%*	**20%zj**	**14%zm**	*9%*	*11%*	*11%*
Strongly disagree	**32**	2	5	1	2	3	4	3	3	8	17	8	7	10	15	31
	3%cj	*3%*	**5%c**	*1%*	*4%*	*2%*	*3%*	*3%*	*3%*	**8%zce**	*2%*	*5%*	*2%*	*3%*	*4%*	*3%*
Don't know	**26**	4	3	4	1	3	3	3	4	1	19	5	4	10	10	25
	3%l	*5%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*
Agree	**831**	**70**	**85**	**126**	**44**	**117**	**140**	**89**	**85**	**73**	**601**	**122**	**280**	**255**	**267**	**835**
	83%ik	***81%***	***78%***	**85%i**	***87%***	**86%i**	**86%i**	**87%i**	***81%***	***73%***	**86%zk**	***73%***	***82%***	***84%***	***81%***	***83%***
Disagree	**144**	**12**	**21**	**18**	**6**	**16**	**20**	**10**	**17**	**25**	**82**	**41**	**56**	**37**	**51**	**141**
	14%j	***14%***	***19%***	***12%***	***11%***	***12%***	***12%***	***10%***	***16%***	**25%zcdefg**	***12%***	**24%zj**	***16%***	***12%***	***15%***	***14%***
Net agree	**687**	**58**	**65**	**108**	**39**	**101**	**120**	**79**	**69**	**48**	**519**	**81**	**225**	**218**	**216**	**694**
	69%bik	**67%i**	***59%***	**73%bi**	**76%bi**	**75%bi**	**74%bi**	**78%zbhi**	**65%i**	***48%***	**74%zk**	***48%***	***66%***	***72%***	***66%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 230

Q42. Please tell me whether on the whole you agree or disagree with each of the following statements:

- GPs are best placed to understand which services their patients need -

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total** (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Strongly agree	**248**	204	50	104	54	57	76	12	47	11	64	104	58	80	62	13	38	210	254
	25%m	**26%z**	*26%*	*28%*	*23%*	**31%zd**	*25%*	*22%*	*25%*	*26%*	*23%*	*27%*	**29%m**	*21%*	*26%*	*29%*	*22%*	*26%*	*25%*
Tend to agree	**583**	438	101	202	134	92	160	31	117	17	166	210	113	223	142	20	104	468	581
	58%cefik	**57%i**	*53%*	*54%*	**58%ei**	*50%*	*53%*	*56%*	**62%bcefi**	*41%*	*60%*	*53%*	*56%*	*59%*	*58%*	*45%*	*59%*	*58%*	*58%*
Tend to disagree	**113**	88	29	42	27	23	45	7	14	9	28	57	18	50	28	8	26	85	110
	11%	*11%*	**15%h**	*11%*	*12%*	**13%h**	**15%zach**	*13%*	*7%*	**22%zacdh**	*10%*	**14%z**	*9%*	*13%*	*12%*	*17%*	*15%*	*10%*	*11%*
Strongly disagree	**32**	25	10	17	11	8	15	3	6	4	8	18	5	20	9	3	3	27	31
	3%	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*3%*	**9%za**	*3%*	*5%*	*2%*	**5%z**	*4%*	*7%*	*2%*	*3%*	*3%*
Don't know	**26**	17	3	11	5	3	5	2	4	1	9	4	6	7	3	1	4	20	25
	3%k	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	**3%k**	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Agree	**831**	**642**	**151**	**306**	**188**	**149**	**235**	**44**	**164**	**28**	**231**	**314**	**171**	**303**	**204**	**32**	**142**	**678**	**835**
	83%fikm	**83%fi**	***79%***	**82%i**	**82%i**	**81%i**	***78%***	***78%***	**87%bcfi**	***67%***	***83%***	***80%***	***85%***	***80%***	***84%***	***74%***	***81%***	***84%***	***83%***
Disagree	**144**	**114**	**38**	**59**	**38**	**31**	**60**	**10**	**20**	**13**	**36**	**75**	**23**	**69**	**37**	**11**	**29**	**112**	**141**
	14%	***15%***	**20%zah**	***16%***	**16%h**	**17%h**	**20%zach**	***18%***	***10%***	**31%zacdeh**	***13%***	**19%zj**	***12%***	**18%zl**	***15%***	***24%***	***17%***	***14%***	***14%***
Net agree	**687**	**529**	**112**	**248**	**150**	**118**	**175**	**34**	**144**	**15**	**194**	**240**	**148**	**234**	**167**	**22**	**112**	**566**	**694**
	69%bfikmo	**68%bfi**	**59%i**	**66%bfi**	**65%fi**	**65%i**	**58%i**	**60%i**	**77%zabcdefgi**	***37%***	**70%k**	***61%***	**74%m**	***62%***	**68%o**	***50%***	***64%***	***70%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 231

Q28-42. Please tell me whether on the whole you agree or disagree with each of the following statements:

- Summary -

Base : All respondents

	Q.28 Britain's National Health Service is one of the best in the world	Q.29 The NHS provides good value for money to taxpayers	Q.30 If I was very ill I would feel safe in an NHS hospital	Q.31 People are treated with dignity and respect when they use NHS services	Q.32 People are treated with dignity and respect when they use social care services	Q.33 The NHS puts quality at the heart of all it does	Q.34 People have increasing choice about their treatment and care	Q.35 NHS hospitals are getting infections like MRSA under control	Q.36 NHS waiting times for non-emergency treatment and care are getting shorter	Q.37 NHS and social care services work well together to give people co-ordinated care	Q.38 The NHS will face a severe funding problem in the future	Q.39 The NHS is changing so it can provide the service we need for years to come	Q.40 The NHS is doing everything it can to reduce waste and inefficiency	Q.41 It is possible to increase quality of care for patients whilst reducing NHS costs	Q.42 GPs are best placed to understand which services their patients need
Unweighted Total	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001
Weighted Total	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001	1001
Strongly agree	238	168	275	144	74	88	87	74	48	47	422	46	45	71	248
	24%	*17%*	*28%*	*14%*	*7%*	*9%*	*9%*	*7%*	*5%*	*5%*	*42%*	*5%*	*5%*	*7%*	*25%*
Tend to agree	486	519	466	507	371	463	543	498	296	398	413	454	386	410	583
	49%	*52%*	*47%*	*51%*	*37%*	*46%*	*54%*	*50%*	*30%*	*40%*	*41%*	*45%*	*39%*	*41%*	*58%*
Tend to disagree	136	153	145	216	196	285	207	178	267	210	71	249	260	289	113
	14%	*15%*	*14%*	*22%*	*20%*	*28%*	*21%*	*18%*	*27%*	*21%*	*7%*	*25%*	*26%*	*29%*	*11%*
Strongly disagree	53	76	82	88	75	99	48	76	163	93	15	85	138	152	32
	5%	*8%*	*8%*	*9%*	*8%*	*10%*	*5%*	*8%*	*16%*	*9%*	*2%*	*9%*	*14%*	*15%*	*3%*
Don't know	87	85	32	46	285	66	115	174	227	252	80	166	172	80	26
	9%	*9%*	*3%*	*5%*	*28%*	*7%*	*12%*	*17%*	*23%*	*25%*	*8%*	*17%*	*17%*	*8%*	*3%*
Agree	**724**	**687**	**742**	**652**	**445**	**552**	**630**	**573**	**345**	**445**	**835**	**501**	**431**	**481**	**831**
	72%	***69%***	***74%***	***65%***	***45%***	***55%***	***63%***	***57%***	***34%***	***45%***	***83%***	***50%***	***43%***	***48%***	***83%***
Disagree	**190**	**229**	**227**	**304**	**271**	**384**	**256**	**255**	**429**	**303**	**86**	**334**	**398**	**440**	**144**
	19%	***23%***	***23%***	***30%***	***27%***	***38%***	***26%***	***25%***	***43%***	***30%***	***9%***	***33%***	***40%***	***44%***	***14%***
Net agree	**535**	**459**	**515**	**348**	**175**	**168**	**374**	**318**	**-85**	**142**	**749**	**166**	**33**	**41**	**687**
	53%	***46%***	***51%***	***35%***	***17%***	***17%***	***37%***	***32%***	***-8%***	***14%***	***75%***	***17%***	***3%***	***4%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 232

Q43. Have you ever looked for information about how your local healthcare services are performing?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Yes	**140**	58	82	15	29	60	23	13	50	46	21	23	93	19	6	22	139
	14%gkm	*12%*	*16%*	*11%*	**17%g**	**17%g**	**16%g**	*7%*	**20%zjk**	*15%*	*10%*	*10%*	**17%zm**	*8%*	*11%*	*14%*	*14%*
No	**861**	427	433	128	139	290	120	185	199	266	180	216	457	216	52	135	862
	86%hl	*88%*	*84%*	*89%*	*83%*	*83%*	*84%*	**93%zdef**	*80%*	*85%*	**90%h**	**90%zh**	*83%*	**92%zl**	*89%*	*86%*	*86%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 233

Q43. Have you ever looked for information about how your local healthcare services are performing?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Yes	**140**	26	23	90	1	16	79	45	17	50	7	58	11	11	117	1	86	54	136	4	89	47	139
	14%elqs	*15%*	*13%*	*14%*	*10%*	*7%*	**17%ze**	**15%e**	**32%zi**	*17%*	*19%*	**23%zi**	*7%*	*14%*	**16%zl**	*11%*	**16%zq**	*12%*	**15%zs**	*4%*	*14%*	*16%*	*14%*
No	**861**	147	155	550	9	205	395	260	35	242	31	192	148	67	631	10	447	414	760	101	563	256	862
	86%fhknpr	*85%*	*87%*	*86%*	*90%*	**93%zfg**	*83%*	*85%*	*68%*	**83%hk**	*81%*	*77%*	**93%zn**	*86%*	*84%*	*89%*	*84%*	**88%zp**	*85%*	**96%zr**	*86%*	*84%*	*86%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 234

Q43. Have you ever looked for information about how your local healthcare services are performing?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Yes	**140**	16	20	30	3	21	23	8	11	8	90	34	51	32	55	139
	14%m	**18%dgi**	**18%dgi**	**20%zdghi**	*6%*	*15%*	*14%*	*8%*	*10%*	*8%*	*13%*	**20%zj**	*15%*	*11%*	**17%m**	*14%*
No	**861**	70	89	118	48	115	139	94	96	93	612	134	290	270	273	862
	86%ck	*82%*	*82%*	*80%*	**94%abc**	*85%*	*86%*	**92%abc**	**90%c**	**92%abc**	**87%k**	*80%*	*85%*	**89%zn**	*83%*	*86%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 235

Q43. Have you ever looked for information about how your local healthcare services are performing?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Yes	**140**	124	31	63	35	32	60	19	34	10	30	87	35	68	37	12	23	115	139
	14%	**16%z**	*16%*	**17%z**	*15%*	*17%*	**20%za**	**34%zabcdefh**	*18%*	**25%z**	*11%*	**22%zj**	*18%*	**18%z**	*15%*	**28%zn**	*13%*	*14%*	*14%*
No	**861**	649	160	312	195	151	240	37	154	31	246	306	165	312	207	32	153	696	862
	86%acfgikmo	**84%fg**	**84%g**	**83%g**	**85%g**	**83%g**	**80%g**	*66%*	**82%g**	*75%*	**89%k**	*78%*	*82%*	*82%*	**85%o**	*72%*	*87%*	*86%*	*86%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 236

Q44. How easy or difficult was it to find this information?

Base : All respondents who have ever looked for information about how their local healthcare services are performing

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**139**	58	81	13	27	57	27	15	49	45	22	23	87	22	7	23	139
Weighted Total	**140**	58*	82*	15**	29**	60*	23**	13**	50*	46*	21**	23**	93*	19**	6**	22**	139
Very easy	**34**	13	21	2	8	13	5	5	8	9	9	8	21	4	2	6	34
	24%	*22%*	*25%*	*14%*	*29%*	*22%*	*22%*	*35%*	*17%*	*19%*	*42%*	*34%*	*23%*	*24%*	*27%*	*28%*	*24%*
Fairly easy	**69**	32	37	10	15	26	12	5	28	25	9	7	46	10	4	9	68
	49%	*54%*	*45%*	*63%*	*52%*	*44%*	*55%*	*40%*	*55%*	*54%*	*45%*	*30%*	*49%*	*54%*	*58%*	*40%*	*49%*
Fairly difficult	**27**	10	17	4	4	15	3	2	10	9	3	5	19	2	-	6	26
	19%	*17%*	*21%*	*23%*	*15%*	*25%*	*12%*	*12%*	*19%*	*20%*	*14%*	*23%*	*21%*	*9%*	-	*28%*	*19%*
Very difficult	**10**	3	7	-	1	6	2	2	4	2	-	3	6	2	1	-	10
	7%	*5%*	*9%*	-	*3%*	*9%*	*7%*	*13%*	*9%*	*5%*	-	*13%*	*7%*	*13%*	*15%*	-	*7%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	**1**	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1	1
	1%	*2%*	-	-	-	-	*4%*	-	-	*2%*	-	-	-	-	-	*4%*	*1%*
Easy	**102**	**45**	**58**	**12**	**23**	**39**	**18**	**10**	**36**	**33**	**18**	**15**	**68**	**14**	**6**	**15**	**102**
	73%	***76%***	***71%***	***77%***	***81%***	***66%***	***77%***	***75%***	***72%***	***73%***	***86%***	***64%***	***72%***	***78%***	***85%***	***68%***	***73%***
Difficult	**37**	**13**	**24**	**4**	**5**	**20**	**4**	**3**	**14**	**12**	**3**	**8**	**26**	**4**	**1**	**6**	**36**
	26%	***22%***	***29%***	***23%***	***19%***	***34%***	***19%***	***25%***	***28%***	***25%***	***14%***	***36%***	***28%***	***22%***	***15%***	***28%***	***26%***
Net	**65**	**32**	**34**	**8**	**18**	**19**	**13**	**7**	**22**	**22**	**15**	**6**	**42**	**10**	**5**	**9**	**66**
	47%e	***54%***	***41%***	***54%***	***63%***	***32%***	***59%***	***50%***	***44%***	***47%***	***73%***	***28%***	***45%***	***56%***	***70%***	***40%***	***47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 237

Q44. How easy or difficult was it to find this information?

Base : All respondents who have ever looked for information about how their local healthcare services are performing

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**139**	25	21	92	1	18	78	43	17	50	7	57	10	11	117	1	87	52	135	4	88	47	139
Weighted Total	**140**	26**	23**	90*	1**	16**	79*	45*	17**	50*	7**	58*	11**	11**	117	1**	86*	54*	136	4**	89*	47*	139
Very easy	**34**	7	5	22	-	4	18	12	4	11	2	14	2	5	27	-	21	13	32	2	28	5	34
	24%u	*27%*	*22%*	*24%*	-	*23%*	*22%*	*27%*	*23%*	*23%*	*33%*	*24%*	*18%*	*44%*	*23%*	-	*25%*	*23%*	*23%*	*56%*	**31%zu**	*11%*	*24%*
Fairly easy	**69**	10	16	42	1	7	38	23	8	29	3	25	6	3	59	1	43	26	68	1	49	20	68
	49%	*39%*	*69%*	*46%*	*100%*	*44%*	*48%*	*52%*	*47%*	**58%k**	*39%*	*43%*	*52%*	*28%*	*50%*	*100%*	*50%*	*47%*	*50%*	*25%*	*55%*	*42%*	*49%*
Fairly difficult	**27**	6	2	19	-	2	18	7	3	9	1	15	2	3	22	-	13	14	27	-	10	14	26
	19%t	*22%*	*9%*	*21%*	-	*15%*	*22%*	*16%*	*20%*	*18%*	*16%*	*26%*	*19%*	*28%*	*19%*	-	*15%*	*26%*	*20%*	-	*12%*	**29%t**	*19%*
Very difficult	**10**	3	-	7	-	3	5	2	2	1	1	4	1	-	9	-	8	2	9	1	2	8	10
	7%it	*12%*	-	*8%*	-	*19%*	*6%*	*5%*	*10%*	*2%*	*13%*	*7%*	*11%*	-	*7%*	-	*9%*	*4%*	*7%*	*19%*	*2%*	**17%zt**	*7%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	**1**	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1	1
	1%	-	-	*1%*	-	-	*1%*	-	-	-	-	-	-	-	*1%*	-	*1%*	-	*1%*	-	-	*2%*	*1%*
Easy	**102**	**17**	**21**	**63**	**1**	**11**	**56**	**35**	**12**	**40**	**5**	**39**	**8**	**8**	**85**	**1**	**64**	**38**	**99**	**3**	**77**	**25**	**102**
	73%u	***66%***	***91%***	***70%***	***100%***	***66%***	***71%***	***79%***	***70%***	**80%k**	***72%***	***67%***	***70%***	***72%***	***73%***	***100%***	***75%***	***70%***	***73%***	***81%***	**86%zu**	***52%***	***73%***
Difficult	**37**	**9**	**2**	**26**	**-**	**5**	**22**	**9**	**5**	**10**	**2**	**19**	**3**	**3**	**31**	**-**	**21**	**16**	**36**	**1**	**12**	**22**	**36**
	26%t	***34%***	***9%***	***29%***	**-**	***34%***	***28%***	***21%***	***30%***	***20%***	***28%***	**33%i**	***30%***	***28%***	***26%***	**-**	***24%***	***30%***	***27%***	***19%***	***14%***	**46%zt**	***26%***
Net	**65**	**8**	**19**	**37**	**1**	**5**	**34**	**26**	**7**	**30**	**3**	**19**	**5**	**5**	**55**	**1**	**43**	**22**	**63**	**2**	**64**	**3**	**66**
	47%ku	***32%***	***81%***	***41%***	***100%***	***33%***	***43%***	***58%***	***40%***	**60%zk**	***44%***	***34%***	***41%***	***45%***	***47%***	***100%***	***51%***	***40%***	***46%***	***61%***	**72%zu**	***7%***	***47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 238

Q44. How easy or difficult was it to find this information?

Base : All respondents who have ever looked for information about how their local healthcare services are performing

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**139**	16	23	29	3	21	22	9	10	6	89	34	51	31	54	139
Weighted Total	**140**	16**	20**	30**	3**	21**	23**	8**	11**	8**	90*	34*	51*	32*	55*	139
Very easy	**34**	5	6	9	-	2	6	3	2	-	26	3	11	7	14	34
	24%k	*33%*	*29%*	*30%*	-	*10%*	*27%*	*35%*	*21%*	-	**29%k**	*8%*	*22%*	*22%*	*26%*	*24%*
Fairly easy	**69**	8	9	17	3	10	8	4	4	5	49	16	25	17	24	68
	49%	*49%*	*46%*	*56%*	*100%*	*49%*	*36%*	*44%*	*37%*	*68%*	*54%*	*47%*	*49%*	*55%*	*45%*	*49%*
Fairly difficult	**27**	3	3	3	-	9	4	1	2	1	13	11	10	4	12	26
	19%	*18%*	*17%*	*11%*	-	*41%*	*19%*	*11%*	*22%*	*16%*	*15%*	**34%zj**	*20%*	*14%*	*22%*	*19%*
Very difficult	**10**	-	2	1	-	-	4	1	1	1	2	4	3	3	4	10
	7%j	-	*8%*	*3%*	-	-	*18%*	*10%*	*12%*	*16%*	*2%*	*11%*	*6%*	*9%*	*7%*	*7%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	**1**	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1
	1%	-	-	-	-	-	-	-	*8%*	-	-	-	*2%*	-	-	*1%*
Easy	**102**	**13**	**15**	**26**	**3**	**12**	**15**	**6**	**6**	**5**	**75**	**19**	**36**	**24**	**39**	**102**
	73%k	***82%***	***75%***	***86%***	***100%***	***59%***	***63%***	***79%***	***58%***	***68%***	**83%zk**	***56%***	***72%***	***77%***	***71%***	***73%***
Difficult	**37**	**3**	**5**	**4**	**-**	**9**	**8**	**2**	**4**	**2**	**15**	**15**	**13**	**7**	**16**	**36**
	26%j	***18%***	***25%***	***14%***	**-**	***41%***	***37%***	***21%***	***33%***	***32%***	***17%***	**44%zj**	***27%***	***23%***	***29%***	***26%***
Net	**65**	**10**	**10**	**22**	**3**	**4**	**6**	**5**	**3**	**3**	**60**	**4**	**23**	**17**	**23**	**66**
	47%k	***65%***	***51%***	***71%***	***100%***	***18%***	***27%***	***57%***	***25%***	***35%***	**66%zk**	***12%***	***45%***	***54%***	***41%***	***47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 239

Q44. How easy or difficult was it to find this information?

