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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Very satisfied	175	97	77	18	21	65	25	45	27	58	42	48	91	48	14	22	178
	17%bh	20%zb	15%	12%	13%	19%	17%	22%zcd	12%	19%h	19%h	18%	17%	21%o	18%	13%	18%
Quite satisfied	527	268	259	95	92	162	72	106	117	159	112	140	274	121	42	90	525
	52%e	54%	50%	63%zef	57%e	46%	48%	53%	52%	51%	51%	54%	51%	53%	54%	53%	52%
Neither satisfied nor dissatisfied	134	59	74	25	22	50	18	19	33	44	28	28	73	22	6	33	131
	13%m	12%	14%	17%	13%	14%	12%	10%	15%	14%	13%	11%	14%	10%	8%	19%zmn	13%
Quite dissatisfied	108	41	67	7	15	46	19	19	29	33	23	23	64	21	7	15	109
	11%ac	8%	13%za	4%	10%	13%c	13%c	10%	13%	10%	11%	9%	12%	9%	10%	9%	11%
Very dissatisfied	57	20	37	3	8	25	14	7	12	15	11	18	31	12	6	7	57
	6%a	4%	7%a	2%	5%	7%c	10%zcg	3%	6%	5%	5%	7%	6%	5%	8%	4%	6%
Don't know/Refused	15	9	6	3	4	3	-	4	5	5	2	3	6	3	2	3	15
	1%	2%	1%	2%	3%	1%	-	2%	2%	2%	1%	1%	1%	1%	3%	2%	1%
Satisfied	702	366	336	113	113	228	97	151	143	217	154	188	365	169	56	112	703
	69%be	74%zb	65%	75%e	70%	65%	66%	75%zef	64%	69%	71%	72%	68%	74%z	72%	66%	69%
Dissatisfied	165	61	104	10	23	72	33	26	41	48	34	42	95	34	14	22	166
	16%ac	12%	20%za	6%	14%c	20%zcg	22%zcg	13%	18%	15%	16%	16%	18%	15%	18%	13%	16%
Net Satisfied	537	305	232	104	90	156	64	124	102	169	120	146	270	135	42	90	537
	53%befh	62%zb	45%	69%zdef	55%ef	44%	43%	62%zef	46%	54%	55%	56%h	50%	59%zl	54%	53%	53%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Very satisfied	**175**	27	33	115	-	47	66	62	3	55	4	28	144	2	14	9	6	108	66	161	13	154	15	178
	17%fhrv	*16%*	*17%*	*18%*	-	**22%zf**	*14%*	*19%*	*5%*	**17%h**	*23%*	**15%h**	*17%*	*15%*	*16%*	*26%*	*37%*	**20%zr**	*14%*	*18%*	*13%*	**22%zv**	*5%*	*18%*
Quite satisfied	**527**	91	107	316	13	110	258	159	19	170	12	105	453	3	45	19	7	274	253	482	45	380	126	525
	52%hv	*55%*	*55%*	*50%*	*74%*	*53%*	*54%*	*48%*	*34%*	**52%h**	*62%*	**56%h**	*52%*	*26%*	*53%*	*55%*	*42%*	*50%*	*55%*	*53%*	*44%*	**55%zv**	*46%*	*52%*
Neither satisfied nor dissatisfied	**134**	13	33	88	-	21	65	49	11	40	1	22	117	4	9	2	2	63	71	111	23	78	41	131
	13%asu	*8%*	**17%a**	**14%a**	-	*10%*	*14%*	*15%*	*21%*	*12%*	*5%*	*12%*	*14%*	*33%*	*10%*	*5%*	*15%*	*11%*	*15%*	*12%*	**23%zs**	*11%*	*15%*	*13%*
Quite dissatisfied	**108**	19	11	74	3	19	44	44	14	37	2	23	86	2	14	5	-	70	38	99	8	56	47	109
	11%bru	*12%*	*6%*	**12%b**	*19%*	*9%*	*9%*	*13%*	**24%zik**	*11%*	*11%*	*12%*	*10%*	*19%*	*16%*	*13%*	-	**13%zr**	*8%*	*11%*	*8%*	*8%*	**17%zu**	*11%*
Very dissatisfied	**57**	16	4	37	-	9	31	18	9	22	-	9	52	-	4	-	1	35	22	53	4	17	38	57
	6%bu	**9%zb**	*2%*	**6%b**	-	*4%*	*6%*	*5%*	**16%zik**	*7%*	-	*5%*	*6%*	-	*4%*	-	*6%*	*6%*	*5%*	*6%*	*4%*	*3%*	**14%zu**	*6%*
Don't know/Refused	**15**	1	8	5	1	3	11	1	-	2	-	-	12	1	1	-	-	1	14	7	8	5	6	15
	1%cgqsu	*1%*	**4%zac**	*1%*	*6%*	*2%*	**2%g**	*	-	*1%*	-	-	*1%*	*7%*	*1%*	-	-	*	**3%zq**	*1%*	**8%zs**	*1%*	*2%*	*1%*
Satisfied	**702**	**118**	**140**	**430**	**13**	**156**	**324**	**221**	**22**	**225**	**16**	**133**	**596**	**5**	**59**	**29**	**13**	**383**	**319**	**643**	**58**	**534**	**141**	**703**
	69%htv	***71%***	***71%***	***68%***	***74%***	**75%zg**	***68%***	***66%***	***39%***	**69%h**	***84%***	**71%h**	***69%***	***41%***	***68%***	***81%***	***79%***	***69%***	***69%***	**70%zt**	***57%***	**77%zv**	***51%***	***69%***