Base : All respondents who have ever looked for information about how their local healthcare services are performing

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**139**	123	31	66	34	31	59	19	32	11	29	87	35	68	37	12	22	114	139
Weighted Total	**140**	124	31*	63*	35*	32*	60*	19**	34*	10**	30**	87*	35*	68*	37*	12**	23**	115	139
Very easy	**34**	29	8	17	10	6	13	3	8	4	12	17	16	12	10	1	2	30	34
	24%	*24%*	*26%*	*27%*	*28%*	*18%*	*21%*	*14%*	*25%*	*35%*	*40%*	*20%*	**45%zm**	*18%*	*26%*	*7%*	*9%*	*26%*	*24%*
Fairly easy	**69**	62	15	30	17	16	30	10	18	5	12	45	12	34	18	5	12	54	68
	49%	*50%*	*48%*	*48%*	*49%*	*49%*	*49%*	*53%*	*54%*	*45%*	*40%*	*51%*	*35%*	*50%*	*47%*	*43%*	*55%*	*48%*	*49%*
Fairly difficult	**27**	24	5	9	3	10	12	4	4	-	4	20	3	16	9	3	5	22	26
	19%	*19%*	*17%*	*15%*	*8%*	**30%cd**	*19%*	*22%*	*12%*	-	*13%*	*23%*	*9%*	*24%*	*25%*	*24%*	*23%*	*19%*	*19%*
Very difficult	**10**	9	3	6	4	1	6	2	3	2	2	6	4	6	1	3	3	7	10
	7%	*7%*	*9%*	*9%*	*12%*	*4%*	*10%*	*11%*	*9%*	*20%*	*7%*	*7%*	*12%*	*8%*	*2%*	*26%*	*13%*	*6%*	*7%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	**1**	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	1%	-	-	*1%*	*3%*	-	-	-	-	-	-	-	-	-	-	-	-	*1%*	*1%*
Easy	**102**	**91**	**23**	**47**	**27**	**21**	**43**	**13**	**26**	**8**	**24**	**62**	**28**	**46**	**27**	**6**	**15**	**85**	**102**
	73%	***73%***	***74%***	***75%***	***77%***	***66%***	***71%***	***67%***	***79%***	***80%***	***80%***	***71%***	***79%***	***68%***	***73%***	***50%***	***65%***	***74%***	***73%***
Difficult	**37**	**33**	**8**	**15**	**7**	**11**	**18**	**6**	**7**	**2**	**6**	**25**	**7**	**22**	**10**	**6**	**8**	**29**	**36**
	26%	***27%***	***26%***	***24%***	***20%***	***34%***	***29%***	***33%***	***21%***	***20%***	***20%***	***29%***	***21%***	***32%***	***27%***	***50%***	***35%***	***25%***	***26%***
Net	**65**	**58**	**15**	**32**	**20**	**10**	**25**	**7**	**19**	**6**	**18**	**36**	**21**	**24**	**17**	*****	**7**	**56**	**66**
	47%m	***47%***	***48%***	**51%e**	**57%e**	***32%***	***42%***	***34%***	**57%e**	***59%***	***59%***	***42%***	**59%m**	***36%***	***45%***	***-1%***	***29%***	***49%***	***47%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 240

Q45. Have you ever tried to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Yes	**61**	25	36	2	11	27	8	12	23	17	12	9	33	17	5	6	62
	6%c	*5%*	*7%*	*2%*	**6%c**	**8%c**	*6%*	**6%c**	**9%zk**	*5%*	*6%*	*4%*	*6%*	*7%*	*8%*	*4%*	*6%*
No	**940**	461	479	141	157	322	135	186	226	295	190	230	517	218	54	151	939
	94%h	*95%*	*93%*	**98%zdeg**	*94%*	*92%*	*94%*	*94%*	*91%*	*95%*	*94%*	**96%h**	*94%*	*93%*	*92%*	*96%*	*94%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 241

Q45. Have you ever tried to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Yes	**61**	11	9	40	1	14	29	18	9	25	8	31	5	4	50	-	40	21	58	3	28	30	62
	6%qt	*6%*	*5%*	*6%*	*8%*	*6%*	*6%*	*6%*	**17%zi**	**9%z**	**22%zi**	**13%z**	*3%*	*5%*	*7%*	-	**8%zq**	*4%*	*6%*	*3%*	*4%*	**10%zt**	*6%*
No	**940**	162	169	600	9	207	446	287	43	267	30	218	154	74	698	11	493	448	839	101	623	273	939
	94%hijkpu	*94%*	*95%*	*94%*	*92%*	*94%*	*94%*	*94%*	*83%*	**91%hj**	*78%*	*87%*	*97%*	*95%*	*93%*	*100%*	*92%*	**96%zp**	*94%*	*97%*	**96%zu**	*90%*	*94%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 242

Q45. Have you ever tried to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Yes	**61**	5	8	5	3	10	15	6	6	4	37	13	30	9	21	62
	6%m	*5%*	*7%*	*3%*	*7%*	*7%*	*9%*	*5%*	*5%*	*4%*	*5%*	*8%*	**9%zm**	*3%*	**6%m**	*6%*
No	**940**	81	101	143	48	126	147	97	100	96	665	155	310	293	307	939
	94%l	*95%*	*93%*	*97%*	*93%*	*93%*	*91%*	*95%*	*95%*	*96%*	*95%*	*92%*	*91%*	**97%zln**	*94%*	*94%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 243

Q45. Have you ever tried to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Yes	**61**	48	15	31	20	17	22	5	18	5	8	37	9	40	18	6	11	50	62
	6%j	*6%*	*8%*	**8%z**	*9%*	*9%*	*7%*	*9%*	**9%z**	*13%*	*3%*	**10%zj**	*5%*	**11%zl**	*7%*	**14%z**	*6%*	*6%*	*6%*
No	**940**	724	177	345	210	166	278	51	170	36	268	356	192	339	226	38	164	761	939
	94%chkmo	*94%*	*92%*	*92%*	*91%*	*91%*	*93%*	*91%*	*91%*	*87%*	**97%zk**	*90%*	**95%m**	*89%*	*93%*	*86%*	*94%*	*94%*	*94%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 244

Q46. How easy or difficult did you find it to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents who have ever tried to get involved in decisions about how healthcare services are provided in their area

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**62**	25	37	2	10	26	10	14	23	18	11	10	31	20	5	6	62
Weighted Total	**61***	25**	36*	2**	11**	27**	8**	12**	23**	17**	12**	9**	33*	17**	5**	6**	62*
Very easy	**8**	3	5	-	-	4	2	2	3	2	1	2	4	3	-	1	8
	13%	*11%*	*14%*	-	-	*15%*	*20%*	*15%*	*12%*	*11%*	*11%*	*20%*	*12%*	*16%*	-	*16%*	*13%*
Fairly easy	**27**	13	14	2	4	11	5	4	12	10	3	2	15	7	1	4	27
	44%	*51%*	*39%*	*100%*	*41%*	*40%*	*61%*	*35%*	*51%*	*58%*	*30%*	*20%*	*46%*	*39%*	*21%*	*68%*	*44%*
Fairly difficult	**16**	4	12	-	3	7	2	4	6	4	3	3	8	5	2	1	17
	26%	*16%*	*34%*	-	*31%*	*26%*	*18%*	*34%*	*27%*	*25%*	*25%*	*30%*	*25%*	*29%*	*40%*	*16%*	*27%*
Very difficult	**10**	5	5	-	3	5	-	2	2	1	4	3	6	3	2	-	10
	17%	*22%*	*13%*	-	*28%*	*19%*	-	*16%*	*10%*	*6%*	*35%*	*31%*	*17%*	*17%*	*39%*	-	*16%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Easy	**35**	**15**	**19**	**2**	**4**	**15**	**7**	**6**	**14**	**12**	**5**	**4**	**19**	**9**	**1**	**5**	**35**
	57%	***62%***	***53%***	***100%***	***41%***	***55%***	***82%***	***50%***	***63%***	***69%***	***41%***	***39%***	***58%***	***55%***	***21%***	***84%***	***56%***
Difficult	**26**	**9**	**17**	**-**	**6**	**12**	**2**	**6**	**8**	**5**	**7**	**6**	**14**	**8**	**4**	**1**	**27**
	43%	***38%***	***47%***	**-**	***59%***	***45%***	***18%***	***50%***	***37%***	***31%***	***59%***	***61%***	***42%***	***45%***	***79%***	***16%***	***44%***
Net	**8**	**6**	**2**	**2**	**-2**	**3**	**5**	*****	**6**	**7**	**-2**	**-2**	**5**	**2**	**-3**	**4**	**8**
	14%b	*25%*	*6%*	*100%*	*-18%*	*10%*	*63%*	*	*26%*	*38%*	*-19%*	*-21%*	*16%*	*9%*	*-59%*	*68%*	*13%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 245

Q46. How easy or difficult did you find it to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents who have ever tried to get involved in decisions about how healthcare services are provided in their area

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**62**	11	8	42	1	16	28	18	9	27	8	32	6	4	50	-	42	20	59	3	29	31	62
Weighted Total	**61***	11**	9**	40*	1**	14**	29**	18**	9**	25**	8**	31*	5**	4**	50*	-**	40*	21**	58*	3**	28**	30*	62*
Very easy	**8**	1	1	6	-	2	3	3	4	2	1	6	1	1	6	-	6	2	8	-	4	3	8
	13%	*9%*	*12%*	*14%*	-	*13%*	*10%*	*16%*	*40%*	*7%*	*15%*	*18%*	*17%*	*21%*	*12%*	-	*14%*	*9%*	*13%*	-	*13%*	*10%*	*13%*
Fairly easy	**27**	4	5	16	1	6	13	8	3	14	3	12	3	1	21	-	17	10	25	2	18	8	27
	44%u	*40%*	*63%*	*40%*	*100%*	*44%*	*46%*	*42%*	*35%*	*56%*	*38%*	*38%*	*65%*	*29%*	*43%*	-	*42%*	*49%*	*43%*	*64%*	*63%*	*26%*	*44%*
Fairly difficult	**16**	3	2	11	-	4	5	7	2	7	2	7	-	2	14	-	11	5	16	-	6	10	17
	26%	*26%*	*25%*	*28%*	-	*29%*	*18%*	*38%*	*25%*	*29%*	*21%*	*24%*	-	*50%*	*28%*	-	*27%*	*25%*	*28%*	-	*20%*	*34%*	*27%*
Very difficult	**10**	3	-	7	-	2	7	1	-	2	2	6	1	-	8	-	7	3	9	1	1	9	10
	17%	*26%*	-	*18%*	-	*14%*	*25%*	*5%*	-	*8%*	*27%*	*20%*	*17%*	-	*17%*	-	*17%*	*16%*	*16%*	*36%*	*4%*	**30%z**	*16%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Easy	**35**	**5**	**6**	**22**	**1**	**8**	**16**	**11**	**7**	**16**	**4**	**18**	**4**	**2**	**27**	**-**	**23**	**12**	**33**	**2**	**21**	**11**	**35**
	57%u	***49%***	***75%***	***54%***	***100%***	***57%***	***56%***	***58%***	***75%***	***63%***	***52%***	***57%***	***83%***	***50%***	***55%***	**-**	***56%***	***58%***	***56%***	***64%***	***76%***	***36%***	***56%***
Difficult	**26**	**6**	**2**	**18**	**-**	**6**	**12**	**8**	**2**	**9**	**4**	**14**	**1**	**2**	**22**	**-**	**18**	**9**	**25**	**1**	**7**	**19**	**27**
	43%	***51%***	***25%***	***46%***	**-**	***43%***	***44%***	***42%***	***25%***	***37%***	***48%***	***43%***	***17%***	***50%***	***45%***	**-**	***44%***	***42%***	***44%***	***36%***	***24%***	**64%z**	***44%***
Net	**8**	*****	**4**	**4**	**1**	**2**	**4**	**3**	**5**	**7**	*****	**4**	**3**	*****	**5**	**0**	**5**	**3**	**7**	**1**	**15**	**-8**	**8**
	14%	***-3%***	***50%***	***9%***	***100%***	***14%***	***13%***	***15%***	***50%***	***27%***	***4%***	***13%***	***65%***	***-1%***	***10%***	***0%***	***12%***	***17%***	***13%***	***28%***	***52%***	***-28%***	***13%***

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 246

Q46. How easy or difficult did you find it to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents who have ever tried to get involved in decisions about how healthcare services are provided in their area

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	62	5	9	5	4	10	14	6	5	4	37	13	32	9	20	62
Weighted Total	61*	5**	8**	5**	3**	10**	15**	6**	6**	4**	37*	13**	30*	9**	21**	62*
Very easy	8	1	1	1	-	-	3	-	1	1	3	2	5	1	2	8
	13%	19%	13%	18%	-	-	19%	-	21%	21%	8%	13%	15%	11%	11%	13%
Fairly easy	27	2	3	2	3	3	6	3	4	2	20	5	14	5	7	27
	44%	39%	33%	40%	76%	27%	44%	52%	62%	57%	54%	42%	45%	61%	34%	44%
Fairly difficult	16	1	3	1	1	4	4	2	-	-	12	2	9	1	6	17
	26%	18%	43%	22%	24%	40%	30%	32%	-	-	32%	14%	30%	8%	31%	27%
Very difficult	10	1	1	1	-	3	1	1	1	1	2	4	3	2	5	10
	17%j	24%	11%	19%	-	33%	8%	16%	17%	22%	6%	31%	10%	21%	25%	16%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Easy	35	3	3	3	3	3	9	3	5	3	22	7	18	6	9	35
	57%	58%	46%	59%	76%	27%	62%	52%	83%	78%	61%	55%	60%	71%	44%	56%
Difficult	26	2	4	2	1	7	6	3	1	1	14	6	12	2	12	27
	43%	42%	54%	41%	24%	73%	38%	48%	17%	22%	39%	45%	40%	29%	56%	44%
Net	8	1	-1	1	2	-4	4	*	4	2	8	1	6	4	-2	8
	14%	16%	-8%	18%	53%	-45%	25%	4%	66%	55%	23%z	10%	20%	43%	-11%	13%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 247

Q46. How easy or difficult did you find it to get involved in decisions about how healthcare services are provided in your local area?

Base : All respondents who have ever tried to get involved in decisions about how healthcare services are provided in their area

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. Total (z)	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	62	50	15	33	20	17	23	5	17	6	8	38	9	40	18	6	11	51	62
Weighted Total	61*	48*	15**	31*	20**	17**	22**	5**	18**	5**	8**	37*	9**	40*	18**	6**	11**	50*	62*
Very easy	8	5	3	5	3	2	5	1	2	1	1	5	2	5	3	1	2	6	8
	13%	10%	21%	16%	16%	11%	22%	16%	12%	17%	12%	13%	24%	11%	18%	14%	17%	12%	13%
Fairly easy	27	21	7	14	9	6	7	2	10	1	5	17	3	19	7	1	4	23	27
	44%	42%	46%	44%	44%	37%	30%	38%	54%	17%	63%	45%	31%	46%	41%	15%	34%	46%	44%
Fairly difficult	16	14	4	9	4	6	9	2	5	1	-	11	-	11	3	3	4	12	17
	26%	29%	27%	28%	20%	35%	39%	45%	28%	16%	-	29%	-	27%	15%	51%	38%	24%	27%
Very difficult	10	9	1	4	4	3	2	-	1	3	2	5	4	6	5	1	1	9	10
	17%	19%	6%	12%	20%	18%	8%	-	6%	49%	25%	14%	45%	15%	26%	20%	11%	18%	16%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Easy	35	25	10	19	12	8	12	3	12	2	6	22	5	23	11	2	6	29	35
	57%	52%	67%	60%	60%	48%	52%	55%	65%	35%	75%	58%	55%	58%	59%	29%	51%	58%	56%
Difficult	26	23	5	12	8	9	11	2	6	4	2	16	4	17	7	4	5	21	27
	43%	48%	33%	40%	40%	52%	48%	45%	35%	65%	25%	42%	45%	42%	41%	71%	49%	42%	44%
Net	8	2	5	6	4	-1	1	*	5	-2	4	6	1	6	3	-3	*	8	8
	14%a	4%	34%	20%a	19%	-5%	5%	9%	30%	-30%	49%	15%	10%	15%	17%	-42%	2%	16%	13%

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 248

Gender

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Male	**486**	486	-	76	70	161	73	106	126	142	110	109	287	117	27	54	474
	49%bo	**100%zb**	-	*53%*	*42%*	*46%*	*51%*	**53%d**	*50%*	*45%*	**55%i**	*45%*	**52%zo**	**50%o**	*47%*	*35%*	*47%*
Female	**515**	-	515	67	98	188	70	92	124	170	91	130	264	118	31	103	527
	51%al	-	**100%za**	*47%*	**58%g**	*54%*	*49%*	*47%*	*50%*	**55%j**	*45%*	*55%*	*48%*	*50%*	*53%*	**65%zlm**	*53%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 249

Gender

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Male	**486**	68	91	318	8	108	256	121	17	137	12	114	77	44	358	4	233	252	415	71	338	123	474
	49%aghjpru	*40%*	**51%a**	**50%a**	*82%*	**49%g**	**54%zg**	*40%*	*32%*	**47%h**	*32%*	*46%*	*48%*	*56%*	*48%*	*41%*	*44%*	**54%zp**	*46%*	**68%zr**	**52%zu**	*40%*	*47%*
Female	**515**	104	87	322	2	113	219	184	35	156	26	135	82	34	390	6	299	216	482	34	314	181	527
	51%fqst	**60%zbc**	*49%*	*50%*	*18%*	*51%*	*46%*	**60%zef**	**68%zi**	*53%*	**68%z**	*54%*	*52%*	*44%*	*52%*	*59%*	**56%zq**	*46%*	**54%zs**	*32%*	*48%*	**60%zt**	*53%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 250

Gender

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Male	**486**	47	57	75	23	63	74	49	50	48	350	74	167	158	147	474
	49%	*54%*	*52%*	*51%*	*44%*	*47%*	*46%*	*48%*	*47%*	*48%*	*50%*	*44%*	*49%*	*52%*	*45%*	*47%*
Female	**515**	39	52	73	29	73	88	53	56	52	351	94	173	144	180	527
	51%	*46%*	*48%*	*49%*	*56%*	*53%*	*54%*	*52%*	*53%*	*52%*	*50%*	*56%*	*51%*	*48%*	*55%*	*53%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 251

Gender

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Male	**486**	353	85	158	110	70	119	15	80	18	141	184	97	179	109	19	77	402	474
	49%acefg	**46%efg**	**45%g**	**42%g**	**48%efg**	*39%*	**39%g**	*26%*	**43%g**	*43%*	*51%*	*47%*	*48%*	*47%*	*45%*	*43%*	*44%*	*50%*	*47%*
Female	**515**	420	106	218	120	112	182	42	108	24	135	209	103	200	135	25	98	409	527
	51%	**54%z**	*55%*	**58%z**	*52%*	**61%zad**	**61%zad**	**74%zabcdfh**	*57%*	*57%*	*49%*	*53%*	*52%*	*53%*	*55%*	*57%*	*56%*	*50%*	*53%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 252

Age

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
16-24	**143**	76	67	143	-	-	-	-	19	52	31	40	65	1	16	60	123
	14%defghlm	*16%*	*13%*	**100%zdefg**	-	-	-	-	*8%*	**17%h**	**15%h**	**17%h**	**12%m**	*	**28%zlm**	**38%zlm**	*12%*
25-34	**167**	70	98	-	167	-	-	-	35	63	32	38	126	-	12	29	158
	17%cefgm	*14%*	**19%z**	-	**100%zcefg**	-	-	-	*14%*	*20%*	*16%*	*16%*	**23%zm**	-	**21%m**	**19%m**	*16%*
35-44	**177**	71	106	-	-	177	-	-	66	55	23	34	140	2	11	24	167
	18%acdfgjm	*15%*	**21%za**	-	-	**51%zcdfg**	-	-	**26%zijk**	*18%*	*11%*	*14%*	**25%zmo**	*1%*	**19%m**	**15%m**	*17%*
45-54	**172**	91	82	-	-	172	-	-	48	54	36	35	141	1	11	20	164
	17%cdfgm	*19%*	*16%*	-	-	**49%zcdfg**	-	-	*19%*	*17%*	*18%*	*14%*	**26%zmo**	*	**19%m**	**12%m**	*16%*
55-59	**64**	31	34	-	-	-	64	-	15	21	17	12	41	10	2	12	74
	6%cdeg	*6%*	*7%*	-	-	-	**45%zcdeg**	-	*6%*	*7%*	*8%*	*5%*	*7%*	*4%*	*3%*	*8%*	*7%*
60-64	**79**	42	36	-	-	-	79	-	16	24	24	15	25	39	6	9	95
	8%cdegl	*9%*	*7%*	-	-	-	**55%zcdeg**	-	*6%*	*8%*	**12%zhk**	*6%*	*5%*	**16%zlo**	*10%*	*6%*	*9%*
65-74	**131**	62	69	-	-	-	-	131	38	27	27	38	10	118	-	3	145
	13%cdefilno	*13%*	*13%*	-	-	-	-	**66%zcdef**	**15%i**	*9%*	*13%*	**16%i**	*2%*	**50%zlno**	-	*2%*	*14%*
75+	**67**	44	23	-	-	-	-	67	12	16	11	27	2	65	-	-	75
	7%bcdeflno	**9%zb**	*4%*	-	-	-	-	**34%zcdef**	*5%*	*5%*	*6%*	**11%zhij**	*	**28%zlno**	-	-	*7%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 253

Age

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
16-24	**143**	31	44	63	5	1	94	48	3	45	3	27	23	20	96	3	66	77	125	18	108	26	123
	14%cehnu	**18%c**	**25%zc**	*10%*	*45%*	*	**20%ze**	**16%e**	*5%*	**15%h**	*7%*	*11%*	*14%*	**26%zln**	*13%*	*30%*	*12%*	*16%*	*14%*	*18%*	**17%zu**	*9%*	*12%*
25-34	**167**	33	58	75	1	4	79	84	9	49	11	32	32	20	113	2	92	76	148	19	123	40	158
	17%cekn	**19%c**	**33%zac**	*12%*	*10%*	*2%*	**17%e**	**28%zef**	*16%*	*17%*	**28%k**	*13%*	*20%*	**26%zn**	*15%*	*22%*	*17%*	*16%*	*16%*	*19%*	**19%zu**	*13%*	*16%*
35-44	**177**	32	34	112	-	1	74	102	15	59	13	48	34	17	123	2	84	93	159	18	112	57	167
	18%e	*18%*	*19%*	*17%*	-	*	**16%e**	**33%zef**	**29%z**	*20%*	**33%zk**	*19%*	*21%*	*22%*	*16%*	*20%*	*16%*	*20%*	*18%*	*17%*	*17%*	*19%*	*17%*
45-54	**172**	34	18	120	1	1	110	61	13	58	4	56	27	10	132	2	83	90	152	20	101	64	164
	17%bet	**20%b**	*10%*	**19%b**	*10%*	*1%*	**23%ze**	**20%e**	*26%*	*20%*	*11%*	**23%z**	*17%*	*13%*	*18%*	*19%*	*16%*	*19%*	*17%*	*19%*	*15%*	**21%zt**	*16%*
55-59	**64**	11	7	45	1	3	57	4	7	18	2	20	6	3	53	-	37	27	55	9	27	36	74
	6%egt	*6%*	*4%*	*7%*	*10%*	*2%*	**12%zeg**	*1%*	*12%*	*6%*	*5%*	*8%*	*4%*	*4%*	*7%*	-	*7%*	*6%*	*6%*	*9%*	*4%*	**12%zt**	*7%*
60-64	**79**	13	8	58	1	24	51	4	3	19	4	21	16	2	61	-	48	31	70	9	51	22	95
	8%bg	*7%*	*4%*	**9%b**	*8%*	**11%zg**	**11%zg**	*1%*	*6%*	*7%*	*9%*	*9%*	**10%m**	*2%*	*8%*	-	*9%*	*7%*	*8%*	*8%*	*8%*	*7%*	*9%*
65-74	**131**	12	5	113	1	120	9	2	2	33	3	34	13	5	111	1	82	48	123	7	84	42	145
	13%abfghlq	*7%*	*3%*	**18%zab**	*8%*	**54%zfg**	*2%*	*1%*	*3%*	*11%*	*7%*	**13%h**	*8%*	*6%*	**15%zlm**	*9%*	**15%zq**	*10%*	*14%*	*7%*	*13%*	*14%*	*14%*
75+	**67**	8	4	54	1	66	1	-	1	12	-	12	8	1	58	-	41	26	64	4	46	16	75
	7%bfgim	*4%*	*2%*	**8%zb**	*10%*	**30%zfg**	*	-	*2%*	*4%*	-	*5%*	*5%*	*1%*	**8%zm**	-	*8%*	*6%*	*7%*	*4%*	*7%*	*5%*	*7%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 254

Age

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
16-24	**143**	13	14	26	12	22	17	13	11	16	111	12	42	45	51	123
	14%k	*15%*	*13%*	*17%*	**23%fh**	*16%*	*10%*	*12%*	*11%*	*16%*	**16%zk**	*7%*	*12%*	*15%*	*15%*	*12%*
25-34	**167**	13	13	41	6	25	24	14	12	18	117	29	56	60	45	158
	17%	*15%*	*12%*	**28%zabdfgh**	*11%*	*18%*	*15%*	*14%*	*11%*	*18%*	*17%*	*17%*	*17%*	**20%n**	*14%*	*16%*
35-44	**177**	12	19	30	8	16	34	21	17	19	112	36	58	57	58	167
	18%j	*14%*	*18%*	*20%*	*16%*	*12%*	**21%e**	*21%*	*16%*	*19%*	*16%*	*22%*	*17%*	*19%*	*18%*	*17%*
45-54	**172**	18	19	23	10	20	29	21	16	16	110	32	60	49	60	164
	17%j	*21%*	*18%*	*16%*	*20%*	*14%*	*18%*	*21%*	*15%*	*16%*	*16%*	*19%*	*18%*	*16%*	*18%*	*16%*
55-59	**64**	9	7	8	1	8	12	6	8	6	38	16	24	17	24	74
	6%j	**11%d**	*6%*	*5%*	*2%*	*6%*	*7%*	*6%*	*8%*	*6%*	*5%*	**10%j**	*7%*	*6%*	*7%*	*7%*
60-64	**79**	8	10	8	4	18	6	7	12	5	54	16	34	13	30	95
	8%fm	*10%*	*9%*	*5%*	*7%*	**13%zcf**	*4%*	*7%*	**11%f**	*5%*	*8%*	*10%*	**10%m**	*4%*	**9%m**	*9%*
65-74	**131**	9	15	6	7	21	26	15	21	12	101	21	54	34	37	145
	13%c	**11%c**	**14%c**	*4%*	**14%c**	**15%c**	**16%c**	**14%c**	**20%zc**	**12%c**	*14%*	*12%*	*16%*	*11%*	*11%*	*14%*
75+	**67**	3	11	6	3	6	14	6	8	9	58	6	13	28	23	75
	7%kl	*4%*	*10%*	*4%*	*6%*	*5%*	*9%*	*6%*	*7%*	*9%*	**8%zk**	*3%*	*4%*	**9%zl**	*7%*	*7%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 255

Age

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
16-24	**143**	100	22	30	47	26	37	6	34	4	64	20	37	38	30	5	13	126	123
	14%ackmp	**13%c**	*12%*	*8%*	**20%zabcef**	**14%c**	**12%c**	*11%*	**18%abcf**	*10%*	**23%zk**	*5%*	**18%m**	*10%*	*12%*	*11%*	*7%*	**16%zp**	*12%*
25-34	**167**	126	45	49	46	50	58	15	34	3	51	48	33	59	37	3	38	129	158
	17%ck	**16%c**	**23%zaci**	*13%*	**20%ci**	**27%zacdfhi**	**19%ci**	**26%ci**	*18%*	*7%*	**18%k**	*12%*	*17%*	*16%*	*15%*	*7%*	*21%*	*16%*	*16%*
35-44	**177**	139	23	56	41	42	62	15	49	5	44	82	33	71	42	13	51	122	167
	18%bq	**18%bc**	*12%*	*15%*	**18%b**	**23%bc**	**21%bc**	**26%bc**	**26%zabcd**	*13%*	*16%*	**21%z**	*16%*	*19%*	*17%*	*28%*	**29%zq**	*15%*	*17%*
45-54	**172**	134	27	61	38	31	51	6	29	8	32	81	36	74	37	10	31	140	164
	17%j	*17%*	*14%*	*16%*	*16%*	*17%*	*17%*	*11%*	*16%*	*19%*	*11%*	**21%zj**	*18%*	*19%*	*15%*	*24%*	*18%*	*17%*	*16%*
55-59	**64**	49	10	33	11	10	18	5	10	5	14	41	12	28	18	3	15	49	74
	6%	*6%*	*5%*	**9%zabd**	*5%*	*5%*	*6%*	*8%*	*5%*	*12%*	*5%*	**11%zj**	*6%*	*7%*	*7%*	*6%*	*9%*	*6%*	*7%*
60-64	**79**	65	17	42	15	9	24	2	14	4	14	42	9	42	23	2	9	68	95
	8%l	*8%*	*9%*	**11%zade**	*6%*	*5%*	*8%*	*4%*	*7%*	*10%*	*5%*	**11%zj**	*4%*	**11%zl**	*9%*	*5%*	*5%*	*8%*	*9%*
65-74	**131**	105	26	69	24	12	32	7	11	5	31	57	24	49	39	7	14	116	145
	13%ehp	**14%eh**	**13%eh**	**18%zabdefh**	*10%*	*7%*	**11%h**	*12%*	*6%*	*11%*	*11%*	*14%*	*12%*	*13%*	*16%*	*16%*	*8%*	**14%zp**	*14%*
75+	**67**	54	22	35	10	3	18	1	6	8	26	21	17	19	18	1	5	61	75
	7%ehp	**7%eh**	**11%zadefgh**	**9%zadefgh**	*4%*	*2%*	**6%e**	*1%*	*3%*	**19%zacdefgh**	*9%*	*5%*	*8%*	*5%*	*8%*	*2%*	*3%*	**7%zp**	*7%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 256

Social grade

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
A	**30**	14	16	-	1	16	4	9	30	-	-	-	18	9	-	3	31
	3%ijk	*3%*	*3%*	-	*1%*	**5%cd**	**3%c**	**4%cd**	**12%zijk**	-	-	-	*3%*	*4%*	-	*2%*	*3%*
B	**219**	111	108	19	34	98	26	42	219	-	-	-	149	46	3	21	216
	22%cijkno	*23%*	*21%*	*14%*	*20%*	**28%zcf**	*18%*	*21%*	**88%zijk**	-	-	-	**27%zmno**	**20%n**	*5%*	*14%*	*22%*
C1	**312**	142	170	52	63	108	45	43	-	312	-	-	201	59	11	42	306
	31%ghjkmn	*29%*	*33%*	**37%g**	**37%g**	**31%g**	**31%g**	*22%*	-	**100%zhjk**	-	-	**36%zmno**	*25%*	*18%*	*27%*	*31%*
C2	**201**	110	91	31	32	59	41	38	-	-	201	-	124	46	8	24	201
	20%bhik	*23%*	*18%*	*22%*	*19%*	*17%*	**29%zdeg**	*19%*	-	-	**100%zhik**	-	**22%o**	*20%*	*13%*	*15%*	*20%*
D	**127**	59	68	25	26	38	13	25	-	-	-	127	56	31	9	31	126
	13%hijl	*12%*	*13%*	**17%f**	*16%*	*11%*	*9%*	*13%*	-	-	-	**53%zhij**	*10%*	*13%*	*16%*	**20%zl**	*13%*
E	**112**	50	63	15	11	30	14	41	-	-	-	112	3	44	28	37	121
	11%dhijl	*10%*	*12%*	*11%*	*7%*	*9%*	*10%*	**21%zcdef**	-	-	-	**47%zhij**	*1%*	**19%zl**	**48%zlmo**	**23%zl**	*12%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 257

Social grade

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
A	**30**	-	3	27	-	9	9	12	2	12	1	8	1	2	25	1	11	19	27	3	21	9	31
	3%afl	-	*2%*	**4%za**	-	*4%*	*2%*	*4%*	*5%*	*4%*	*2%*	*3%*	*1%*	*3%*	*3%*	*10%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*
B	**219**	13	24	181	1	47	91	80	20	74	9	70	20	19	175	4	120	99	200	19	139	68	216
	22%abl	*8%*	*13%*	**28%zab**	*10%*	*21%*	*19%*	**26%zf**	**38%z**	*25%*	*23%*	**28%z**	*12%*	**25%l**	**23%l**	*38%*	*23%*	*21%*	*22%*	*18%*	*21%*	*22%*	*22%*
C1	**312**	48	71	185	7	56	170	86	24	104	16	69	55	21	232	2	160	152	275	37	206	99	306
	31%ce	*28%*	**40%zac**	*29%*	*70%*	*25%*	**36%zeg**	*28%*	**46%zk**	**36%k**	*42%*	*27%*	*34%*	*27%*	*31%*	*21%*	*30%*	*32%*	*31%*	*35%*	*32%*	*33%*	*31%*
C2	**201**	29	29	142	1	40	98	63	5	57	10	50	38	10	150	2	106	96	169	33	125	64	201
	20%r	*17%*	*16%*	**22%z**	*10%*	*18%*	*21%*	*21%*	*10%*	*20%*	**26%h**	*20%*	**24%m**	*12%*	*20%*	*20%*	*20%*	*20%*	*19%*	**31%zr**	*19%*	*21%*	*20%*
D	**127**	34	31	61	1	25	60	42	-	26	2	29	25	17	84	-	68	59	120	7	86	34	126
	13%chin	**19%zc**	**17%c**	*10%*	*10%*	*11%*	*13%*	*14%*	-	**9%h**	*5%*	**11%h**	*16%*	**22%zn**	*11%*	-	*13%*	*12%*	*13%*	*7%*	*13%*	*11%*	*13%*
E	**112**	49	21	43	-	44	47	22	1	18	1	25	20	9	81	1	67	45	106	6	75	29	121
	11%cghi	**28%zbc**	**12%c**	*7%*	-	**20%zfg**	*10%*	*7%*	*2%*	*6%*	*2%*	**10%i**	*13%*	*11%*	*11%*	*10%*	*13%*	*10%*	*12%*	*6%*	*11%*	*10%*	*12%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 258

Social grade

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
A	**30**	-	6	3	1	-	12	8	-	1	23	2	10	11	9	31
	3%e	-	**5%aeh**	*2%*	*2%*	-	**7%zacehi**	**8%zacehi**	-	*1%*	*3%*	*1%*	*3%*	*4%*	*3%*	*3%*
B	**219**	15	40	27	10	18	61	21	17	10	153	39	70	74	71	216
	22%ei	*18%*	**37%zacdeghi**	*18%*	*20%*	*13%*	**38%zacdeghi**	*20%*	*16%*	*10%*	*22%*	*23%*	*21%*	*24%*	*22%*	*22%*
C1	**312**	27	24	55	21	30	37	37	31	51	205	54	107	81	116	306
	31%befjm	*31%*	*22%*	**37%bef**	**40%bef**	*22%*	*23%*	**36%bef**	*29%*	**51%zabcefgh**	*29%*	*32%*	*32%*	*27%*	**35%zm**	*31%*
C2	**201**	31	25	24	11	18	25	19	29	20	139	40	64	67	60	201
	20%e	**36%zbcefgi**	**23%e**	*16%*	*21%*	*13%*	*15%*	*19%*	**27%cef**	*20%*	*20%*	*24%*	*19%*	*22%*	*18%*	*20%*
D	**127**	11	8	21	4	36	7	6	20	14	100	17	53	36	37	126
	13%fg	**12%f**	*8%*	**14%fg**	*8%*	**26%zabcdfgi**	*5%*	*6%*	**19%zbfg**	**14%f**	**14%z**	*10%*	*16%*	*12%*	*11%*	*13%*
E	**112**	2	6	19	5	35	20	12	9	4	82	16	36	34	34	121
	11%abi	*3%*	*5%*	**13%abi**	*10%*	**26%zabcdfghi**	**13%abi**	**11%a**	*8%*	*4%*	*12%*	*10%*	*11%*	*11%*	*11%*	*12%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 259

Social grade

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
A	**30**	26	4	10	4	7	10	1	4	-	7	15	7	10	7	1	11	19	31
	3%q	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*1%*	*2%*	*-*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	**6%zq**	*2%*	*3%*
B	**219**	181	34	82	53	55	73	21	41	5	65	99	48	92	50	15	80	138	216
	22%q	**23%zbi**	*18%*	*22%*	**23%i**	**30%zabcdhi**	**24%bi**	**37%zabcdfhi**	*22%*	*11%*	*23%*	**25%z**	*24%*	*24%*	*21%*	*33%*	**45%zq**	*17%*	*22%*
C1	**312**	239	59	115	73	67	95	25	56	12	73	124	61	117	69	16	55	249	306
	31%	*31%*	*31%*	*30%*	*32%*	*37%*	*32%*	**45%zabcfh**	*30%*	*30%*	*26%*	*31%*	*30%*	*31%*	*28%*	*36%*	*32%*	*31%*	*31%*
C2	**201**	137	33	76	47	24	44	2	38	11	53	70	29	85	60	6	16	185	201
	20%aefglp	**18%g**	**17%g**	**20%efg**	**20%efg**	**13%g**	**15%g**	*3%*	**20%eg**	**27%efg**	*19%*	*18%*	*14%*	**22%l**	*24%*	*15%*	*9%*	**23%zp**	*20%*
D	**127**	98	34	48	29	16	43	5	28	7	50	45	32	38	27	2	6	119	126
	13%p	*13%*	**17%zace**	*13%*	*13%*	*9%*	**14%e**	*9%*	**15%e**	*17%*	**18%zk**	*11%*	**16%m**	*10%*	*11%*	*5%*	*3%*	**15%zp**	*13%*
E	**112**	92	29	46	24	13	36	2	21	6	29	41	24	37	31	4	7	102	121
	11%p	**12%e**	**15%eg**	**12%e**	*10%*	*7%*	**12%e**	*4%*	*11%*	*15%*	*10%*	*10%*	*12%*	*10%*	*13%*	*8%*	*4%*	**13%zp**	*12%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 260

Respondent is Chief Income Earner?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Chief Income Earner	**637**	391	245	46	107	230	98	155	160	206	117	153	376	171	33	57	634
	64%bco	**81%zb**	*48%*	*32%*	**64%c**	**66%c**	**68%c**	**78%zcdef**	*64%*	*66%*	*58%*	*64%*	**68%zo**	**73%zno**	**56%o**	*36%*	*63%*
Not Chief Income Earner	**364**	94	270	97	60	119	45	43	89	106	84	85	175	64	25	100	367
	36%aglm	*19%*	**52%za**	**68%zdefg**	**36%g**	**34%g**	**32%g**	*22%*	*36%*	*34%*	*42%*	*36%*	*32%*	*27%*	**44%m**	**64%zlmn**	*37%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 261

Respondent is Chief Income Earner?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Chief Income Earner	**637**	123	127	383	4	170	299	167	34	176	27	157	101	41	485	7	334	302	564	72	420	193	634
	64%cgm	**71%zc**	**71%zc**	*60%*	*35%*	**77%zfg**	**63%g**	*55%*	*65%*	*60%*	*70%*	*63%*	*64%*	*53%*	**65%m**	*62%*	*63%*	*65%*	*63%*	*69%*	*64%*	*64%*	*63%*
Not Chief Income Earner	**364**	50	51	257	7	51	176	138	18	117	11	93	58	37	262	4	199	166	332	32	231	110	367
	36%abe	*29%*	*29%*	**40%zab**	*65%*	*23%*	**37%e**	**45%zef**	*35%*	*40%*	*30%*	*37%*	*36%*	**47%zn**	*35%*	*38%*	*37%*	*35%*	*37%*	*31%*	*36%*	*36%*	*37%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 262

Respondent is Chief Income Earner?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Chief Income Earner	**637**	50	66	103	29	93	97	63	71	66	450	105	218	190	210	634
	64%	*58%*	*60%*	*69%*	*57%*	*68%*	*60%*	*62%*	*67%*	*65%*	*64%*	*63%*	*64%*	*63%*	*64%*	*63%*
Not Chief Income Earner	**364**	36	44	46	22	43	65	39	35	35	252	63	122	112	117	367
	36%	*42%*	*40%*	*31%*	*43%*	*32%*	*40%*	*38%*	*33%*	*35%*	*36%*	*37%*	*36%*	*37%*	*36%*	*37%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 263

Respondent is Chief Income Earner?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Chief Income Earner	**637**	500	118	236	138	106	177	38	116	29	180	253	126	251	149	26	100	532	634
	64%f	**65%ef**	*61%*	*63%*	*60%*	*58%*	*59%*	*67%*	*62%*	*70%*	*65%*	*64%*	*63%*	*66%*	*61%*	*59%*	*57%*	**66%zp**	*63%*
Not Chief Income Earner	**364**	272	74	140	92	77	124	18	71	12	97	140	74	128	95	18	75	278	367
	36%q	*35%*	*39%*	*37%*	*40%*	**42%a**	**41%za**	*33%*	*38%*	*30%*	*35%*	*36%*	*37%*	*34%*	*39%*	*41%*	**43%q**	*34%*	*37%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 264

Household is:

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Pensioner only (ie no children or other adults)	**221** **22%cdeilno**	108 *22%*	113 *22%*	1 *1%*	4 *3%*	2 *1%*	28 **19%cde**	186 **94%zcdef**	57 *23%*	56 *18%*	40 *20%*	69 **29%zij**	18 *3%*	195 **83%zlno**	1 *1%*	7 *4%*	249 *25%*
Non-pensioners (ie adults/no dependent children under 16)	**475** **47%bghm**	256 **53%zb**	219 *42%*	94 **65%zdeg**	79 **47%g**	184 **53%zg**	108 **75%zdeg**	10 *5%*	100 *40%*	170 **55%zhk**	98 *49%*	106 *45%*	322 **58%zm**	36 *15%*	34 **58%m**	83 **53%m**	461 *46%*
Adults with dependent child/ren under 16	**305** **30%afgm**	121 *25%*	184 **36%za**	48 **34%fg**	84 **50%zcfg**	163 **47%zcfg**	8 **6%g**	2 *1%*	92 **37%zik**	86 *28%*	63 *31%*	64 *27%*	210 **38%zm**	4 *2%*	23 **40%m**	67 **43%zm**	291 *29%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 265

Household is:

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Pensioner only (ie no children or other adults)	**221** **22%abfgh imqs**	25 **14%b**	13 *8%*	182 **28%zab**	1 *10%*	221 **100%zfg**	- -	- -	5 *9%*	50 *17%*	6 *16%*	52 **21%h**	28 *18%*	6 *8%*	185 **25%zm**	1 *9%*	137 **26%zq**	84 *18%*	210 **23%zs**	11 *11%*	141 *22%*	68 *22%*	249 *25%*
Non-pensioners (ie adults/no dependent children under 16)	**475** **47%ceg**	88 *51%*	100 **56%zc**	280 *44%*	7 *69%*	- -	475 **100%zeg**	- -	31 *59%*	157 **54%z**	18 *47%*	117 *47%*	74 *46%*	30 *39%*	360 *48%*	7 *63%*	238 *45%*	237 *51%*	416 *46%*	59 *56%*	305 *47%*	147 *48%*	461 *46%*
Adults with dependent child/ren under 16	**305** **30%cefn**	59 *34%*	65 **36%c**	179 *28%*	2 *21%*	- -	- -	305 **100%zef**	17 *32%*	86 *29%*	15 *38%*	80 *32%*	57 **36%n**	41 **53%zln**	202 *27%*	3 *29%*	158 *30%*	148 *32%*	271 *30%*	34 *33%*	206 *32%*	88 *29%*	291 *29%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 266

Household is:

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Pensioner only (ie no children or other adults)	**221** **22%c**	16 **18%c**	31 **28%c**	14 *9%*	12 **23%c**	31 **23%c**	42 **26%c**	26 **26%c**	29 **28%c**	21 **21%c**	172 **24%z**	30 *18%*	73 *22%*	65 *22%*	71 *22%*	249 *25%*
Non-pensioners (ie adults/no dependent children under 16)	**475** **47%bf**	40 *46%*	37 *34%*	88 **59%zbf**	24 *47%*	69 **51%bf**	58 *36%*	54 **52%bf**	51 **48%b**	55 **55%bf**	325 *46%*	76 *46%*	174 *51%*	139 *46%*	155 *47%*	461 *46%*
Adults with dependent child/ren under 16	**305** **30%g**	31 **36%g**	41 **38%ghi**	47 *32%*	15 *30%*	36 *26%*	63 **39%zeghi**	22 *22%*	26 *25%*	24 *24%*	204 *29%*	61 *36%*	93 *27%*	98 *32%*	101 *31%*	291 *29%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 267

Household is:

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Pensioner only (ie no children or other adults)	**221** **22%deghp**	183 **24%zdefgh**	53 **28%zdefgh**	114 **30%zadefgh**	38 **16%e**	17 *10%*	58 **19%eh**	6 *11%*	21 *11%*	16 **37%zadefgh**	62 *23%*	84 *21%*	46 *23%*	81 *21%*	65 *27%*	12 *26%*	21 *12%*	198 **24%zp**	249 *25%*
Non-pensioners (ie adults/no dependent children under 16)	**475** **47%bi**	357 **46%bi**	76 *40%*	167 **44%i**	111 **48%bi**	86 **47%i**	140 **47%i**	36 **64%zabcdefi**	96 **51%bi**	13 *30%*	134 *48%*	190 *48%*	102 *51%*	181 *48%*	120 *49%*	17 *38%*	86 *49%*	381 *47%*	461 *46%*
Adults with dependent child/ren under 16	**305** **30%cnq**	233 **30%c**	62 **33%c**	95 *25%*	81 **35%c**	80 **43%zabcdfg**	102 **34%c**	14 *25%*	71 **38%zac**	14 *33%*	80 *29%*	118 *30%*	53 *26%*	117 *31%*	60 *24%*	16 *36%*	68 **39%zq**	232 *29%*	291 *29%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 268

Working Status of Respondent:

Base : All respondents

	Wtd. Total (z)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-54 (e)	Age: 55-64 (f)	Age: 65+ (g)	Social Grade: AB (h)	Social Grade: C1 (i)	Social Grade: C2 (j)	Social Grade: DE (k)	Work Status: Full/part-time (l)	Work Status: Retired (m)	Work Status: Unemployed (n)	Work Status: Other (o)	Unwtd total (p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Working	**551**	**287**	**264**	**65**	**126**	**281**	**66**	**12**	**167**	**201**	**124**	**59**	**551**	**-**	**-**	**-**	**508**
	55%bcfgkmno	**59%zb**	***51%***	**46%g**	**75%zcfg**	**80%zcfg**	**46%g**	***6%***	**67%zk**	**64%zk**	**61%zk**	***25%***	**100%zmno**	**-**	**-**	**-**	***51%***
Working - Full time (30+ hrs)	**445**	259	186	48	111	229	49	8	146	154	102	43	445	-	-	-	395
	44%bcfgkmno	**53%zb**	*36%*	**33%g**	**66%zcfg**	**66%zcfg**	**34%g**	*4%*	**58%zik**	**50%zk**	**51%zk**	*18%*	**81%zmno**	-	-	-	*39%*
Working - Part-time (9-29 hrs)	**105**	28	77	18	14	52	17	4	21	47	21	16	105	-	-	-	113
	11%agkmno	*6%*	**15%za**	**12%g**	**9%g**	**15%zg**	**12%g**	*2%*	*8%*	**15%zhk**	*11%*	*7%*	**19%zmno**	-	-	-	*11%*
Unemployed	**58**	**27**	**31**	**16**	**12**	**22**	**7**	**-**	**3**	**11**	**8**	**37**	**-**	**-**	**58**	**-**	**61**
	6%ghilmo	***6%***	***6%***	**11%zg**	**7%g**	**6%g**	**5%g**	**-**	***1%***	***3%***	***4%***	**16%zhij**	**-**	**-**	**100%zlmo**	**-**	***6%***
Unemployed - seeking work	**36**	21	15	12	7	10	7	-	3	8	5	21	-	-	36	-	38
	4%ghlmo	*4%*	*3%*	**8%zeg**	**4%g**	**3%g**	**5%g**	-	*1%*	*2%*	*2%*	**9%zhij**	-	-	**62%zlmo**	-	*4%*
Unemployed - not seeking work	**22**	7	16	5	5	12	1	-	-	3	3	16	-	-	22	-	23
	2%ghlm	*1%*	*3%*	**3%g**	**3%g**	**3%g**	*1%*	-	-	*1%*	*1%*	**7%zhij**	-	-	**38%zlmo**	-	*2%*
Not working	**330**	**139**	**191**	**10**	**22**	**46**	**67**	**185**	**68**	**77**	**57**	**127**	**-**	**235**	**-**	**95**	**373**
	33%acdehiln	***29%***	**37%za**	***7%***	***13%***	***13%***	**47%zcde**	**93%zcdef**	***27%***	***25%***	***28%***	**53%zhij**	**-**	**100%zlno**	**-**	**60%zln**	***37%***
Not working - retired	**235**	117	118	1	-	3	48	183	55	59	46	75	-	235	-	-	270
	23%cdeilno	*24%*	*23%*	*1%*	-	*1%*	**34%zcde**	**93%zcdef**	*22%*	*19%*	*23%*	**31%zhi**	-	**100%zlno**	-	-	*27%*
Not working - looking after house/children	**61**	2	59	8	21	26	6	1	11	14	7	29	-	-	-	61	65
	6%aglmn	*	**11%za**	**5%g**	**13%zcfg**	**7%g**	**4%g**	*	*5%*	*5%*	*3%*	**12%zhij**	-	-	-	**39%zlmn**	*6%*
Not working - invalid/ disabled	**34**	20	14	1	1	18	13	1	2	4	4	24	-	-	-	34	38
	3%dghilm	*4%*	*3%*	*1%*	*1%*	**5%zcdg**	**9%zcdg**	*	*1%*	*1%*	*2%*	**10%zhij**	-	-	-	**21%zlmn**	*4%*
Student	**59**	32	27	52	6	-	2	-	9	23	13	14	-	-	-	59	55
	6%efglm	*7%*	*5%*	**36%zdefg**	**3%eg**	-	**1%e**	-	*4%*	*7%*	*6%*	*6%*	-	-	-	**38%zlmn**	*5%*
Other	**4**	1	3	-	2	-	1	1	2	1	-	1	-	-	-	4	4
	*****	*	*1%*	-	*1%*	-	*1%*	*	*1%*	*	-	*	-	-	-	**2%zlm**	*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 269

Working Status of Respondent:

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Working	**551**	**78**	**112**	**357**	**3**	**18**	**322**	**210**	**47**	**181**	**36**	**147**	**94**	**43**	**405**	**7**	**269**	**282**	**479**	**71**	**357**	**175**	**508**
	55%aepr	***45%***	**63%za**	**56%a**	***30%***	***8%***	**68%ze**	**69%ze**	**89%zik**	**62%z**	**93%zik**	***59%***	***59%***	***55%***	***54%***	***61%***	***50%***	**60%zp**	***53%***	**68%zr**	***55%***	***58%***	***51%***
Working - Full time (30+ hrs)	**445**	57	96	291	2	15	268	163	38	150	30	115	79	34	325	6	212	234	387	59	301	129	395
	44%aepr	*33%*	**54%za**	**45%a**	*20%*	*7%*	**56%ze**	**53%ze**	**72%zik**	**51%z**	**79%zik**	*46%*	*50%*	*43%*	*44%*	*52%*	*40%*	**50%zp**	*43%*	**56%zr**	*46%*	*43%*	*39%*
Working - Part-time (9-29 hrs)	**105**	21	16	67	1	4	54	47	9	31	6	32	15	9	80	1	57	48	93	12	56	45	113
	11%et	*12%*	*9%*	*10%*	*10%*	*2%*	**11%e**	**15%ze**	*17%*	*11%*	*14%*	*13%*	*9%*	*12%*	*11%*	*9%*	*11%*	*10%*	*10%*	*12%*	*9%*	**15%zt**	*11%*
Unemployed	**58**	**27**	**13**	**18**	**-**	**1**	**34**	**23**	**1**	**14**	**-**	**19**	**10**	**4**	**43**	**1**	**32**	**26**	**53**	**5**	**40**	**15**	**61**
	6%ce	**16%zbc**	**7%c**	*3%*	-	*	**7%e**	**8%e**	*2%*	*5%*	-	*8%*	*7%*	*5%*	*6%*	*10%*	*6%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*
Unemployed - seeking work	**36**	14	11	11	-	1	22	14	1	11	-	9	7	2	26	1	19	17	33	3	22	12	38
	4%ce	**8%zc**	**6%c**	*2%*	-	*	**5%e**	**4%e**	*2%*	*4%*	-	*4%*	*5%*	*2%*	*3%*	*10%*	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*4%*
Unemployed - not seeking work	**22**	13	2	7	-	-	12	10	-	3	-	10	3	2	17	-	13	9	20	2	19	3	23
	2%ceu	**7%zbc**	*1%*	*1%*	-	-	**3%e**	**3%e**	-	*1%*	-	**4%i**	*2%*	*2%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*
Not working	**330**	**59**	**37**	**231**	**3**	**200**	**76**	**53**	**4**	**82**	**3**	**79**	**48**	**18**	**259**	**1**	**204**	**126**	**310**	**19**	**203**	**108**	**373**
	33%bfghijqs	**34%b**	***21%***	**36%zb**	***25%***	**90%zfg**	***16%***	***18%***	***7%***	**28%hj**	***7%***	**31%hj**	***30%***	***24%***	**35%z**	***9%***	**38%zq**	***27%***	**35%zs**	***19%***	***31%***	***36%***	***37%***
Not working - retired	**235**	27	15	191	2	195	36	4	3	58	3	57	33	6	194	1	145	90	223	12	150	73	270
	23%abfghjmqs	*15%*	*9%*	**30%zab**	*17%*	**88%zfg**	**7%g**	*1%*	*5%*	**20%h**	*7%*	**23%hj**	**21%m**	*8%*	**26%zm**	*9%*	**27%zq**	*19%*	**25%zs**	*12%*	*23%*	*24%*	*27%*
Not working - looking after house/children	**61**	17	14	29	1	2	15	44	1	17	-	17	10	11	39	-	32	29	56	5	35	21	65
	6%cef	**10%zc**	*8%*	*4%*	*8%*	*1%*	**3%e**	**15%zef**	*2%*	*6%*	-	*7%*	*6%*	**14%zln**	*5%*	-	*6%*	*6%*	*6%*	*4%*	*5%*	*7%*	*6%*
Not working - invalid/ disabled	**34**	15	7	11	-	3	26	5	-	7	-	4	6	1	26	-	27	6	31	3	18	14	38
	3%cgq	**9%zc**	*4%*	*2%*	-	*2%*	**5%zeg**	*2%*	-	*2%*	-	*2%*	*4%*	*1%*	*3%*	-	**5%zq**	*1%*	*3%*	*3%*	*3%*	*5%*	*4%*
Student	**59**	9	16	30	5	1	41	17	1	15	-	5	6	13	37	2	25	34	50	9	48	6	55
	6%ceknu	*5%*	**9%c**	*5%*	*45%*	*	**9%ze**	**6%e**	*2%*	**5%k**	-	*2%*	*3%*	**17%zln**	*5%*	*20%*	*5%*	*7%*	*6%*	*8%*	**7%zu**	*2%*	*5%*
Other	**4**	-	-	4	-	1	2	1	-	1	-	-	1	-	3	-	4	-	4	-	4	-	4
	*****	-	-	*1%*	-	*	*	*	-	*	-	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 270

Working Status of Respondent:

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Working	551	52	56	85	30	59	97	57	52	64	373	98	183	172	183	508
	55%e	61%e	51%	57%e	58%	43%	60%e	55%	49%	63%eh	53%	58%	54%	57%	56%	51%
Working - Full time (30+ hrs)	445	48	41	70	25	48	75	44	41	54	306	81	144	145	148	395
	44%e	56%zbeh	38%	47%e	49%	35%	46%	43%	38%	54%beh	44%	48%	42%	48%	45%	39%
Working - Part-time (9-29 hrs)	105	4	15	15	5	11	22	13	11	9	67	17	39	27	35	113
	11%	5%	13%a	10%	9%	8%	14%a	13%	11%	9%	10%	10%	11%	9%	11%	11%
Unemployed	58	4	5	9	3	17	4	7	4	5	40	8	21	19	16	61
	6%	4%	5%	6%	6%	12%zabfh	3%	7%	4%	5%	6%	5%	6%	6%	5%	6%
Unemployed - seeking work	36	2	5	5	2	7	4	5	3	2	26	5	12	11	11	38
	4%	2%	5%	3%	4%	5%	3%	5%	3%	2%	4%	3%	4%	4%	3%	4%
Unemployed - not seeking work	22	2	-	4	1	10	-	2	1	3	14	3	9	8	6	23
	2%	2%	-	3%f	2%	7%zbfh	-	2%	1%	3%f	2%	2%	3%	3%	2%	2%
Not working	330	24	40	34	17	53	52	37	45	28	238	57	119	94	102	373
	33%c	28%	36%c	23%	33%	39%c	32%	36%c	43%zaci	28%	34%	34%	35%	31%	31%	37%
Not working - retired	235	17	31	16	13	39	40	25	31	24	183	31	80	66	78	270
	23%c	19%	28%c	11%	26%c	29%c	25%c	24%c	29%c	24%c	26%zk	18%	24%	22%	24%	27%
Not working - looking after house/children	61	4	7	15	1	7	10	7	8	3	36	15	21	22	14	65
	6%	5%	6%	10%zi	2%	5%	6%	7%	7%	3%	5%	9%	6%	7%	4%	6%
Not working - invalid/ disabled	34	3	2	4	2	7	2	5	7	1	18	11	17	6	10	38
	3%j	4%	2%	2%	5%	5%	1%	5%	6%f	1%	3%	6%zj	5%zm	2%	3%	4%
Student	59	4	9	19	2	8	8	1	5	4	47	5	16	16	25	55
	6%g	5%	8%g	13%zefghi	4%	6%	5%	1%	5%	4%	7%	3%	5%	5%	8%	5%
Other	4	2	-	1	-	-	1	-	-	-	4	-	1	2	1	4
	*	2%z	-	1%	-	-	1%	-	-	-	1%	-	*	1%	*	*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 271

Working Status of Respondent:

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Working	**551**	**414**	**87**	**176**	**134**	**130**	**170**	**40**	**115**	**13**	**151**	**223**	**105**	**224**	**122**	**26**	**127**	**418**	**508**
	55%bciq	**54%bci**	***45%***	**47%i**	**58%bci**	**71%zabcdfhi**	**57%bci**	**71%zabcfi**	**62%abci**	***31%***	***55%***	***57%***	***52%***	***59%***	***50%***	***59%***	**73%zq**	***52%***	***51%***
Working - Full time (30+ hrs)	**445**	334	72	134	111	102	134	33	93	9	130	170	82	180	98	21	109	333	395
	44%bciq	**43%ci**	**37%i**	**36%i**	**48%bci**	**56%zabcdfi**	**45%ci**	**59%zabcfi**	**50%bci**	*21%*	*47%*	*43%*	*41%*	*47%*	*40%*	*47%*	**62%zq**	*41%*	*39%*
Working - Part-time (9-29 hrs)	**105**	80	15	42	23	28	36	7	22	4	21	53	23	44	24	5	18	85	113
	11%	*10%*	*8%*	*11%*	*10%*	**15%zab**	*12%*	*12%*	*12%*	*10%*	*7%*	**13%zj**	*11%*	*11%*	*10%*	*12%*	*10%*	*11%*	*11%*
Unemployed	**58**	**45**	**12**	**20**	**17**	**10**	**18**	**2**	**16**	**5**	**15**	**19**	**17**	**20**	**15**	**5**	**5**	**51**	**61**
	6%p	***6%***	***6%***	***5%***	***8%***	***6%***	***6%***	***4%***	***8%***	***11%***	***6%***	***5%***	***8%***	***5%***	***6%***	***11%***	***3%***	***6%***	***6%***
Unemployed - seeking work	**36**	28	10	10	11	7	8	1	12	3	6	14	8	15	11	2	1	33	38
	4%p	*4%*	**5%c**	*3%*	*5%*	*4%*	*3%*	*2%*	**7%zacf**	*7%*	*2%*	*4%*	*4%*	*4%*	*5%*	*4%*	*	**4%p**	*4%*
Unemployed - not seeking work	**22**	17	2	10	7	3	10	1	3	2	9	4	9	5	4	3	4	17	23
	2%k	*2%*	*1%*	*3%*	*3%*	*2%*	**3%b**	*2%*	*2%*	*4%*	*3%*	*1%*	**5%zm**	*1%*	*2%*	*6%*	*2%*	*2%*	*2%*
Not working	**330**	**272**	**87**	**165**	**64**	**37**	**104**	**12**	**45**	**23**	**82**	**142**	**65**	**122**	**97**	**12**	**35**	**289**	**373**
	33%ehp	**35%zdegh**	**45%zadefgh**	**44%zadefgh**	**28%e**	***20%***	**35%degh**	***22%***	***24%***	**56%zadefgh**	***30%***	***36%***	***32%***	***32%***	**40%z**	***28%***	***20%***	**36%zp**	***37%***
Not working - retired	**235**	194	56	122	43	20	67	7	24	16	62	101	45	89	73	10	21	210	270
	23%deghp	**25%zdegh**	**29%zdefgh**	**33%zadefgh**	**19%e**	*11%*	**22%eh**	*12%*	*13%*	**38%zdefgh**	*22%*	*26%*	*22%*	*23%*	**30%z**	*24%*	*12%*	**26%zp**	*27%*
Not working - looking after house/children	**61**	49	17	20	11	11	25	4	12	3	19	21	12	17	11	2	13	46	65
	6%	*6%*	**9%cd**	*5%*	*5%*	*6%*	**8%c**	*8%*	*6%*	*7%*	*7%*	*5%*	*6%*	*4%*	*5%*	*4%*	*8%*	*6%*	*6%*
Not working - invalid/ disabled	**34**	29	14	23	10	6	12	1	10	5	1	21	8	16	12	-	-	33	38
	3%jp	*4%*	**7%za**	**6%za**	*4%*	*3%*	*4%*	*2%*	*5%*	**11%zadefg**	*	**5%zj**	*4%*	*4%*	*5%*	-	-	**4%zp**	*4%*
Student	**59**	38	5	11	14	4	7	1	12	1	26	8	13	13	10	1	6	52	55
	6%abcefkm	**5%cef**	*3%*	*3%*	**6%bcef**	*2%*	*2%*	*1%*	**6%bcef**	*2%*	**9%zk**	*2%*	*7%*	*3%*	*4%*	*3%*	*3%*	*6%*	*5%*
Other	**4**	4	1	4	1	2	2	1	-	-	3	1	1	1	-	-	3	1	4
	***q**	*	*	**1%z**	*	*1%*	*1%*	*2%*	-	-	*1%*	*	*	*	-	-	**2%zq**	*	*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 272

QA. Marital status

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Married	**522**	273	249	8	80	219	86	128	169	149	95	110	297	150	15	59	532
	52%bckno	**56%zb**	*48%*	*6%*	**48%c**	**63%zcd**	**60%zcd**	**64%zcd**	**68%zijk**	*48%*	*47%*	*46%*	**54%no**	**64%zlno**	*26%*	*38%*	*53%*
Single	**253**	134	119	119	42	66	17	10	37	85	55	76	132	16	31	74	237
	25%efghm	*28%*	*23%*	**83%zdefg**	**25%fg**	**19%fg**	**12%g**	*5%*	*15%*	**27%h**	**27%h**	**32%zh**	**24%m**	*7%*	**53%zlm**	**47%zlm**	*24%*
Separated/Divorced	**69**	24	45	-	4	33	24	9	14	19	14	22	38	13	7	11	74
	7%acd	*5%*	**9%za**	-	*2%*	**9%zcdg**	**17%zcdeg**	**4%c**	*6%*	*6%*	*7%*	*9%*	*7%*	*6%*	*11%*	*7%*	*7%*
Widowed	**65**	23	42	-	1	5	9	50	11	20	14	20	9	53	2	2	73
	7%acdelo	*5%*	**8%za**	-	*1%*	*1%*	**6%cde**	**25%zcdef**	*5%*	*6%*	*7%*	*8%*	*2%*	**23%zlno**	*3%*	*1%*	*7%*
Cohabiting	**91**	32	59	16	41	26	6	1	18	39	23	11	74	2	4	11	84
	9%afgkm	*7%*	**11%za**	**11%fg**	**24%zcefg**	**8%g**	**4%g**	*	*7%*	**12%zhk**	**12%k**	*5%*	**13%zmo**	*1%*	**7%m**	**7%m**	*8%*
Don't know/Refused	**1**	-	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1
	*****	-	*	-	-	-	*1%*	-	-	*	-	-	-	-	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 273

QA. Marital status

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Married	**522**	53	55	410	4	139	192	190	37	151	17	141	84	53	378	4	271	250	470	51	349	154	532
	52%abf	*31%*	*31%*	**64%zab**	*37%*	**63%zf**	*40%*	**62%zf**	**71%zijk**	*52%*	*43%*	*57%*	*53%*	**68%zln**	*51%*	*38%*	*51%*	*53%*	*52%*	*49%*	*54%*	*51%*	*53%*
Single	**253**	70	80	99	5	15	175	63	7	76	10	57	43	25	180	4	122	131	220	33	171	68	237
	25%ceg	**40%zc**	**45%zc**	*15%*	*45%*	*7%*	**37%zeg**	**21%e**	*14%*	*26%*	*25%*	*23%*	*27%*	*32%*	*24%*	*41%*	*23%*	*28%*	*25%*	*32%*	*26%*	*22%*	*24%*
Separated/Divorced	**69**	21	17	31	-	16	38	16	3	16	2	18	10	-	59	1	42	28	62	7	37	29	74
	7%cmt	**12%zc**	**9%c**	*5%*	-	*7%*	*8%*	*5%*	*5%*	*6%*	*5%*	*7%*	**6%m**	-	**8%m**	*10%*	*8%*	*6%*	*7%*	*7%*	*6%*	**10%zt**	*7%*
Widowed	**65**	12	4	48	1	50	12	3	3	12	-	9	9	1	56	-	44	21	64	1	45	15	73
	7%bfgikm qs	*7%*	*2%*	**8%b**	*10%*	**23%zfg**	*3%*	*1%*	*6%*	*4%*	-	*4%*	*6%*	*1%*	**7%zm**	-	**8%zq**	*5%*	**7%zs**	*1%*	*7%*	*5%*	*7%*
Cohabiting	**91**	16	23	51	-	1	57	33	2	37	10	24	14	-	74	1	54	37	80	11	50	37	84
	9%emt	*10%*	*13%*	*8%*	-	*	**12%ze**	**11%e**	*4%*	**13%z**	**26%zhik**	*10%*	**9%m**	-	**10%m**	*11%*	*10%*	*8%*	*9%*	*10%*	*8%*	**12%zt**	*8%*
Don't know/Refused	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	1
	*****	-	-	-	*8%*	-	*	-	-	-	-	-	-	-	*	-	-	*	-	**1%r**	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 274

QA. Marital status

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Married	**522**	45	63	65	22	63	101	51	65	46	368	92	173	151	180	532
	52%c	*53%*	**58%c**	*44%*	*43%*	*47%*	**62%zcdei**	*50%*	**62%cdei**	*46%*	*53%*	*55%*	*51%*	*50%*	*55%*	*53%*
Single	**253**	21	21	52	15	45	29	26	19	26	177	38	94	75	74	237
	25%f	*24%*	*19%*	**35%zbfh**	*30%*	**33%zbfh**	*18%*	*25%*	*18%*	*26%*	*25%*	*23%*	*28%*	*25%*	*23%*	*24%*
Separated/Divorced	**69**	8	12	10	3	8	8	8	5	7	46	16	20	25	25	74
	7%	*10%*	*11%*	*7%*	*7%*	*6%*	*5%*	*8%*	*5%*	*7%*	*7%*	*9%*	*6%*	*8%*	*8%*	*7%*
Widowed	**65**	4	6	7	3	11	13	5	8	8	48	7	24	19	19	73
	7%	*5%*	*6%*	*5%*	*6%*	*8%*	*8%*	*5%*	*8%*	*8%*	*7%*	*4%*	*7%*	*6%*	*6%*	*7%*
Cohabiting	**91**	8	7	14	7	10	10	13	8	14	61	16	31	33	27	84
	9%	*9%*	*6%*	*10%*	*14%*	*7%*	*6%*	*12%*	*8%*	*14%*	*9%*	*9%*	*9%*	*11%*	*8%*	*8%*
Don't know/Refused	**1**	-	-	-	-	-	1	-	-	-	1	-	-	-	1	1
	*****	-	-	-	-	-	*1%*	-	-	-	*	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 275

QA. Marital status

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Married	**522**	403	98	207	113	103	170	31	94	24	137	228	108	209	119	28	112	402	532
	52%q	*52%*	*51%*	*55%*	*49%*	*56%*	**57%d**	*55%*	*50%*	*57%*	*50%*	**58%zj**	*54%*	*55%*	*49%*	*64%*	**64%zq**	*50%*	*53%*
Single	**253**	186	40	68	69	29	59	10	55	9	76	80	53	83	61	12	22	225	237
	25%cefkmp	**24%cef**	*21%*	*18%*	**30%abcefg**	*16%*	*19%*	*17%*	**29%bcef**	*22%*	**28%k**	*20%*	*26%*	*22%*	*25%*	*26%*	*13%*	**28%zp**	*24%*
Separated/Divorced	**69**	57	16	34	11	8	21	3	15	4	14	31	14	26	15	1	11	58	74
	7%	*7%*	**8%e**	**9%de**	*5%*	*4%*	*7%*	*6%*	*8%*	*9%*	*5%*	*8%*	*7%*	*7%*	*6%*	*2%*	*6%*	*7%*	*7%*
Widowed	**65**	56	14	37	12	5	17	2	5	3	22	21	13	24	18	2	4	59	73
	7%ehp	**7%eh**	**7%eh**	**10%zadefh**	*5%*	*3%*	*6%*	*3%*	*3%*	*8%*	*8%*	*5%*	*7%*	*6%*	*7%*	*6%*	*3%*	**7%zp**	*7%*
Cohabiting	**91**	71	24	30	25	38	34	11	18	1	26	32	12	37	31	1	26	65	84
	9%q	*9%*	**12%ci**	*8%*	*11%*	**21%zabcdfhi**	*11%*	**20%zachi**	*9%*	*3%*	*10%*	*8%*	*6%*	*10%*	**13%zo**	*2%*	**15%zq**	*8%*	*8%*
Don't know/Refused	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	*****	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 276

QB. Do you live alone or with other people?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Other people	**823**	403	420	134	148	301	106	135	216	258	166	183	482	165	41	136	812
	82%fgkmn	*83%*	*82%*	**93%zefg**	**88%zfg**	**86%zfg**	*74%*	*68%*	**87%zk**	*83%*	*82%*	*77%*	**87%zmn**	*70%*	*70%*	**87%mn**	*81%*
Alone	**176**	83	93	10	19	48	37	63	33	53	36	55	69	70	17	20	187
	18%cdehl	*17%*	*18%*	*7%*	*12%*	**14%c**	**26%zcde**	**32%zcde**	*13%*	*17%*	*18%*	**23%zh**	*13%*	**30%zlo**	**29%zlo**	*13%*	*19%*
Refused/Not stated	**2**	-	2	-	-	1	1	-	-	1	-	1	-	-	1	1	2
	*****	-	*	-	-	*	*1%*	-	-	*	-	*	-	-	**2%zlm**	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 277

QB. Do you live alone or with other people?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Other people	**823**	124	141	549	9	146	381	296	46	245	34	214	132	74	602	9	435	388	736	87	545	245	812
	82%aen	*72%*	*79%*	**86%zab**	*92%*	*66%*	**80%e**	**97%zef**	*87%*	*84%*	*90%*	*86%*	*83%*	**95%zln**	*81%*	*80%*	*82%*	*83%*	*82%*	*83%*	*84%*	*81%*	*81%*
Alone	**176**	49	36	91	-	75	92	9	7	47	4	35	27	4	143	2	98	78	160	17	106	59	187
	18%cgm	**28%zc**	*20%*	*14%*	-	**34%zfg**	**19%g**	*3%*	*13%*	*16%*	*10%*	*14%*	**17%m**	*5%*	**19%zm**	*20%*	*18%*	*17%*	*18%*	*16%*	*16%*	*19%*	*19%*
Refused/Not stated	**2**	-	1	-	1	-	2	-	-	-	-	-	-	-	2	-	-	2	1	1	1	-	2
	*****	-	*1%*	-	*8%*	-	*	-	-	-	-	-	-	-	*	-	-	*	*	*1%*	*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 278

QB. Do you live alone or with other people?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Other people	**823**	70	92	124	42	105	136	78	92	84	580	135	271	249	277	812
	82%	*82%*	*85%*	*84%*	*81%*	*77%*	*84%*	*77%*	*86%*	*84%*	*83%*	*81%*	*80%*	*82%*	*85%*	*81%*
Alone	**176**	16	17	24	10	31	24	24	15	16	120	33	69	52	50	187
	18%	*18%*	*15%*	*16%*	*19%*	*23%*	*15%*	*23%*	*14%*	*16%*	*17%*	*19%*	*20%*	*17%*	*15%*	*19%*
Refused/Not stated	**2**	-	-	-	-	-	2	-	-	-	2	-	-	1	1	2
	*****	-	-	-	-	-	**1%z**	-	-	-	*	-	-	*	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 279

QB. Do you live alone or with other people?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Other people	**823**	623	162	298	199	166	259	47	158	34	233	321	162	314	191	35	153	657	812
	82%a	*81%*	**84%c**	*79%*	**86%ac**	**91%zabch**	**86%zac**	*83%*	*84%*	*82%*	*84%*	*82%*	*81%*	*83%*	*78%*	*79%*	**87%zq**	*81%*	*81%*
Alone	**176**	149	30	78	32	17	42	10	28	7	43	71	39	65	53	9	22	152	187
	18%ef	**19%zdef**	**16%e**	**21%zbdef**	*14%*	*9%*	*14%*	*17%*	**15%e**	*18%*	*16%*	*18%*	*19%*	*17%*	*22%*	*21%*	*13%*	*19%*	*19%*
Refused/Not stated	**2**	1	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	2	2
	*****	*	-	-	-	-	-	-	*1%*	-	-	*	-	*	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 280

QC. Are there any elderly people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**812**	388	424	115	140	284	124	149	213	249	164	186	443	189	42	138	812
Weighted Total	**823**	403	420	134	148	301	106	135	216	258	166	183	482	165	41*	136	812
Yes, aged 60-74	**165**	87	79	5	4	10	55	91	46	36	37	46	40	111	4	10	185
	20%cdeilo	*22%*	*19%*	*4%*	*3%*	*3%*	**52%zcde**	**67%zcdef**	**21%i**	*14%*	**22%i**	**25%i**	*8%*	**67%zlno**	*11%*	*7%*	*23%*
Yes, aged 75-84	**41**	28	12	-	-	2	-	39	10	7	6	17	3	37	-	1	45
	5%bcdeflo	**7%zb**	*3%*	-	-	*1%*	-	**29%zcdef**	*5%*	*3%*	*4%*	**9%zij**	*1%*	**22%zlno**	-	*1%*	*6%*
Yes, aged 85+	**12**	7	5	-	1	1	4	5	1	3	4	4	5	5	2	-	13
	1%e	*2%*	*1%*	-	*1%*	*	**4%zce**	**4%zce**	*	*1%*	*2%*	*2%*	*1%*	**3%zlo**	**4%o**	-	*2%*
None aged 60+	**612**	283	329	128	143	288	46	7	161	216	118	117	434	19	35	125	577
	74%afgkm	*70%*	**78%za**	**96%zfg**	**96%zfg**	**96%zfg**	**44%g**	*5%*	**75%k**	**84%zhjk**	*71%*	*64%*	**90%zm**	*11%*	**85%m**	**92%zm**	*71%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 281

QC. Are there any elderly people in household?

Base : All respondents who live with other people

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**812**	121	131	551	9	163	366	283	44	239	32	217	131	70	597	8	435	377	729	83	533	246	812
Weighted Total	**823**	124	141	549	9**	146	381	296	46*	245	34*	214	132	74*	602	9**	435	388	736	87*	545	245	812
Yes, aged 60-74	**165**	12	8	143	2	99	57	10	6	41	3	51	24	11	129	1	103	63	152	14	104	54	185
	20%abfgq	*10%*	*6%*	**26%zab**	*20%*	**68%zfg**	**15%g**	*3%*	*13%*	*17%*	*10%*	**24%i**	*18%*	*15%*	*21%*	*11%*	**24%zq**	*16%*	*21%*	*16%*	*19%*	*22%*	*23%*
Yes, aged 75-84	**41**	4	3	33	-	37	4	-	-	11	1	9	2	1	37	-	28	13	39	2	28	11	45
	5%fglq	*3%*	*2%*	*6%*	-	**25%zfg**	*1%*	-	-	*4%*	*3%*	*4%*	*1%*	*1%*	**6%zl**	-	**6%zq**	*3%*	*5%*	*2%*	*5%*	*4%*	*6%*
Yes, aged 85+	**12**	-	1	11	-	7	4	-	1	-	2	6	2	-	10	-	4	7	10	2	11	1	13
	1%g	-	*1%*	*2%*	-	**5%zfg**	*1%*	-	**2%i**	-	**6%zi**	**3%i**	*1%*	-	*2%*	-	*1%*	*2%*	*1%*	*2%*	*2%*	*	*2%*
None aged 60+	**612**	108	129	368	8	10	316	287	39	197	29	148	104	62	434	8	307	306	543	70	406	181	577
	74%ceknp	**87%zc**	**92%zc**	*67%*	*80%*	*7%*	**83%ze**	**97%zef**	**85%k**	**80%zk**	*84%*	*69%*	*79%*	**84%n**	*72%*	*89%*	*71%*	**79%zp**	*74%*	*80%*	*75%*	*74%*	*71%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 282

QC. Are there any elderly people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**812**	71	105	119	44	106	127	81	85	74	573	134	271	242	273	812
Weighted Total	**823**	70*	92	124	42*	105	136	78*	92*	84*	580	135	271	249	277	812
Yes, aged 60-74	**165**	12	21	8	9	30	26	19	26	14	128	25	64	42	55	185
	20%c	**17%c**	**22%c**	*7%*	**23%c**	**28%zc**	**19%c**	**24%c**	**28%zc**	**16%c**	**22%z**	*19%*	*23%*	*17%*	*20%*	*23%*
Yes, aged 75-84	**41**	3	8	3	1	4	12	1	3	5	31	8	10	15	15	45
	5%	*5%*	**9%cg**	*2%*	*2%*	*4%*	**9%zcg**	*1%*	*3%*	*6%*	*5%*	*6%*	*4%*	*6%*	*6%*	*6%*
Yes, aged 85+	**12**	2	-	3	-	3	2	2	1	-	11	-	1	6	4	13
	1%l	*3%*	-	*2%*	-	*3%*	*1%*	*2%*	*1%*	-	*2%*	-	*	**3%l**	*2%*	*2%*
None aged 60+	**612**	54	64	110	32	70	98	57	61	66	416	103	200	188	205	577
	74%ej	*77%*	*69%*	**89%zabefgh**	*77%*	*66%*	*72%*	*73%*	*67%*	*79%*	*72%*	*76%*	*74%*	*75%*	*74%*	*71%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 283

QC. Are there any elderly people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**812**	620	163	306	192	159	255	45	152	36	223	326	160	312	193	34	148	651	812
Weighted Total	**823**	623	162	298	199	166	259	47*	158	34*	233	321	162	314	191	35*	153	657	812
Yes, aged 60-74	**165**	130	33	83	35	17	49	12	20	8	39	75	29	72	46	8	20	146	185
	20%ehp	**21%eh**	**20%eh**	**28%zabdefh**	**18%e**	*10%*	**19%eh**	**25%eh**	*12%*	**22%e**	*17%*	*23%*	*18%*	*23%*	*24%*	*23%*	*13%*	**22%zp**	*23%*
Yes, aged 75-84	**41**	34	14	23	9	3	12	-	6	4	12	18	12	15	12	1	4	35	45
	5%e	**5%e**	**9%zdegh**	**8%zaeh**	*4%*	*2%*	*5%*	-	*3%*	**12%zdefgh**	*5%*	*6%*	*7%*	*5%*	*6%*	*3%*	*3%*	*5%*	*6%*
Yes, aged 85+	**12**	8	2	3	4	-	2	-	2	3	6	2	2	1	3	-	-	11	13
	1%m	*1%*	*1%*	*1%*	*2%*	-	*1%*	-	*1%*	**8%zabcdefh**	**3%k**	*1%*	*1%*	*	*1%*	-	-	*2%*	*2%*
None aged 60+	**612**	457	115	196	154	147	199	35	131	20	180	228	122	228	132	26	131	471	577
	74%ciq	**73%ci**	*71%*	*66%*	**78%ci**	**89%zabcdfgi**	**77%ci**	*75%*	**83%zabci**	*57%*	*77%*	*71%*	*76%*	*73%*	*69%*	*75%*	**85%zq**	*72%*	*71%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 284

QD. Are there any young people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**812**	388	424	115	140	284	124	149	213	249	164	186	443	189	42	138	812
Weighted Total	**823**	403	420	134	148	301	106	135	216	258	166	183	482	165	41*	136	812
Yes, aged 0-4	**151**	50	101	23	77	49	2	-	42	46	27	36	97	-	9	45	144
	18%afgm	*12%*	**24%za**	**17%fg**	**52%zcefg**	**16%fg**	*2%*	-	*19%*	*18%*	*17%*	*20%*	**20%m**	-	**22%m**	**33%zlm**	*18%*
Yes, aged 5-12	**165**	63	102	14	43	103	3	2	49	51	20	45	113	4	14	35	158
	20%acfgjm	*16%*	**24%za**	**10%fg**	**29%zcfg**	**34%zcfg**	*3%*	*1%*	**23%j**	**20%j**	*12%*	**24%j**	**23%zm**	*2%*	**33%zm**	**26%m**	*19%*
Yes, aged 13-17	**151**	77	75	41	8	96	4	2	45	39	30	38	94	4	11	44	144
	18%dfgm	*19%*	*18%*	**31%zdfg**	*6%*	**32%zdfg**	*3%*	*1%*	*21%*	*15%*	*18%*	*21%*	**19%m**	*2%*	**26%m**	**32%zlm**	*18%*
None under 18	**457**	250	207	63	46	116	100	132	114	145	99	99	239	159	16	43	465
	56%bdelno	**62%zb**	*49%*	**47%d**	*31%*	*38%*	**94%zcde**	**98%zcde**	*53%*	*56%*	*60%*	*54%*	**50%o**	**97%zlno**	*40%*	*32%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 285

QD. Are there any young people in household?

Base : All respondents who live with other people

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**812**	121	131	551	9	163	366	283	44	239	32	217	131	70	597	8	435	377	729	83	533	246	812
Weighted Total	**823**	124	141	549	9**	146	381	296	46*	245	34*	214	132	74*	602	9**	435	388	736	87*	545	245	812
Yes, aged 0-4	**151**	30	40	80	-	-	22	129	12	47	8	31	24	20	105	1	82	69	135	16	107	38	144
	18%cef	**25%c**	**29%zc**	*15%*	-	-	**6%e**	**43%zef**	**26%k**	*19%*	*22%*	*14%*	*18%*	*26%*	*17%*	*12%*	*19%*	*18%*	*18%*	*18%*	*20%*	*16%*	*18%*
Yes, aged 5-12	**165**	31	32	102	-	4	26	135	12	41	11	34	34	23	107	-	81	84	145	19	110	51	158
	20%efn	*25%*	*23%*	*18%*	-	*3%*	*7%*	**45%zef**	*25%*	*17%*	**33%ik**	*16%*	**26%n**	**31%zn**	*18%*	-	*19%*	*22%*	*20%*	*22%*	*20%*	*21%*	*19%*
Yes, aged 13-17	**151**	31	18	99	3	1	47	104	8	43	6	40	29	16	105	2	75	76	135	16	100	42	144
	18%ef	**25%zb**	*13%*	*18%*	*37%*	*1%*	**12%e**	**35%zef**	*17%*	*18%*	*16%*	*18%*	*22%*	*21%*	*17%*	*24%*	*17%*	*20%*	*18%*	*19%*	*18%*	*17%*	*18%*
None under 18	**457**	54	69	328	6	142	297	19	20	140	15	127	65	28	354	6	248	210	411	46	298	141	465
	56%agm	*44%*	*49%*	**60%zab**	*63%*	**97%zfg**	**78%zg**	*6%*	*44%*	*57%*	*44%*	*59%*	*49%*	*38%*	**59%zm**	*64%*	*57%*	*54%*	*56%*	*53%*	*55%*	*58%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 286

QD. Are there any young people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**812**	71	105	119	44	106	127	81	85	74	573	134	271	242	273	812
Weighted Total	**823**	70*	92	124	42*	105	136	78*	92*	84*	580	135	271	249	277	812
Yes, aged 0-4	**151**	15	18	32	5	21	29	13	13	4	101	34	49	48	46	144
	18%i	**22%i**	**19%i**	**26%zi**	*12%*	**20%i**	**22%i**	**16%i**	*14%*	*5%*	*17%*	**25%zj**	*18%*	*19%*	*17%*	*18%*
Yes, aged 5-12	**165**	9	18	28	8	24	22	15	20	20	108	32	52	49	59	158
	20%	*13%*	*19%*	*23%*	*19%*	*23%*	*16%*	*19%*	*22%*	*24%*	*19%*	*23%*	*19%*	*20%*	*21%*	*19%*
Yes, aged 13-17	**151**	18	23	16	8	20	25	15	15	13	105	24	45	50	53	144
	18%	**25%c**	**25%c**	*13%*	*20%*	*19%*	*19%*	*19%*	*16%*	*16%*	*18%*	*18%*	*17%*	*20%*	*19%*	*18%*
None under 18	**457**	31	49	70	25	56	71	44	57	53	330	69	158	132	155	465
	56%	*45%*	*53%*	*56%*	*61%*	*53%*	*53%*	*57%*	**62%a**	**63%a**	*57%*	*51%*	*58%*	*53%*	*56%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 287

QD. Are there any young people in household?

Base : All respondents who live with other people

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**812**	620	163	306	192	159	255	45	152	36	223	326	160	312	193	34	148	651	812
Weighted Total	**823**	623	162	298	199	166	259	47*	158	34*	233	321	162	314	191	35*	153	657	812
Yes, aged 0-4	**151**	120	45	47	38	48	64	14	37	7	44	59	26	59	24	5	40	109	144
	18%nq	**19%c**	**28%zacd**	*16%*	*19%*	**29%zacd**	**25%zac**	**29%c**	**23%c**	*21%*	*19%*	*18%*	*16%*	*19%*	*13%*	*16%*	**26%zq**	*17%*	*18%*
Yes, aged 5-12	**165**	119	30	47	43	47	59	9	35	4	40	68	32	79	29	12	38	123	158
	20%c	*19%*	*19%*	*16%*	**22%c**	**29%zabci**	**23%c**	*19%*	**22%c**	*12%*	*17%*	*21%*	*20%*	**25%z**	*15%*	**34%zn**	*25%*	*19%*	*19%*
Yes, aged 13-17	**151**	116	23	49	40	31	37	-	33	4	39	63	27	53	29	7	25	123	144
	18%fg	**19%fg**	**14%g**	**16%g**	**20%fg**	**19%g**	**14%g**	-	**21%fg**	**12%g**	*17%*	*20%*	*17%*	*17%*	*15%*	*20%*	*16%*	*19%*	*18%*
None under 18	**457**	348	86	187	103	73	134	29	81	20	133	177	92	172	124	17	72	378	465
	56%ep	**56%e**	**53%e**	**63%zabdefh**	*52%*	*44%*	**52%e**	**62%e**	*51%*	*59%*	*57%*	*55%*	*57%*	*55%*	**65%z**	*49%*	*47%*	**58%zp**	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 288

QE. Do you, or anyone else in your household have any long-standing illness, disability or infirmity? If yes, is that you or someone in your household?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Yes, respondent	**184**	93	90	10	13	67	35	59	38	48	23	75	58	70	19	37	197
	18%cdjl	*19%*	*18%*	*7%*	*8%*	**19%cd**	**24%zcd**	**30%zcde**	*15%*	*15%*	*12%*	**31%zhij**	*11%*	**30%zl**	**32%zl**	**24%l**	*20%*
Yes, other household member	**130**	63	67	17	14	38	19	43	27	27	32	44	54	46	6	24	134
	13%dil	*13%*	*13%*	*12%*	*8%*	*11%*	*13%*	**22%zcdef**	*11%*	*9%*	**16%i**	**18%zhi**	*10%*	**20%zl**	*11%*	*15%*	*13%*
No	**714**	344	370	119	141	255	93	107	191	241	149	132	446	129	36	103	699
	71%fgkm	*71%*	*72%*	**83%zefg**	**84%zefg**	**73%g**	**65%g**	*54%*	**77%zk**	**77%zk**	**74%k**	*55%*	**81%zmno**	*55%*	*62%*	**65%m**	*70%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 289

QE. Do you, or anyone else in your household have any long-standing illness, disability or infirmity? If yes, is that you or someone in your household?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Yes, respondent	**184**	52	20	111	1	66	83	34	8	61	3	49	19	4	158	1	139	45	176	8	112	65	197
	18%bglmqs	**30%zbc**	*11%*	*17%*	*10%*	**30%zfg**	**18%g**	*11%*	*15%*	*21%*	*7%*	*20%*	*12%*	*5%*	**21%zlm**	*10%*	**26%zq**	*10%*	**20%zs**	*8%*	*17%*	*21%*	*20%*
Yes, other household member	**130**	25	12	93	1	47	51	33	5	38	5	67	14	12	103	1	68	62	116	15	84	41	134
	13%bf	**14%b**	*7%*	**14%b**	*10%*	**21%zfg**	*11%*	*11%*	*10%*	*13%*	*13%*	**27%zhi**	*9%*	*15%*	*14%*	*9%*	*13%*	*13%*	*13%*	*14%*	*13%*	*14%*	*13%*
No	**714**	101	149	456	8	118	354	242	40	203	31	149	129	63	508	9	343	371	629	84	474	205	699
	71%aeknpr	*58%*	**84%zac**	**71%a**	*80%*	*53%*	**75%ze**	**79%ze**	**76%k**	**70%k**	**82%k**	*60%*	**81%zn**	**81%n**	*68%*	*81%*	*64%*	**79%zp**	*70%*	**81%zr**	*73%*	*68%*	*70%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 290

QE. Do you, or anyone else in your household have any long-standing illness, disability or infirmity? If yes, is that you or someone in your household?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Yes, respondent	**184**	18	27	18	9	31	21	19	25	16	116	38	70	54	55	197
	18%cj	*21%*	**25%zcf**	*12%*	*18%*	**23%cf**	*13%*	*19%*	**23%cf**	*16%*	*17%*	*22%*	*21%*	*18%*	*17%*	*20%*
Yes, other household member	**130**	9	14	9	7	27	22	15	19	9	92	19	51	38	40	134
	13%c	*11%*	*13%*	*6%*	*13%*	**19%zci**	**14%c**	**15%c**	**18%c**	*9%*	*13%*	*11%*	*15%*	*12%*	*12%*	*13%*
No	**714**	61	74	125	37	85	120	70	66	77	511	115	229	217	243	699
	71%ehl	*71%*	*68%*	**84%zabefgh**	*73%*	*62%*	**74%eh**	*69%*	*62%*	**77%eh**	*73%*	*69%*	*67%*	*72%*	**74%l**	*70%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 291

QE. Do you, or anyone else in your household have any long-standing illness, disability or infirmity? If yes, is that you or someone in your household?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Yes, respondent	**184**	159	62	116	46	34	67	11	33	18	31	103	32	70	57	11	23	158	197
	18%jp	**21%z**	**33%zadefgh**	**31%zadefh**	*20%*	*19%*	*22%*	*19%*	*17%*	**43%zadefgh**	*11%*	**26%zj**	*16%*	*18%*	**24%z**	*25%*	*13%*	*19%*	*20%*
Yes, other household member	**130**	95	26	56	29	23	47	6	25	11	25	57	27	48	46	6	18	110	134
	13%j	*12%*	*13%*	*15%*	*13%*	*13%*	**16%a**	*10%*	*13%*	**26%zabcdegh**	*9%*	**15%j**	*13%*	*13%*	**19%z**	*14%*	*10%*	*14%*	*13%*
No	**714**	542	113	220	162	130	198	42	134	15	223	251	147	274	153	27	139	564	699
	71%bcfiknq	**70%bci**	**59%i**	**58%i**	**70%bci**	**71%bci**	**66%ci**	**75%bci**	**71%bci**	*35%*	**81%zk**	*64%*	*73%*	*72%*	*63%*	*61%*	**79%zq**	*70%*	*70%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 292

QF. On the whole, do you agree or disagree with the following statement:

I know where to go for information to help me manage my condition.

Base : All respondents who have a long-standing illness, disability or infirmity

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**197**	99	98	9	12	67	42	67	40	51	26	80	55	81	20	41	197
Weighted Total	**184**	93*	90*	10**	13**	67*	35*	59*	38*	48*	23**	75*	58*	70*	19**	37*	197
Agree	**167**	83	85	8	12	59	32	56	37	47	19	64	54	68	18	28	180
	91%o	*89%*	*93%*	*78%*	*93%*	*88%*	*92%*	*95%*	*97%*	**98%zk**	*83%*	*86%*	**93%o**	**96%zo**	*95%*	*76%*	*91%*
Disagree	**16**	11	6	2	1	8	3	3	1	1	4	10	4	3	1	9	17
	9%im	*11%*	*7%*	*22%*	*7%*	*12%*	*8%*	*5%*	*3%*	*2%*	*17%*	**14%i**	*7%*	*4%*	*5%*	**24%zlm**	*9%*
Don't know/Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 293

QF. On the whole, do you agree or disagree with the following statement:

I know where to go for information to help me manage my condition.

Base : All respondents who have a long-standing illness, disability or infirmity

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** **(z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**197**	56	21	119	1	76	87	34	8	66	3	51	21	4	169	1	151	46	189	8	120	70	197
Weighted Total	**184**	52*	20**	111	1**	66*	83*	34*	8**	61*	3**	49*	19**	4**	158	1**	139	45*	176	8**	112	65*	197
Agree	**167**	45	13	108	1	63	74	30	7	59	3	47	15	4	147	-	126	42	159	8	107	54	180
	91%u	*87%*	*66%*	**97%za**	*100%*	*95%*	*89%*	*88%*	*86%*	**97%z**	*100%*	*96%*	*81%*	*100%*	**93%z**	-	*90%*	*93%*	*91%*	*100%*	**96%zu**	*83%*	*91%*
Disagree	**16**	7	7	3	-	3	9	4	1	2	-	2	4	-	11	1	13	3	16	-	5	11	17
	9%cint	**13%c**	*34%*	*3%*	-	*5%*	*11%*	*12%*	*14%*	*3%*	-	*4%*	*19%*	-	*7%*	*100%*	*10%*	*7%*	*9%*	-	*4%*	**17%zt**	*9%*
Don't know/Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 294

QF. On the whole, do you agree or disagree with the following statement:

I know where to go for information to help me manage my condition.

Base : All respondents who have a long-standing illness, disability or infirmity

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**197**	20	32	18	11	34	21	21	25	15	125	40	76	56	60	197
Weighted Total	**184**	18**	27*	18**	9**	31*	21**	19**	25**	16**	116	38*	70*	54*	55*	197
Agree	**167**	17	25	17	9	27	21	14	23	14	113	27	63	51	48	180
	91%k	*95%*	*94%*	*95%*	*100%*	*88%*	*100%*	*74%*	*92%*	*87%*	**98%zk**	*71%*	*90%*	*95%*	*88%*	*91%*
Disagree	**16**	1	2	1	-	4	-	5	2	2	3	11	7	3	7	17
	9%j	*5%*	*6%*	*5%*	-	*12%*	-	*26%*	*8%*	*13%*	*2%*	**29%zj**	*10%*	*5%*	*12%*	*9%*
Don't know/Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 295

QF. On the whole, do you agree or disagree with the following statement:

I know where to go for information to help me manage my condition.

Base : All respondents who have a long-standing illness, disability or infirmity

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**197**	171	67	127	49	36	71	11	35	20	33	111	35	75	62	12	24	169	197
Weighted Total	**184**	159	62*	116	46*	34*	67*	11**	33*	18**	31*	103	32*	70*	57*	11**	23**	158	197
Agree	**167**	142	55	103	40	32	63	11	30	16	30	92	27	64	52	10	23	141	180
	91%	*90%*	*89%*	*89%*	*88%*	*94%*	*94%*	*100%*	*91%*	*90%*	*97%*	*90%*	*82%*	*92%*	*90%*	*93%*	*100%*	*90%*	*91%*
Disagree	**16**	16	7	13	6	2	4	-	3	2	1	11	6	6	6	1	-	16	17
	9%	*10%*	*11%*	*11%*	*12%*	*6%*	*6%*	-	*9%*	*10%*	*3%*	*10%*	*18%*	*8%*	*10%*	*7%*	-	*10%*	*9%*
Don't know/Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 296

QG. Which of these best describes the ownership of your home?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Owned outright	**307**	157	150	13	11	56	70	158	93	75	67	71	98	179	12	18	333
	31%cdeilo	*32%*	*29%*	*9%*	*7%*	**16%d**	**49%zcde**	**80%zcdef**	**37%zi**	*24%*	**34%i**	*30%*	*18%*	**76%zlno**	*20%*	*12%*	*33%*
Buying on mortgage	**333**	161	172	51	64	176	33	9	115	111	75	33	259	13	7	55	316
	33%fgkmn	*33%*	*33%*	**35%fg**	**38%fg**	**50%zcdfg**	**23%g**	*5%*	**46%zik**	**36%k**	**37%k**	*14%*	**47%zmno**	*5%*	*12%*	**35%mn**	*32%*
Rented from local authority	**82**	38	44	16	16	29	10	11	4	20	17	41	32	14	12	24	82
	8%hl	*8%*	*8%*	*11%*	*9%*	*8%*	*7%*	*6%*	*2%*	**6%h**	**9%h**	**17%zhij**	*6%*	*6%*	**21%zlm**	**15%zlm**	*8%*
Rented from Housing Association	**91**	30	61	15	18	37	14	8	9	29	12	41	47	12	15	17	91
	9%aghm	*6%*	**12%za**	**10%g**	**10%g**	**11%g**	**9%g**	*4%*	*4%*	**9%h**	*6%*	**17%zhij**	*8%*	*5%*	**26%zlmo**	**11%m**	*9%*
Rented from private landlord	**178**	91	87	44	58	51	15	10	27	71	29	51	112	15	13	38	169
	18%fghm	*19%*	*17%*	**31%zefg**	**35%zefg**	**15%g**	**10%g**	*5%*	*11%*	**23%zhj**	*14%*	**22%h**	**20%zm**	*6%*	**22%m**	**24%zm**	*17%*
Other	**3**	3	-	-	-	1	-	2	1	1	1	-	1	2	-	-	3
	*****	*1%*	-	-	-	*	-	*1%*	*	*	*	-	*	*1%*	-	-	*
Refused	**7**	6	2	5	1	-	2	-	-	6	-	1	2	-	-	5	7
	1%	*1%*	*	**3%zeg**	*1%*	-	**1%e**	-	-	**2%zhj**	-	*	*	-	-	**3%zlm**	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 297

QG. Which of these best describes the ownership of your home?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Owned outright	**307**	-	-	307	-	170	107	30	14	82	10	88	39	13	252	1	178	129	287	20	191	97	333
	31%abfgmqs	-	-	**48%zab**	-	**77%zfg**	**23%g**	*10%*	*27%*	*28%*	*26%*	**35%i**	*25%*	*17%*	**34%zlm**	*9%*	**33%zq**	*27%*	**32%zs**	*19%*	*29%*	*32%*	*33%*
Buying on mortgage	**333**	-	-	333	-	12	173	149	28	116	11	81	58	26	245	2	160	173	284	49	221	98	316
	33%abepr	-	-	**52%zab**	-	*5%*	**36%e**	**49%zef**	**53%zjk**	**40%zk**	*29%*	*33%*	*36%*	*33%*	*33%*	*19%*	*30%*	**37%zp**	*32%*	**47%zr**	*34%*	*32%*	*32%*
Rented from local authority	**82**	82	-	-	-	15	41	26	2	17	2	19	28	2	52	-	44	38	75	7	55	20	82
	8%bcn	**48%zbc**	-	-	-	*7%*	*9%*	*8%*	*4%*	*6%*	*5%*	*8%*	**18%zmn**	*2%*	*7%*	-	*8%*	*8%*	*8%*	*7%*	*8%*	*6%*	*8%*
Rented from Housing Association	**91**	91	-	-	-	10	47	34	1	22	7	26	9	10	70	1	51	40	80	11	61	29	91
	9%bce	**52%zbc**	-	-	-	*4%*	**10%e**	**11%e**	*2%*	*8%*	**17%h**	*10%*	*6%*	*13%*	*9%*	*10%*	*9%*	*9%*	*9%*	*11%*	*9%*	*10%*	*9%*
Rented from private landlord	**178**	-	178	-	-	13	100	65	7	53	9	33	24	25	121	7	96	82	162	16	117	57	169
	18%acekn	-	**100%zac**	-	-	*6%*	**21%ze**	**21%e**	*14%*	*18%*	*23%*	*13%*	*15%*	**32%zln**	*16%*	*62%*	*18%*	*18%*	*18%*	*15%*	*18%*	*19%*	*17%*
Other	**3**	-	-	-	3	1	2	-	-	1	-	1	-	-	3	-	2	1	3	-	3	-	3
	*****	-	-	-	*27%*	*	*	-	-	*	-	*	-	-	*	-	*	*	*	-	*	-	*
Refused	**7**	-	-	-	7	-	5	2	-	2	-	2	1	2	4	-	2	5	7	1	5	2	7
	1%c	-	-	-	*73%*	-	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	**3%n**	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 298

QG. Which of these best describes the ownership of your home?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Owned outright	**307**	29	38	20	22	42	49	30	50	27	228	42	107	94	93	333
	31%c	**34%c**	**35%c**	*14%*	**42%c**	**31%c**	**30%c**	**29%c**	**47%zcefgi**	**27%c**	*33%*	*25%*	*31%*	*31%*	*28%*	*33%*
Buying on mortgage	**333**	41	45	39	15	36	67	30	28	33	221	62	115	101	111	316
	33%c	**48%zcdegh**	**41%ceh**	*26%*	*30%*	*26%*	**41%zceh**	*29%*	*26%*	*33%*	*32%*	*37%*	*34%*	*34%*	*34%*	*32%*
Rented from local authority	**82**	6	3	31	2	3	5	15	11	6	56	17	25	28	29	82
	8%bef	*7%*	*3%*	**21%zabdefhi**	*3%*	*2%*	*3%*	**14%zbdef**	**10%bef**	*6%*	*8%*	*10%*	*7%*	*9%*	*9%*	*8%*
Rented from Housing Association	**91**	2	2	16	-	34	18	9	3	7	62	20	32	27	27	91
	9%abdh	*3%*	*2%*	**10%abdh**	-	**25%zabcdfghi**	**11%abdh**	**9%bdh**	*2%*	**7%d**	*9%*	*12%*	*9%*	*9%*	*8%*	*9%*
Rented from private landlord	**178**	6	19	42	13	22	21	18	13	25	126	27	59	49	65	169
	18%a	*8%*	**17%a**	**28%zabefh**	**25%afh**	*16%*	*13%*	**18%a**	*12%*	**25%afh**	*18%*	*16%*	*17%*	*16%*	*20%*	*17%*
Other	**3**	-	2	-	-	-	-	-	-	1	3	-	1	2	-	3
	*****	-	**2%z**	-	-	-	-	-	-	*1%*	*	-	*	*1%*	-	*
Refused	**7**	1	-	1	-	-	3	-	2	-	6	-	2	1	3	7
	1%	*1%*	-	*1%*	-	-	*2%*	-	*2%*	-	*1%*	-	*1%*	*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 299

QG. Which of these best describes the ownership of your home?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
		GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Owned outright	**307**	249	59	146	53	37	87	14	37	15	81	121	59	125	82	12	43	260	333
	31%dehp	**32%zdeh**	**31%deh**	**39%zabdefgh**	*23%*	*20%*	**29%eh**	*24%*	*19%*	**36%deh**	*29%*	*31%*	*30%*	*33%*	*34%*	*28%*	*24%*	**32%zp**	*33%*
Buying on mortgage	**333**	251	57	104	80	86	104	19	61	5	87	129	66	128	76	22	93	234	316
	33%ciq	**32%ci**	**30%i**	**28%i**	**35%ci**	**47%zabcdfhi**	**34%ci**	**34%i**	**33%i**	*12%*	*32%*	*33%*	*33%*	*34%*	*31%*	**49%zn**	**53%zq**	*29%*	*32%*
Rented from local authority	**82**	64	20	27	21	8	22	2	18	10	22	29	22	29	18	5	2	79	82
	8%ep	**8%e**	**10%e**	*7%*	**9%e**	*5%*	*7%*	*4%*	**10%e**	**24%zabcdefgh**	*8%*	*7%*	*11%*	*8%*	*7%*	*11%*	*1%*	**10%zp**	*8%*
Rented from Housing Association	**91**	64	22	34	23	19	28	4	25	6	27	38	19	29	26	3	12	78	91
	9%	*8%*	*11%*	*9%*	*10%*	*11%*	*9%*	*6%*	**13%za**	*14%*	*10%*	*10%*	*9%*	*8%*	*10%*	*6%*	*7%*	*10%*	*9%*
Rented from private landlord	**178**	138	34	61	50	33	59	18	46	6	57	73	35	67	40	2	24	152	169
	18%o	*18%*	*17%*	*16%*	**22%c**	*18%*	*20%*	**32%zabcefi**	**24%zac**	*14%*	*21%*	*19%*	*17%*	*18%*	*16%*	*5%*	*14%*	*19%*	*17%*
Other	**3**	2	1	2	1	-	-	-	-	-	1	2	-	-	-	-	-	3	3
	*****	*	*	*	*	-	-	-	-	-	*	*	-	-	-	-	-	*	*
Refused	**7**	6	-	1	1	-	1	-	1	-	2	2	-	1	2	-	1	5	7
	1%	*1%*	-	*	*	-	*	-	*1%*	-	*1%*	*1%*	-	*	*1%*	-	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 300

QH. Do you have private health insurance, in addition to the NHS?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
No - No private insurance	**811**	402	409	126	129	262	117	177	156	249	185	221	418	210	51	131	815
	81%ehl	*83%*	*79%*	**88%zde**	*77%*	*75%*	*82%*	**89%zdef**	*63%*	**80%h**	**92%zhi**	**92%zhi**	*76%*	**90%zl**	*87%*	**84%l**	*81%*
Yes - Have private health insurance	**175**	77	98	13	38	83	24	18	91	55	16	13	127	21	5	22	170
	17%cgjkmn	*16%*	*19%*	*9%*	**22%cg**	**24%zcg**	**17%g**	*9%*	**36%zijk**	**18%jk**	*8%*	*6%*	**23%zmno**	*9%*	*8%*	*14%*	*17%*
Refused/Not stated	**15**	7	8	4	1	5	3	3	2	8	1	5	5	3	3	4	16
	2%	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	**5%zl**	*2%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 301

QH. Do you have private health insurance, in addition to the NHS?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** **(z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
No - No private insurance	**811** **81%cgin**	157 **91%zc**	152 **86%c**	493 *77%*	8 *77%*	198 **89%zfg**	381 *80%*	232 *76%*	43 *83%*	225 *77%*	35 **92%i**	205 *82%*	137 *86%*	67 *86%*	594 *80%*	7 *68%*	432 *81%*	379 *81%*	730 *81%*	81 *77%*	539 *83%*	235 *77%*	815 *81%*
Yes - Have private health insurance	**175** **17%aelt**	14 *8%*	24 *14%*	135 **21%zab**	1 *12%*	21 *10%*	86 **18%e**	68 **22%ze**	9 *17%*	65 **22%zj**	3 *8%*	43 *17%*	19 *12%*	9 *11%*	143 **19%zl**	3 *32%*	96 *18%*	79 *17%*	153 *17%*	22 *21%*	102 *16%*	66 **22%zt**	170 *17%*
Refused/Not stated	**15** ***2%***	2 *1%*	1 *1%*	11 *2%*	1 *11%*	3 *1%*	8 *2%*	5 *2%*	- -	3 *1%*	- -	2 *1%*	3 *2%*	2 *3%*	10 *1%*	- -	5 *1%*	10 *2%*	13 *1%*	2 *2%*	11 *2%*	3 *1%*	16 *2%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 302

QH. Do you have private health insurance, in addition to the NHS?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
No - No private insurance	**811**	72	81	123	43	121	113	86	89	83	574	134	270	250	263	815
	81%bf	**83%f**	*74%*	**83%f**	*83%*	**89%zbf**	*70%*	**85%f**	**83%f**	**83%f**	*82%*	*80%*	*79%*	*83%*	*80%*	*81%*
Yes - Have private health insurance	**175**	14	25	20	8	12	48	15	17	17	117	32	67	45	60	170
	17%e	*16%*	**23%ce**	*13%*	*17%*	*9%*	**30%zaceghi**	*14%*	*16%*	*17%*	*17%*	*19%*	*20%*	*15%*	*18%*	*17%*
Refused/Not stated	**15**	1	4	5	-	3	1	1	1	-	10	2	4	7	4	16
	2%	*1%*	*3%*	**4%z**	-	*2%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 303

QH. Do you have private health insurance, in addition to the NHS?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
No - No private insurance	**811** **81%efgp**	623 **81%efg**	159 **83%efg**	307 **82%efg**	187 **81%efg**	124 *68%*	222 *74%*	36 *63%*	153 **82%efg**	38 **91%efg**	223 *81%*	310 *79%*	161 *80%*	300 *79%*	205 *84%*	34 *78%*	- -	811 **100%zp**	815 *81%*
Yes - Have private health insurance	**175** **17%iq**	139 **18%i**	31 **16%i**	64 **17%i**	43 **19%i**	56 **31%zabcdhi**	76 **25%zabcdhi**	20 **35%zabcdhi**	32 **17%i**	2 *6%*	46 *17%*	78 *20%*	36 *18%*	74 *19%*	35 *14%*	9 *20%*	175 **100%zq**	- -	170 *17%*
Refused/Not stated	**15** **2%q**	11 *1%*	2 *1%*	5 *1%*	1 *	3 *1%*	4 *1%*	1 *2%*	2 *1%*	2 **4%d**	7 *3%*	6 *1%*	4 *2%*	6 *2%*	4 *2%*	1 *2%*	- -	- -	16 *2%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 304

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	1001	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	1001	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
I am Black	159	77	82	23	32	61	22	21	21	55	38	46	94	33	10	22	161
	16%gh	16%	16%	16%	19%g	17%g	16%	11%	8%	17%h	19%h	19%h	17%	14%	18%	14%	16%
UK	127	64	63	18	26	43	22	18	17	42	33	34	72	29	8	17	130
	13%h	13%	12%	13%	15%	12%	15%	9%	7%	14%h	17%h	14%h	13%	12%	14%	11%	13%
African	19	8	11	3	5	10	1	-	2	6	4	7	12	1	2	4	18
	2%gm	2%	2%	2%g	3%g	3%g	1%	-	1%	2%	2%	3%	2%m	*	3%m	3%m	2%
Caribbean	12	4	8	1	1	7	-	3	1	6	1	4	8	3	-	1	12
	1%	1%	2%	1%	1%	2%	-	1%	*	2%	*	2%	2%	1%	-	1%	1%
Other Black	1	1	-	-	-	1	-	-	-	-	-	1	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	*	*	-	-	-	*
I am Asian	78	44	34	20	20	27	5	5	22	21	10	26	43	6	4	25	74
	8%fgm	9%	7%	14%zefg	12%zfg	8%g	4%	3%	9%	7%	5%	11%j	8%m	3%	6%	16%zlm	7%
UK	6	3	2	-	2	2	2	-	3	2	-	-	4	-	-	2	6
	1%	1%	*	-	1%	1%	1%	-	1%	1%	-	-	1%	-	-	1%	1%
Bangladeshi	19	10	9	7	4	6	-	1	4	4	3	7	12	2	2	3	17
	2%	2%	2%	5%zfg	2%	2%	-	*	1%	1%	2%	3%	2%	1%	3%	2%	2%
Indian	22	14	8	3	5	10	2	2	9	5	2	6	14	2	1	5	21
	2%m	3%	2%	2%	3%	3%	1%	1%	3%	2%	1%	3%	3%	1%	2%	3%	2%
Pakistani	22	9	13	7	7	6	-	2	3	4	3	11	8	1	1	12	21
	2%m	2%	3%	5%zfg	4%fg	2%	-	1%	1%	1%	2%	5%zhi	1%	*	2%	8%zlm	2%
Chinese	3	3	-	-	1	2	-	-	1	1	1	-	3	-	-	-	3
	*	1%	-	-	1%	1%	-	-	*	*	*	-	1%	-	-	-	*
Other Asian	6	4	2	2	1	-	2	1	2	3	-	1	1	2	-	3	6
	1%l	1%	*	2%e	1%	-	1%e	*	1%	1%	-	*	*	1%	-	2%zl	1%
I am White	747	358	390	96	113	255	114	170	199	232	150	165	405	194	43	105	750
	75%cdko	74%	76%	67%	67%	73%	79%cd	86%zcde	80%zk	75%	75%	69%	74%	83%zlo	74%	67%	75%
UK	697	343	354	86	93	241	111	166	186	215	144	153	372	190	41	93	701
	70%cdko	71%	69%	60%	56%	69%d	77%zcd	84%zcde	75%k	69%	71%	64%	68%	81%zlo	70%	59%	70%
Irish	4	2	2	-	2	1	-	1	3	-	-	1	4	-	-	-	4
	*	*	*	-	1%	*	-	*	1%	-	-	*	1%	-	-	-	*
Other White European	18	3	15	2	7	5	2	2	3	4	4	6	11	3	-	5	18
	2%a	1%	3%za	2%	4%zg	2%	1%	1%	1%	1%	2%	3%	2%	1%	-	3%	2%
Other White	29	10	19	7	11	8	2	1	7	14	2	6	19	1	2	7	27
	3%gm	2%	4%	5%g	6%zefg	2%	1%	*	3%	4%j	1%	2%	3%m	*	4%m	4%m	3%
I am mixed	11	4	6	3	2	4	-	1	5	2	2	1	7	1	1	2	10
	1%	1%	1%	2%	1%	1%	-	*	2%	1%	1%	*	1%	*	2%	1%	1%
White and Black Caribbean	3	1	2	1	1	1	-	-	1	1	1	-	2	-	-	1	3
	*	*	*	1%	1%	*	-	-	*	*	1%	-	*	-	-	1%	*
White and Black African	4	2	2	2	-	2	-	-	2	1	-	1	2	-	1	1	4
	*	*	*	2%	-	1%	-	-	1%	*	-	*	*	-	2%m	1%	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 304

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
White and Asian	**1**	1	-	-	-	1	-	-	-	-	1	-	1	-	-	-	1
	*****	*	-	-	-	*	-	-	-	-	*1%*	-	*	-	-	-	*
Other Mixed	**2**	-	2	-	1	-	-	1	2	-	-	-	1	1	-	-	2
	*****	-	*	-	*1%*	-	-	*	*1%*	-	-	-	*	*	-	-	*
Other	**3**	1	2	1	-	1	1	-	2	-	-	1	1	-	-	2	3
	*****	*	*	*1%*	-	*	*1%*	-	*1%*	-	-	*	*	-	-	**1%z**	*
Refused	**3**	2	1	-	-	1	1	1	-	2	1	-	1	1	-	1	3
	*****	*	*	-	-	*	*1%*	*	-	*1%*	*	-	*	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 305

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
I am Black	**159**	**37**	**24**	**97**	**1**	**28**	**74**	**57**	**12**	**45**	**8**	**36**	**159**	**-**	**-**	**-**	**79**	**80**	**142**	**17**	**118**	**36**	**161**
	16%mnu	**21%z**	***14%***	***15%***	***12%***	***13%***	***16%***	***19%***	***23%***	***15%***	***20%***	***14%***	**100%zmn**	**-**	**-**	**-**	***15%***	***17%***	***16%***	***17%***	**18%zu**	***12%***	***16%***
UK	**127**	16	21	91	-	25	56	46	5	34	6	29	127	-	-	-	66	61	110	17	90	33	130
	13%mn	*9%*	*12%*	*14%*	-	*11%*	*12%*	*15%*	*10%*	*12%*	*16%*	*12%*	**80%zmn**	-	-	-	*12%*	*13%*	*12%*	*17%*	*14%*	*11%*	*13%*
African	**19**	13	1	3	1	1	10	9	5	8	-	3	19	-	-	-	6	13	19	-	17	2	18
	2%cenu	**8%zbc**	*1%*	*1%*	*12%*	*	*2%*	**3%e**	**9%zik**	*3%*	-	*1%*	**12%zmn**	-	-	-	*1%*	*3%*	*2%*	-	**3%z**	*1%*	*2%*
Caribbean	**12**	8	1	3	-	3	7	3	2	3	1	3	12	-	-	-	7	5	12	-	10	2	12
	1%cn	**5%zbc**	*1%*	*	-	*1%*	*1%*	*1%*	*4%*	*1%*	*3%*	*1%*	**8%zmn**	-	-	-	*1%*	*1%*	*1%*	-	*2%*	*1%*	*1%*
Other Black	**1**	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1	1	-	1	-	1
	*	-	**1%c**	-	-	-	*	-	-	-	-	-	**1%n**	-	-	-	-	*	*	-	*	-	*
I am Asian	**78**	**12**	**25**	**39**	**2**	**6**	**30**	**41**	**4**	**19**	**1**	**15**	**-**	**78**	**-**	**-**	**27**	**51**	**66**	**11**	**62**	**13**	**74**
	8%celnpu	***7%***	**14%zac**	***6%***	***21%***	***3%***	**6%e**	**13%zef**	***8%***	***7%***	***3%***	***6%***	**-**	**100%zln**	**-**	**-**	***5%***	**11%zp**	***7%***	***11%***	**9%zu**	***4%***	***7%***
UK	**6**	-	1	5	-	1	1	4	1	3	-	3	-	6	-	-	3	2	5	1	5	1	6
	1%n	-	*	*1%*	-	*	*	*1%*	*2%*	*1%*	-	*1%*	-	**7%zln**	-	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Bangladeshi	**19**	4	8	6	-	1	12	5	-	1	-	3	-	19	-	-	4	15	16	3	17	2	17
	2%ceinpu	*2%*	**5%zc**	*1%*	-	*	*3%*	*2%*	-	*	-	*1%*	-	**24%zln**	-	-	*1%*	**3%zp**	*2%*	*2%*	**3%z**	*1%*	*2%*
Indian	**22**	2	7	11	1	2	9	12	2	6	1	3	-	22	-	-	4	18	18	4	14	7	21
	2%np	*1%*	*4%*	*2%*	*10%*	*1%*	*2%*	**4%ze**	*4%*	*2%*	*3%*	*1%*	-	**29%zln**	-	-	*1%*	**4%zp**	*2%*	*4%*	*2%*	*2%*	*2%*
Pakistani	**22**	5	7	10	-	2	4	16	-	4	-	4	-	22	-	-	14	8	21	1	20	2	21
	2%cfnu	*3%*	*4%*	*2%*	-	*1%*	*1%*	**5%zef**	-	*2%*	-	*2%*	-	**28%zln**	-	-	*3%*	*2%*	*2%*	*1%*	**3%zu**	*1%*	*2%*
Chinese	**3**	-	-	3	-	-	-	3	-	2	-	1	-	3	-	-	1	2	3	-	3	-	3
	*	-	-	*1%*	-	-	-	**1%zf**	-	*1%*	-	*	-	**4%zln**	-	-	*	*	*	-	*1%*	-	*
Other Asian	**6**	-	2	3	1	1	4	1	1	3	-	1	-	6	-	-	1	5	4	2	4	1	6
	1%npr	-	*1%*	*	*11%*	*	*1%*	*	*2%*	*1%*	-	*	-	**8%zln**	-	-	*	*1%*	*	**2%r**	*1%*	*	*1%*
I am White	**747**	**122**	**121**	**497**	**7**	**185**	**360**	**202**	**34**	**223**	**30**	**197**	**-**	**-**	**747**	**-**	**417**	**330**	**672**	**75**	**461**	**247**	**750**
	75%bglmqt	***71%***	***68%***	**78%zb**	***67%***	**84%zfg**	**76%g**	***66%***	***65%***	***76%***	***77%***	**79%h**	**-**	**-**	**100%zlm**	**-**	**78%zq**	***70%***	***75%***	***72%***	***71%***	**81%zt**	***75%***
UK	**697**	111	97	482	7	180	337	179	33	215	26	185	-	-	697	-	390	307	626	71	428	233	701
	70%bglmqt	*64%*	*54%*	**75%zab**	*67%*	**82%zfg**	**71%g**	*59%*	*63%*	*73%*	*69%*	*74%*	-	-	**93%zlm**	-	**73%zq**	*65%*	*70%*	*68%*	*66%*	**77%zt**	*70%*
Irish	**4**	-	2	2	-	1	2	1	-	1	-	2	-	-	4	-	2	2	4	-	3	-	4
	*	-	*1%*	*	-	*	*	*	-	*	-	*1%*	-	-	*1%*	-	*	*	*	-	*	-	*
Other White European	**18**	2	7	9	-	1	8	9	-	-	1	3	-	-	18	-	10	8	16	2	11	5	18
	2%ei	*1%*	**4%zc**	*1%*	-	*	*2%*	**3%e**	-	-	**3%i**	*1%*	-	-	**2%zl**	-	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Other White	**29**	9	15	5	-	3	13	13	1	7	2	6	-	-	29	-	15	13	27	2	20	9	27
	3%cl	**5%c**	**9%zc**	*1%*	-	*1%*	*3%*	**4%e**	*2%*	*3%*	*6%*	*3%*	-	-	**4%zl**	-	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*
I am mixed	**11**	**1**	**7**	**3**	**-**	**1**	**7**	**3**	**1**	**3**	**-**	**2**	**-**	**-**	**-**	**11**	**5**	**5**	**10**	**1**	**6**	**4**	**10**
	1%cn	*1%*	**4%zc**	*	-	*	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	-	-	*100%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 305

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
White and Black Caribbean	**3** *****	- -	2 **1%c**	1 *	- -	- -	1 *	2 *1%*	1 **2%k**	2 *1%*	- -	- -	- -	- -	- -	3 *31%*	1 *	2 *	3 *	- -	1 *	2 *1%*	3 *
White and Black African	**4** ***c**	1 *1%*	2 **1%c**	1 *	- -	- -	3 *1%*	1 *	- -	- -	- -	1 *	- -	- -	- -	4 *39%*	2 *	2 *	4 *	- -	3 *	1 *	4 *
White and Asian	**1** *****	- -	1 *1%*	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 *10%*	- -	1 *	- -	1 **1%zr**	- -	1 *	1 *
Other Mixed	**2** *****	- -	1 *1%*	1 *	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	2 *19%*	2 *	- -	2 *	- -	2 *	- -	2 *
Other	**3** *****	- -	1 *1%*	2 *	- -	- -	3 *1%*	- -	1 **2%k**	1 *	- -	- -	- -	- -	- -	- -	2 *	1 *	3 *	- -	3 *	- -	3 *
Refused	**3** *****	1 *1%*	- -	2 *	- -	1 *	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	2 *	1 *	3 *	- -	1 *	2 *1%*	3 *

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 306

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	GOR: East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfaction with NHS: Satisfied (j)	Dis satisfied (k)	Future of NHS: Better (l)	Same (m)	Worse (n)	Unwtd total (o)
Unweighted Total	1001	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	1001	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
I am Black	159	12	10	27	32	25	-	25	6	21	124	18	54	46	50	161
	16%bfh	14%fh	9%f	18%bfh	63%zabcefghi	19%bfh	-	25%zbfh	6%f	21%bfh	18%zk	11%	16%	15%	15%	16%
UK	127	12	9	11	32	25	-	15	2	19	100	11	45	34	39	130
	13%cfhk	14%fh	8%fh	8%f	63%zabcefghi	19%zbcfh	-	14%fh	2%	19%bcfh	14%zk	7%	13%	11%	12%	13%
African	19	-	1	10	-	-	-	6	1	1	16	2	2	8	8	18
	2%l	-	1%	7%zabefhi	-	-	-	5%zaef	1%	1%	2%	1%	1%	3%	2%	2%
Caribbean	12	-	-	5	-	-	-	5	2	-	7	5	6	4	2	12
	1%	-	-	3%zef	-	-	-	5%zabefi	2%	-	1%	3%z	2%	1%	1%	1%
Other Black	1	-	-	1	-	-	-	-	-	-	1	-	-	-	1	1
	*	-	-	1%	-	-	-	-	-	-	*	-	-	-	*	*
I am Asian	78	5	4	33	-	19	4	2	8	3	64	10	26	29	19	74
	8%bdfg	6%	3%	22%zabdfghi	-	14%zbdfgi	3%	2%	7%	3%	9%z	6%	8%	10%	6%	7%
UK	6	-	2	-	-	-	1	1	2	-	5	1	2	4	-	6
	1%	-	1%	-	-	-	1%	1%	2%	-	1%	1%	*	1%n	-	1%
Bangladeshi	19	-	-	11	-	6	-	1	-	-	14	4	5	5	7	17
	2%	-	-	8%zabdfghi	-	5%zabfhi	-	1%	-	-	2%	3%	2%	2%	2%	2%
Indian	22	3	1	10	-	-	2	-	3	2	19	2	8	8	5	21
	2%	4%eg	1%	7%zbefg	-	-	1%	-	3%	2%	3%	1%	2%	3%	2%	2%
Pakistani	22	1	-	6	-	12	-	-	2	-	19	1	8	10	3	21
	2%n	1%	-	4%bfg	-	9%zabdfghi	-	-	2%	-	3%	1%	2%	3%n	1%	2%
Chinese	3	-	1	2	-	-	-	-	-	-	3	-	1	2	-	3
	*	-	1%	2%z	-	-	-	-	-	-	*	-	*	1%	-	*
Other Asian	6	1	-	3	-	-	1	-	-	1	3	2	2	-	4	6
	1%	1%	-	2%z	-	-	1%	-	-	1%	*	1%	1%	-	1%	1%
I am White	747	65	95	85	19	92	154	71	93	74	504	137	256	224	248	750
	75%cdej	76%cd	87%zacdegi	57%d	37%	67%d	95%zabcdeghi	69%d	87%zacdegi	74%cd	72%	81%zj	75%	74%	76%	75%
UK	697	63	91	61	18	89	143	68	93	71	478	122	236	208	237	701
	70%cd	73%cd	83%zcdegi	41%	35%	65%cd	88%zacdegi	67%cd	87%zacdegi	71%cd	68%	73%	69%	69%	72%	70%
Irish	4	1	1	2	-	-	-	-	-	-	2	2	3	1	-	4
	*	1%	1%	1%	-	-	-	-	-	-	*	1%	1%	*	-	*
Other White European	18	1	2	6	-	3	3	2	-	1	8	5	7	7	2	18
	2%jn	1%	2%	4%h	-	2%	2%	2%	-	1%	1%	3%	2%	2%	1%	2%
Other White	29	1	2	16	1	-	7	1	-	1	15	8	11	8	9	27
	3%ej	1%	2%	11%zabdefghi	2%	-	4%eh	1%	-	1%	2%	5%	3%	3%	3%	3%
I am mixed	11	2	-	3	-	-	2	2	-	1	7	1	3	2	5	10
	1%	3%	-	2%	-	-	1%	2%	-	1%	1%	1%	1%	1%	2%	1%
White and Black Caribbean	3	1	-	-	-	-	-	1	-	1	2	-	-	1	2	3
	*	1%	-	-	-	-	-	1%	-	1%	*	-	-	*	1%	*
White and Black African	4	-	-	3	-	-	-	1	-	-	2	1	1	1	2	4
	*	-	-	2%z	-	-	-	1%	-	-	*	1%	*	*	1%	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 306

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
White and Asian	**1**	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1
	*****	**1%z**	-	-	-	-	-	-	-	-	-	-	*	-	-	*
Other Mixed	**2**	-	-	-	-	-	2	-	-	-	2	-	1	-	1	2
	*****	-	-	-	-	-	**1%z**	-	-	-	*	-	*	-	*	*
Other	**3**	-	-	-	-	-	2	1	-	-	3	-	-	1	2	3
	*****	-	-	-	-	-	**1%z**	*1%*	-	-	*	-	-	*	*1%*	*
Refused	**3**	1	-	-	-	-	-	1	-	1	-	2	1	-	2	3
	*****	*1%*	-	-	-	-	-	*1%*	-	*1%*	-	**1%j**	*	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 307

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	NHS use in last year: GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Government has right NHS policy: Agree (j)	Disagree (k)	Impact of NHS reforms on patients: Better (l)	Worse (m)	Satisfaction with social care: Satisfied (n)	Dissatisfied (o)	Private health insurance: Yes (p)	No (q)	Unwtd total (r)
Unweighted Total	1001	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	1001	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
I am Black	159	122	28	51	41	31	42	5	21	5	45	67	24	55	29	6	19	137	161
	16%h	16%	14%	14%	18%h	17%h	14%	8%	11%	11%	16%	17%	12%	14%	12%	13%	11%	17%	16%
UK	127	91	23	46	34	26	33	5	19	5	39	52	16	46	26	4	18	106	130
	13%l	12%	12%	12%	15%	14%	11%	8%	10%	11%	14%	13%	8%	12%	11%	9%	10%	13%	13%
African	19	18	2	2	3	3	5	-	2	-	3	7	2	7	1	-	1	18	18
	2%cn	2%c	1%	1%	1%	2%	2%	-	1%	-	1%	2%	1%	2%	*	-	1%	2%	2%
Caribbean	12	11	2	3	4	2	3	-	-	-	3	8	5	2	2	2	-	12	12
	1%	1%	1%	1%	2%	1%	1%	-	-	-	1%	2%	3%m	*	1%	5%z	-	1%	1%
Other Black	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	1
	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	*
I am Asian	78	51	10	13	10	2	10	1	16	-	40	17	29	16	13	-	9	67	74
	8%acdefkm	7%cef	5%e	4%	4%	1%	3%e	1%	9%cdefi	-	15%zk	4%	14%zm	4%	5%	-	5%	8%	7%
UK	6	5	-	2	2	-	1	-	-	-	2	2	3	1	3	-	2	4	6
	1%	1%	-	*	1%	-	*	-	-	-	1%	*	1%	*	1%	-	1%	*	1%
Bangladeshi	19	13	1	1	2	-	1	-	4	-	10	3	7	3	4	-	1	16	17
	2%cfkm	2%c	*	*	1%	-	*	-	2%cef	-	4%zk	1%	4%zm	1%	2%	-	1%	2%	2%
Indian	22	15	1	4	1	2	5	-	5	-	8	8	6	5	3	-	5	17	21
	2%cd	2%	1%	1%	*	1%	2%	-	3%	-	3%	2%	3%	1%	1%	-	3%	2%	2%
Pakistani	22	13	7	6	5	-	2	-	7	-	18	1	9	3	2	-	1	21	21
	2%efkm	2%	4%acef	1%	2%	-	1%	-	4%acef	-	6%zk	*	5%zm	1%	1%	-	1%	3%	2%
Chinese	3	3	-	1	-	-	-	-	-	-	1	-	1	2	-	-	-	3	3
	*	*	-	*	-	-	-	-	-	-	*	-	1%	1%	-	-	-	*	*
Other Asian	6	3	1	-	-	-	1	1	-	-	2	3	2	2	-	-	-	5	6
	1%	*	*	-	-	-	*	1%c	-	-	1%	1%	1%	*	-	-	-	1%	1%
I am White	747	585	153	305	173	148	245	49	147	36	184	303	145	301	200	38	143	594	750
	75%jq	76%	80%	81%zad	75%	81%z	81%zad	87%z	78%	86%	67%	77%j	72%	79%z	82%z	87%	82%zq	73%	75%
UK	697	542	147	284	161	140	229	40	134	33	165	289	132	282	194	36	132	554	701
	70%j	70%	77%za	76%za	70%	77%za	76%zad	70%	71%	80%	60%	74%zj	66%	74%zl	80%z	82%	76%	68%	70%
Irish	4	4	1	2	-	1	1	-	2	-	1	2	1	2	-	-	1	3	4
	*	1%	*	1%	-	*	*	-	1%	-	*	1%	*	1%	-	-	1%	*	*
Other White European	18	13	2	7	5	2	6	3	2	1	8	4	5	3	2	-	4	14	18
	2%m	2%	1%	2%	2%	1%	2%	5%b	1%	2%	3%	1%	3%	1%	1%	-	2%	2%	2%
Other White	29	25	3	11	7	4	9	6	9	2	10	8	7	14	4	2	5	24	27
	3%	3%	2%	3%	3%	2%	3%	11%zabcdef	5%b	5%	4%	2%	3%	4%	2%	5%	3%	3%	3%
I am mixed	11	9	-	4	3	1	1	1	2	-	4	3	2	5	1	-	3	7	10
	1%	1%	-	1%	2%	1%	*	2%b	1%	-	2%	1%	1%	1%	*	-	2%	1%	1%
White and Black Caribbean	3	3	-	-	1	1	-	1	-	-	1	1	-	2	-	-	1	2	3
	*	*	-	-	1%	1%	-	2%zbcf	-	-	*	*	-	1%	-	-	1%	*	*
White and Black African	4	3	-	2	1	-	-	-	1	-	2	1	2	1	-	-	-	4	4
	*	*	-	1%	*	-	-	-	1%	-	1%	*	1%	*	-	-	-	1%	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 307

QI. What ethnic origin on this card do you consider you belong to?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
White and Asian	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1
	*****	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	**1%q**	-	*
Other Mixed	**2**	2	-	2	1	-	1	-	1	-	1	1	-	1	1	-	1	1	2
	*****	*	-	*1%*	*1%*	-	*	-	*1%*	-	*	*	-	*	*	-	*1%*	*	*
Other	**3**	3	-	1	2	-	1	1	1	-	2	-	1	-	-	-	1	2	3
	*****	*	-	*	*1%*	-	*	*2%*	*1%*	-	*1%*	-	*1%*	-	-	-	*1%*	*	*
Refused	**3**	3	1	2	1	1	1	-	-	1	-	3	-	2	1	-	-	3	3
	*****	*	*	*	*	*1%*	*	-	-	**2%zh**	-	*1%*	-	*	*	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 308

QJ. Do you personally, members of your family, or any of your friends work for the NHS in any capacity? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Yes - me personally	**52**	17	35	3	9	29	10	3	22	24	5	1	47	3	1	2	51
	5%agjkmo	*3%*	**7%za**	*2%*	**5%g**	**8%zcg**	**7%cg**	*1%*	**9%zjk**	**8%zjk**	*2%*	*	**8%zmo**	*1%*	*2%*	*1%*	*5%*
Yes - members of my family	**185**	95	90	31	30	64	25	35	55	58	42	30	108	44	5	28	182
	18%kn	*20%*	*18%*	*21%*	*18%*	*18%*	*17%*	*18%*	**22%k**	*19%*	**21%k**	*13%*	**20%n**	*19%*	*8%*	*18%*	*18%*
Yes - friends	**138**	60	78	19	25	67	15	11	42	59	20	16	98	16	9	14	135
	14%gkmo	*12%*	*15%*	**13%g**	**15%g**	**19%zfg**	*10%*	*6%*	**17%jk**	**19%zjk**	*10%*	*7%*	**18%zmo**	*7%*	**16%m**	*9%*	*13%*
No	**674**	338	336	96	113	216	99	152	150	192	139	194	339	175	43	117	679
	67%ehil	*70%*	*65%*	*67%*	*67%*	*62%*	*69%*	**77%ze**	*60%*	*62%*	*69%*	**81%zhij**	*62%*	**75%zl**	*74%*	**74%zl**	*68%*
Don't know/Not sure	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 309

QJ. Do you personally, members of your family, or any of your friends work for the NHS in any capacity? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Yes - me personally	**52** **5%ae**	3 *2%*	7 *4%*	42 **7%za**	- -	5 *2%*	31 **6%e**	17 *5%*	52 **100%zijk**	18 *6%*	7 **18%zik**	17 *7%*	12 *7%*	4 *6%*	34 *5%*	1 *10%*	25 *5%*	27 *6%*	47 *5%*	6 *6%*	39 *6%*	12 *4%*	51 *5%*
Yes - members of my family	**185** **18%a**	20 *12%*	33 *19%*	130 **20%a**	2 *22%*	39 *18%*	96 *20%*	50 *16%*	11 *21%*	185 **63%zhjk**	4 *11%*	60 **24%z**	23 *15%*	10 *13%*	149 **20%z**	2 *20%*	102 *19%*	83 *18%*	167 *19%*	18 *17%*	128 *20%*	49 *16%*	182 *18%*
Yes - friends	**138** **14%eu**	21 *12%*	27 *15%*	89 *14%*	1 *8%*	13 *6%*	79 **17%ze**	46 **15%e**	14 **27%z**	138 **47%zhjk**	4 *11%*	44 **18%z**	23 *15%*	13 *17%*	97 *13%*	2 *21%*	83 *16%*	54 *12%*	124 *14%*	13 *13%*	101 **15%zu**	31 *10%*	135 *13%*
No	**674** **67%cfhikt**	132 **76%zc**	120 *67%*	415 *65%*	7 *71%*	168 **76%zf**	298 *63%*	208 *68%*	- -	- -	24 **63%hi**	151 **60%hi**	108 *68%*	57 *74%*	499 *67%*	6 *59%*	351 *66%*	323 *69%*	603 *67%*	72 *69%*	424 *65%*	220 **72%zt**	679 *68%*
Don't know/Not sure	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 310

QJ. Do you personally, members of your family, or any of your friends work for the NHS in any capacity? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Yes - me personally	**52**	10	7	6	2	4	7	5	4	6	31	16	20	8	24	51
	5%m	**12%zcef**	*7%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*6%*	*4%*	**9%zj**	**6%m**	*3%*	**7%zm**	*5%*
Yes - members of my family	**185**	14	18	16	15	26	23	19	19	35	134	27	60	56	65	182
	18%c	*16%*	*17%*	*11%*	**29%zcf**	*19%*	*14%*	*19%*	*18%*	**35%zabcefgh**	*19%*	*16%*	*18%*	*19%*	*20%*	*18%*
Yes - friends	**138**	15	20	20	5	15	17	23	7	16	88	29	49	41	47	135
	14%h	**17%h**	**18%fh**	*14%*	*10%*	*11%*	*10%*	**22%zefh**	*7%*	**16%h**	*13%*	*17%*	*14%*	*13%*	*14%*	*13%*
No	**674**	54	69	112	29	93	120	64	78	55	473	112	232	207	209	679
	67%i	*63%*	*63%*	**75%zabdgi**	*58%*	*68%*	**74%di**	*63%*	**73%di**	*55%*	*67%*	*67%*	*68%*	*69%*	*64%*	*68%*
Don't know/Not sure	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 311

QJ. Do you personally, members of your family, or any of your friends work for the NHS in any capacity? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Yes - me personally	**52** **5%jl**	39 *5%*	9 *5%*	19 *5%*	9 *4%*	11 *6%*	12 *4%*	9 **16%zabcdefh**	5 *3%*	5 **11%dfh**	7 *2%*	36 **9%zj**	5 *2%*	27 **7%zl**	14 *6%*	5 *11%*	9 *5%*	43 *5%*	51 *5%*
Yes - members of my family	**185** **18%j**	139 *18%*	48 **25%zad**	77 *20%*	38 *16%*	39 *21%*	69 **23%zad**	10 *18%*	36 *19%*	6 *14%*	39 *14%*	92 **23%zj**	39 *19%*	77 *20%*	59 **24%zo**	4 *9%*	40 *23%*	143 *18%*	182 *18%*
Yes - friends	**138** ***14%***	108 *14%*	30 **16%i**	55 **15%i**	43 **19%zai**	39 **21%zaci**	47 **16%i**	17 **30%zabcdfhi**	32 **17%i**	2 *4%*	33 *12%*	58 *15%*	26 *13%*	52 *14%*	37 *15%*	6 *14%*	33 **19%zq**	104 *13%*	135 *13%*
No	**674** **67%egknp**	522 **68%eg**	120 **63%g**	247 **66%g**	150 **65%g**	108 *59%*	191 **64%g**	26 *46%*	123 **65%g**	31 **75%eg**	201 **73%zk**	237 *60%*	141 *70%*	245 *65%*	150 *62%*	32 *72%*	104 *60%*	557 **69%p**	679 *68%*
Don't know/Not sure	**-** **-**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 312

QK. Do you personally, members of your family, or any of your friends work in social care, for example in a residential home, for Meals on Wheels, for a local authority social services department etc? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Yes - me personally	**38**	12	26	3	11	17	5	3	10	16	10	3	36	3	-	-	36
	4%agkmo	*2%*	**5%za**	*2%*	**6%g**	**5%g**	*4%*	*1%*	*4%*	**5%k**	**5%k**	*1%*	**6%zmno**	*1%*	-	-	*4%*
Yes - members of my family	**80**	52	28	13	11	34	9	13	13	26	20	22	46	16	9	9	78
	8%b	**11%zb**	*5%*	*9%*	*6%*	*10%*	*7%*	*7%*	*5%*	*8%*	*10%*	*9%*	*8%*	*7%*	**15%zmo**	*6%*	*8%*
Yes - friends	**89**	37	52	16	14	38	13	9	23	31	18	16	64	14	4	8	87
	9%gmo	*8%*	*10%*	**11%g**	*8%*	**11%g**	*9%*	*5%*	*9%*	*10%*	*9%*	*7%*	**12%zmo**	*6%*	*6%*	*5%*	*9%*
No	**807**	393	414	111	137	272	115	173	206	247	159	195	421	202	44	140	812
	81%l	*81%*	*80%*	*77%*	*82%*	*78%*	*80%*	**87%zce**	*83%*	*79%*	*79%*	*82%*	*76%*	**86%zln**	*76%*	**89%zln**	*81%*
Don't know/Not sure	**5**	2	3	3	1	-	1	-	-	-	1	4	2	-	2	1	5
	1%	*	*1%*	**2%zeg**	*1%*	-	*1%*	-	-	-	*	**2%zhi**	*	-	**3%zlm**	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 313

QK. Do you personally, members of your family, or any of your friends work in social care, for example in a residential home, for Meals on Wheels, for a local authority social services department etc? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Yes - me personally	**38**	9	9	21	-	6	18	15	7	7	38	23	8	1	30	-	21	18	35	4	23	13	36
	4%	*5%*	*5%*	*3%*	-	*3%*	*4%*	*5%*	**13%zi**	*2%*	**100%zhik**	**9%zi**	*5%*	*2%*	*4%*	-	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
Yes - members of my family	**80**	13	18	50	-	16	40	24	4	37	2	25	9	1	68	1	44	36	67	13	54	24	78
	8%m	*7%*	*10%*	*8%*	-	*7%*	*8%*	*8%*	*8%*	**13%z**	*6%*	*10%*	*6%*	*2%*	**9%zm**	*11%*	*8%*	*8%*	*8%*	*13%*	*8%*	*8%*	*8%*
Yes - friends	**89**	18	13	57	1	11	50	28	5	59	5	37	13	5	68	1	56	33	82	7	65	20	87
	9%eq	*11%*	*7%*	*9%*	*8%*	*5%*	**11%e**	*9%*	*10%*	**20%z**	*14%*	**15%z**	*8%*	*7%*	*9%*	*11%*	**11%zq**	*7%*	*9%*	*7%*	*10%*	*7%*	*9%*
No	**807**	131	146	520	9	188	378	240	36	202	-	172	128	70	596	10	423	384	726	81	519	252	812
	81%hijk	*76%*	*82%*	*81%*	*92%*	**85%z**	*80%*	*79%*	**68%j**	**69%j**	-	**69%j**	*81%*	**90%zn**	*80%*	*89%*	*79%*	*82%*	*81%*	*78%*	*80%*	*83%*	*81%*
Don't know/Not sure	**5**	4	1	-	-	-	4	1	-	2	-	1	2	-	3	-	1	4	4	1	4	-	5
	1%	**3%zc**	*	-	-	-	*1%*	*	-	*1%*	-	*	*1%*	-	*	-	*	*1%*	*	*1%*	*1%*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 314

QK. Do you personally, members of your family, or any of your friends work in social care, for example in a residential home, for Meals on Wheels, for a local authority social services department etc? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Yes - me personally	**38**	3	5	1	2	5	7	3	9	3	23	12	13	10	14	36
	4%c	*4%*	*4%*	*1%*	*4%*	*4%*	*4%*	*3%*	**8%zc**	*3%*	*3%*	**7%zj**	*4%*	*3%*	*4%*	*4%*
Yes - members of my family	**80**	8	7	3	5	11	10	10	10	16	55	17	24	26	27	78
	8%c	**10%c**	*7%*	*2%*	**9%c**	**8%c**	*6%*	**10%c**	**10%c**	**16%zbcf**	*8%*	*10%*	*7%*	*9%*	*8%*	*8%*
Yes - friends	**89**	10	12	10	6	9	11	15	3	13	55	18	34	22	31	87
	9%h	**11%h**	**11%h**	*7%*	**11%h**	*6%*	*7%*	**15%zcefh**	*3%*	**13%h**	*8%*	*11%*	*10%*	*7%*	*9%*	*9%*
No	**807**	67	89	136	40	113	133	72	84	74	574	128	275	248	259	812
	81%g	*78%*	*81%*	**92%zabdefghi**	*77%*	**83%g**	**82%g**	*70%*	*79%*	*74%*	*82%*	*76%*	*81%*	*82%*	*79%*	*81%*
Don't know/Not sure	**5**	-	-	-	-	1	1	3	-	-	4	1	1	2	2	5
	1%	-	-	-	-	*1%*	*1%*	**3%zc**	-	-	*1%*	*1%*	*	*1%*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 315

QK. Do you personally, members of your family, or any of your friends work in social care, for example in a residential home, for Meals on Wheels, for a local authority social services department etc? IF YES - Is that you personally, a member of your family or a friend?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Yes - me personally	**38**	28	9	14	13	9	11	2	13	2	12	16	8	16	10	1	3	35	36
	4%	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	*3%*	***7%za***	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*2%*	*4%*	*4%*
Yes - members of my family	**80**	61	18	31	23	23	30	9	16	5	16	34	13	35	31	3	15	64	78
	8%	*8%*	*9%*	*8%*	*10%*	***12%za***	*10%*	***16%za***	*8%*	*11%*	*6%*	*9%*	*6%*	*9%*	***13%z***	*6%*	*8%*	*8%*	*8%*
Yes - friends	**89**	70	24	37	32	28	35	10	22	4	24	36	17	33	26	5	18	69	87
	9%	*9%*	*12%*	*10%*	***14%za***	***15%zac***	*12%*	***17%za***	*12%*	*8%*	*9%*	*9%*	*8%*	*9%*	*11%*	*11%*	*10%*	*8%*	*9%*
No	**807**	624	146	300	169	131	233	41	142	33	230	314	166	302	183	37	144	651	812
	81%den	***81%de***	*76%*	***80%de***	*74%*	*72%*	*78%*	*72%*	*76%*	*78%*	*83%*	*80%*	*83%*	*80%*	*75%*	*83%*	*82%*	*80%*	*81%*
Don't know/Not sure	**5**	4	-	-	1	-	2	-	-	-	1	1	2	-	-	-	-	5	5
	1%	*1%*	-	-	*	-	*1%*	-	-	-	*	*	*1%*	-	-	-	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 316

QL. Do you look after, or give any help or support to family members, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age? Do not count anything you do as part of your paid employment. IF YES - Is that for a member of your family, a friend, a neighbour or for someone else?

Base : All respondents

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**1001**	474	527	123	158	331	169	220	247	306	201	247	508	270	61	162	1001
Weighted Total	**1001**	486	515	143	167	350	143	198	249	312	201	239	551	235	58*	157	1001
Yes - for family	**200**	95	105	21	24	87	32	37	66	55	42	37	117	47	15	21	204
	20%dko	*20%*	*20%*	*15%*	*14%*	**25%zcd**	*22%*	*19%*	**27%zik**	*17%*	*21%*	*16%*	**21%o**	*20%*	**25%o**	*14%*	*20%*
Yes - for friend	**22**	10	11	-	5	12	3	2	5	8	6	3	16	2	2	2	21
	2%m	*2%*	*2%*	-	**3%c**	**3%c**	*2%*	*1%*	*2%*	*3%*	*3%*	*1%*	**3%m**	*1%*	*3%*	*1%*	*2%*
Yes - for neighbour	**25**	10	15	2	4	6	7	6	9	6	5	6	13	7	1	4	27
	3%	*2%*	*3%*	*2%*	*2%*	*2%*	*5%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
Yes - for someone else	**22**	8	14	5	2	9	2	4	3	8	-	11	11	6	2	3	21
	2%j	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	**3%j**	-	**4%zhj**	*2%*	*2%*	*3%*	*2%*	*2%*
No	**749**	371	378	116	136	244	101	152	172	242	151	184	403	178	39	130	745
	75%eh	*76%*	*73%*	**81%ef**	**81%zef**	*70%*	*71%*	*77%*	*69%*	**78%h**	*75%*	**77%h**	*73%*	*76%*	*68%*	**82%zln**	*74%*
Don't know/Not sure	**2**	-	2	-	-	1	1	-	-	1	-	1	1	-	-	1	2
	*****	-	*	-	-	*	*1%*	-	-	*	-	*	*	-	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 317

QL. Do you look after, or give any help or support to family members, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age? Do not count anything you do as part of your paid employment. IF YES - Is that for a member of your family, a friend, a neighbour or for someone else?

Base : All respondents

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total (z)**	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**1001**	173	169	649	10	249	461	291	51	289	36	254	161	74	750	10	543	458	901	100	647	308	1001
Weighted Total	**1001**	173	178	640	10**	221	475	305	52*	292	38*	250	159	78*	747	11**	533	468	897	104*	652	304	1001
Yes - for family	**200**	35	25	137	3	40	98	62	12	75	15	200	27	11	160	2	108	92	188	13	122	69	204
	20%bs	*20%*	*14%*	**21%b**	*28%*	*18%*	*21%*	*20%*	*23%*	**26%z**	**40%z**	**80%zhij**	*17%*	*14%*	*21%*	*20%*	*20%*	*20%*	**21%zs**	*12%*	*19%*	*23%*	*20%*
Yes - for friend	**22**	4	2	15	1	1	12	8	1	13	4	22	3	-	18	-	12	9	19	2	10	10	21
	2%e	*2%*	*1%*	*2%*	*8%*	*	**3%e**	**3%e**	*2%*	**4%z**	**12%z**	**9%zi**	*2%*	-	*2%*	-	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Yes - for neighbour	**25**	2	6	17	-	7	8	10	3	13	2	25	1	-	24	-	16	10	23	2	14	9	27
	3%	*1%*	*4%*	*3%*	-	*3%*	*2%*	*3%*	*5%*	**4%z**	*5%*	**10%zi**	*	-	**3%z**	-	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*
Yes - for someone else	**22**	4	5	11	1	5	9	7	1	5	4	22	5	4	13	-	14	8	22	-	14	7	21
	2%	*2%*	*3%*	*2%*	*8%*	*2%*	*2%*	*2%*	*2%*	*2%*	**9%zi**	**9%zi**	*3%*	*5%*	*2%*	-	*3%*	*2%*	*2%*	-	*2%*	*2%*	*2%*
No	**749**	128	145	470	7	169	357	224	36	199	16	-	123	63	548	9	395	354	660	89	499	217	745
	75%ijkr	*74%*	**82%zc**	*73%*	*63%*	*76%*	*75%*	*73%*	**68%jk**	**68%jk**	**41%k**	-	*78%*	*81%*	*73%*	*80%*	*74%*	*76%*	*74%*	**85%zr**	*77%*	*72%*	*74%*
Don't know/Not sure	**2**	-	-	1	1	-	1	1	-	1	-	-	-	-	2	-	-	2	1	1	1	-	2
	*****	-	-	*	*8%*	-	*	*	-	*	-	-	-	-	*	-	-	*	*	*1%*	*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

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

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 318

QL. Do you look after, or give any help or support to family members, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age? Do not count anything you do as part of your paid employment. IF YES - Is that for a member of your family, a friend, a neighbour or for someone else?

Base : All respondents

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**1001**	88	126	143	55	139	154	107	99	90	703	168	343	298	328	1001
Weighted Total	**1001**	86*	109	148	51*	136	162	102	106*	100*	701	168	340	302	327	1001
Yes - for family	**200**	26	31	19	14	23	32	20	18	18	125	43	64	61	72	204
	20%cj	**30%zcehi**	**28%zce**	*13%*	**27%c**	*17%*	*20%*	*20%*	*17%*	*18%*	*18%*	**26%zj**	*19%*	*20%*	*22%*	*20%*
Yes - for friend	**22**	2	3	2	-	2	1	4	3	4	11	5	7	6	9	21
	2%j	*2%*	*3%*	*1%*	-	*2%*	*1%*	*4%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*
Yes - for neighbour	**25**	3	6	1	1	3	3	5	2	2	16	7	11	4	10	27
	3%	*3%*	**5%zc**	*1%*	*1%*	*2%*	*2%*	**4%c**	*2%*	*2%*	*2%*	*4%*	*3%*	*1%*	*3%*	*3%*
Yes - for someone else	**22**	-	1	5	-	8	-	2	3	2	16	4	10	5	6	21
	2%	-	*1%*	**4%f**	-	**6%zaf**	-	*2%*	**3%f**	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*
No	**749**	55	73	123	37	99	127	74	84	77	539	114	249	231	241	745
	75%abk	*64%*	*67%*	**83%zabe**	*72%*	*73%*	**78%ab**	*73%*	**79%a**	*77%*	**77%zk**	*68%*	*73%*	*77%*	*74%*	*74%*
Don't know/Not sure	**2**	-	-	-	-	1	1	-	-	-	2	-	1	-	1	2
	*****	-	-	-	-	*1%*	*1%*	-	-	-	*	-	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 319

QL. Do you look after, or give any help or support to family members, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age? Do not count anything you do as part of your paid employment. IF YES - Is that for a member of your family, a friend, a neighbour or for someone else?

Base : All respondents

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**1001**	780	196	393	225	177	300	55	182	45	269	403	200	382	249	44	170	815	1001
Weighted Total	**1001**	773	192	376	230	183	301	56*	188	42*	276	393	201	379	244	44*	175	811	1001
Yes - for family	**200**	161	37	75	54	42	73	10	39	11	35	98	39	88	86	18	37	162	204
	20%j	*21%*	*19%*	*20%*	*24%*	*23%*	**24%z**	*18%*	*21%*	*26%*	*13%*	**25%zj**	*19%*	*23%*	**35%z**	**42%z**	*21%*	*20%*	*20%*
Yes - for friend	**22**	15	5	11	6	3	7	-	8	2	6	11	6	10	12	-	6	16	21
	2%	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	-	**4%a**	*4%*	*2%*	*3%*	*3%*	*3%*	**5%z**	-	*3%*	*2%*	*2%*
Yes - for neighbour	**25**	22	6	12	5	8	9	2	8	1	6	12	6	11	6	2	6	20	27
	3%	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*5%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*
Yes - for someone else	**22**	17	4	9	8	2	8	1	5	-	11	8	4	7	9	1	1	20	21
	2%	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	-	**4%z**	*2%*	*2%*	*2%*	**4%z**	*2%*	*1%*	*3%*	*2%*
No	**749**	570	146	279	163	132	211	43	132	30	219	278	151	269	141	24	132	604	745
	75%fkmno	*74%*	*76%*	*74%*	*71%*	*72%*	*70%*	*77%*	*70%*	*72%*	**79%zk**	*71%*	*75%*	*71%*	*58%*	*54%*	*75%*	*74%*	*74%*
Don't know/Not sure	**2**	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2
	*****	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 320

QM. On the whole, do you agree or disagree with the following statement:

- I know where to go for information to help me care for this person/these people -

Base : All respondents who provide informal care

	Wtd. Total (z)	Gender		Age					Social Grade				Work Status				Unwtd total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-54 (e)	55-64 (f)	65+ (g)	AB (h)	C1 (i)	C2 (j)	DE (k)	Full/part-time (l)	Retired (m)	Unemployed (n)	Other (o)	(p)
Unweighted Total	**254**	115	139	23	31	99	49	52	78	70	51	55	139	67	20	28	254
Weighted Total	**250**	114	135	27**	32*	104*	41*	46*	77*	69*	50*	54*	147	57*	19**	27**	254
Agree	**219**	98	121	23	27	88	38	43	65	60	47	47	125	54	18	22	223
	88%	*86%*	*89%*	*83%*	*84%*	*85%*	*92%*	*94%*	*84%*	*87%*	*94%*	*87%*	*85%*	*94%*	*96%*	*81%*	*88%*
Disagree	**24**	13	11	1	4	16	2	1	11	5	3	4	20	2	-	2	23
	9%gm	*11%*	*8%*	*5%*	*13%*	**15%zg**	*4%*	*2%*	*15%*	*8%*	*6%*	*7%*	**14%zm**	*3%*	-	*7%*	*9%*
Don't know/Refused	**8**	4	4	3	1	-	2	2	1	4	-	3	2	2	1	3	8
	3%l	*3%*	*3%*	*12%*	*3%*	-	**4%e**	**4%e**	*1%*	*5%*	-	*6%*	*1%*	*3%*	*4%*	*11%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 321

QM. On the whole, do you agree or disagree with the following statement:

- I know where to go for information to help me care for this person/these people -

Base : All respondents who provide informal care

		Home Ownership				Household Type			NHS/social care staff				Ethnicity				Hospital use		NHS use		People are treated with dignity and respect		Unwtd total
	Wtd. **Total** (z)	Social renter (a)	Private renter (b)	Owner - occupier (c)	Other (d)	Pensioner (e)	Non-pensioner (f)	Adults with dependent children (g)	NHS staff (h)	Know NHS staff (i)	Social care worker (j)	Informal social carer (k)	Black (l)	Asian (m)	White (n)	Mixed (o)	Hospital /A&E user (p)	Not hospital /A&E user (q)	NHS user (r)	Non NHS user (s)	Agree (t)	Disagree (u)	(v)
Unweighted Total	**254**	44	31	176	3	60	117	77	17	92	21	254	37	15	200	2	140	114	239	15	155	87	254
Weighted Total	**250**	45*	33*	169	3**	52*	117	80*	17**	92*	23**	250	36*	15**	197	2**	138	112	235	15**	152	86*	254
Agree	**219**	41	30	146	2	49	102	68	17	79	23	219	34	13	170	2	116	103	204	15	136	75	223
	88%	*93%*	*91%*	*86%*	*63%*	*93%*	*87%*	*85%*	*100%*	*86%*	*100%*	*88%*	*94%*	*86%*	*86%*	*100%*	*84%*	*92%*	*87%*	*100%*	*90%*	*87%*	*88%*
Disagree	**24**	2	3	18	-	1	12	10	-	12	-	24	2	1	21	-	17	6	24	-	13	8	23
	9%e	*5%*	*9%*	*11%*	-	*2%*	**11%e**	**13%e**	-	*13%*	-	*9%*	*6%*	*7%*	*10%*	-	*13%*	*6%*	*10%*	-	*8%*	*9%*	*9%*
Don't know/Refused	**8**	1	-	5	1	3	3	2	-	1	-	8	-	1	6	-	5	3	8	-	3	4	8
	3%	*2%*	-	*3%*	*37%*	*5%*	*3%*	*2%*	-	*1%*	-	*3%*	-	*7%*	*3%*	-	*3%*	*3%*	*3%*	-	*2%*	*4%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k - z/l/m/n/o - z/p/q - z/r/s - z/t/u - z/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 322

QM. On the whole, do you agree or disagree with the following statement:

- I know where to go for information to help me care for this person/these people -

Base : All respondents who provide informal care

	Wtd. Total (z)	GOR									Satisfaction with NHS		Future of NHS			Unwtd total
		East Midlands (a)	Eastern (b)	London (c)	North-East (d)	North-West (e)	South-East (f)	South-West (g)	West Midlands (h)	Yorkshire & Humberside (i)	Satisfied (j)	Dis satisfied (k)	Better (l)	Same (m)	Worse (n)	(o)
Unweighted Total	**254**	32	42	25	16	35	32	30	21	21	164	55	92	71	87	254
Weighted Total	**250**	31*	36*	25**	14**	36*	34*	28**	22**	23**	160	54*	90*	71*	85*	254
Agree	**219**	26	29	23	14	27	33	25	20	21	146	42	78	66	70	223
	88%ek	*85%*	*80%*	*93%*	*100%*	*77%*	**96%be**	*89%*	*90%*	*89%*	**91%zk**	*78%*	*87%*	**94%zn**	*82%*	*88%*
Disagree	**24**	2	6	1	-	6	1	2	2	2	10	9	8	4	11	23
	9%j	*6%*	*18%*	*4%*	-	*17%*	*4%*	*8%*	*10%*	*11%*	*6%*	**17%zj**	*9%*	*6%*	*13%*	*9%*
Don't know/Refused	**8**	3	1	1	-	2	-	1	-	-	4	3	4	-	4	8
	3%	**9%z**	*2%*	*3%*	-	*6%*	-	*3%*	-	-	*2%*	*5%*	*4%*	-	*5%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m/n - z/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 323

QM. On the whole, do you agree or disagree with the following statement:

- I know where to go for information to help me care for this person/these people -

Base : All respondents who provide informal care

		NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		Satisfaction with social care		Private health insurance		Unwtd total
	Wtd. **Total (z)**	GP (a)	Inpatient (b)	Outpatient (c)	A&E (d)	NHS Direct (e)	Pharmacist /Chemist (f)	NHS Choices website (g)	Walk In Clinic (h)	Social care services (i)	Agree (j)	Disagree (k)	Better (l)	Worse (m)	Satisfied (n)	Dissatisfied (o)	Yes (p)	No (q)	(r)
Unweighted Total	**254**	205	46	101	65	50	87	13	53	12	56	117	53	110	106	20	43	209	254
Weighted Total	**250**	201	45*	97*	67*	51*	89*	13**	55*	12**	57*	115	50*	110	103	20**	43*	205	254
Agree	**219**	176	37	81	57	41	77	11	47	12	48	101	46	95	91	18	35	183	223
	88%	*88%*	*82%*	*84%*	*85%*	*80%*	*86%*	*84%*	*84%*	*100%*	*85%*	*88%*	*92%*	*86%*	*89%*	*90%*	*81%*	*89%*	*88%*
Disagree	**24**	19	7	13	8	9	11	2	6	-	5	11	3	10	9	2	7	15	23
	9%q	*10%*	*16%*	*14%*	*12%*	**18%za**	*12%*	*16%*	*11%*	-	*10%*	*10%*	*6%*	*9%*	*8%*	*10%*	*17%*	*8%*	*9%*
Don't know/Refused	**8**	6	1	3	2	1	2	-	3	-	3	3	1	5	3	-	1	6	8
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	-	*5%*	-	*6%*	*2%*	*2%*	*4%*	*3%*	-	*3%*	*3%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q - z/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 324

Weight matrix: Gender

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1001	1001
Weighted Total	1001	1001
Effective Base	1001	978
Male	474	486
	47.35%	*48.52%*
Female	527	515
	52.65%	*51.48%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 325

Weight matrix: Age

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1001	1001
Weighted Total	1001	1001
Effective Base	1001	978
16-24	123 *12.29%*	143 *14.30%*
25-34	158 *15.78%*	167 *16.71%*
35-54	331 *33.07%*	350 *34.92%*
55-64	169 *16.88%*	143 *14.30%*
65+	220 *21.98%*	198 *19.77%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 326

Weight matrix: Working status

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1001	1001
Weighted Total	1001	1001
Effective Base	1001	978
Full time (30 hours +)	395	445
	39.46%	*44.50%*
Not working full time	606	556
	60.54%	*55.50%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)

Public Perceptions of the NHS and Social Care
FINAL PUBLIC

Table 327

Weight matrix: GOR

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1001	1001
Weighted Total	1001	1001
Effective Base	1001	978
East Midlands	88 *8.79%*	86 *8.60%*
Eastern	126 *12.59%*	109 *10.90%*
London	143 *14.29%*	148 *14.80%*
North-East	55 *5.49%*	51 *5.10%*
North-West	139 *13.89%*	136 *13.60%*
South-East	154 *15.38%*	162 *16.20%*
South-West	107 *10.69%*	102 *10.20%*
West Midlands	99 *9.89%*	106 *10.60%*
Yorkshire & Humberside	90 *8.99%*	100 *10.00%*

Respondent type : General public aged 16+
Fieldwork dates : 14th November - 9th December 2011
Source : Ipsos MORI (JN10-039262-01)