Dissatisfied	**165**	**35**	**15**	**111**	**3**	**28**	**75**	**62**	**23**	**59**	**2**	**32**	**139**	**2**	**17**	**5**	**1**	**106**	**59**	**153**	**12**	**74**	**85**	**166**
	16%bru	**21%b**	***8%***	**18%b**	***19%***	***13%***	***16%***	***19%***	**41%zik**	***18%***	***11%***	***17%***	***16%***	***19%***	***20%***	***13%***	***6%***	**19%zr**	***13%***	***17%***	***12%***	***11%***	**31%zu**	***16%***
Net Satisfied	**537**	**83**	**125**	**319**	**9**	**129**	**249**	**159**	**-1**	**165**	**14**	**101**	**458**	**3**	**41**	**24**	**12**	**277**	**260**	**491**	**46**	**460**	**56**	**537**
	53%cghv	***50%***	**64%zac**	***50%***	***55%***	**62%zfg**	***53%***	***48%***	***-2%***	**51%h**	***73%***	**54%h**	***53%***	***22%***	***48%***	***68%***	***74%***	***50%***	***56%***	***54%***	***45%***	**67%zv**	***20%***	***53%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Very satisfied	175	13	16	28	26	17	23	22	17	13	175	-	52	55	58	178
	17%k	14%	14%	18%	51%zabcefghi	13%	14%	21%	16%	12%	25%zk	-	14%	20%	18%	18%
Quite satisfied	527	42	67	78	17	73	83	48	62	58	527	-	185	163	146	525
	52%dkn	47%	59%d	52%d	34%	54%d	50%	46%	59%d	56%d	75%zk	-	52%	59%zn	46%	52%
Neither satisfied nor dissatisfied	134	12	17	16	2	19	23	17	12	16	-	-	54	34	40	131
	13%jk	13%	15%	11%	4%	14%	14%	16%d	11%	15%	-	-	15%	12%	13%	13%
Quite dissatisfied	108	11	7	15	3	13	31	9	7	11	-	108	44	11	47	109
	11%jm	13%	6%	10%	6%	10%	19%zbcdegh	9%	7%	10%	-	65%zj	12%m	4%	15%zm	11%
Very dissatisfied	57	7	3	11	2	10	6	8	6	3	-	57	21	8	25	57
	6%jm	8%	3%	7%	4%	7%	4%	8%	6%	3%	-	35%zj	6%	3%	8%zm	6%
Don't know/Refused	15	4	3	2	-	2	-	-	2	3	-	-	4	4	3	15
	1%j	4%f	2%f	1%	-	2%	-	-	2%	3%f	-	-	1%	2%	1%	1%
Satisfied	**702**	**54**	**82**	**106**	**43**	**90**	**106**	**70**	**79**	**71**	**702**	**-**	**237**	**218**	**204**	**703**
	69%kn	**62%**	**73%**	**70%**	**85%zacefgi**	**67%**	**64%**	**67%**	**75%**	**68%**	**100%zk**	**-**	**66%**	**79%zln**	**64%**	**69%**
Dissatisfied	**165**	**18**	**11**	**26**	**5**	**23**	**37**	**17**	**13**	**14**	**-**	**165**	**65**	**20**	**72**	**166**
	16%bjm	**21%b**	**9%**	**17%**	**10%**	**17%**	**22%zbh**	**16%**	**12%**	**14%**	**-**	**100%zj**	**18%m**	**7%**	**23%zm**	**16%**
Net Satisfied	**537**	**36**	**72**	**79**	**38**	**67**	**69**	**53**	**66**	**56**	**702**	**-165**	**172**	**198**	**132**	**537**
	53%afkln	**41%**	**64%zaef**	**53%**	**75%zacefgi**	**50%**	**42%**	**51%**	**63%zaef**	**55%f**	**100%zk**	**-100%**	**48%**	**72%zln**	**41%**	**53%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Very satisfied	175	138	50	73	44	20	54	11	29	10	63	63	34	72	25	146	178
	17%k	17%	27%zacdefh	18%	18%	13%	19%	17%	15%	28%eh	27%zk	14%	20%	16%	15%	18%	18%
Quite satisfied	527	416	72	195	125	77	136	36	111	12	133	193	100	203	83	433	525
	52%bikm	53%bi	39%	49%b	50%b	50%b	48%b	57%bi	57%bcfi	36%	58%zk	42%	59%m	46%	50%	52%	52%
Neither satisfied nor dissatisfied	134	95	19	40	34	24	42	10	21	5	16	73	17	71	22	111	131
	13%acj	12%	11%	10%	14%	16%c	15%c	15%	11%	13%	7%	16%zj	10%	16%z	14%	13%	13%
Quite dissatisfied	108	91	27	59	28	20	34	4	20	5	10	78	7	64	22	84	109
	11%jl	12%	15%	15%za	11%	13%	12%	6%	10%	16%	5%	17%zj	4%	14%zl	13%	10%	11%
Very dissatisfied	57	44	15	28	17	11	17	3	13	3	3	48	8	28	7	48	57
	6%j	6%	8%	7%	7%	7%	6%	4%	7%	8%	1%	10%zj	5%	6%	4%	6%	6%
Don't know/Refused	15	6	-	1	1	-	1	-	1	-	3	3	4	3	5	10	15
	1%acf	1%	-	*	*	-	*	-	*	-	1%	1%	3%	1%	3%	1%	1%
Satisfied	702	554	122	268	168	98	190	47	140	22	196	257	133	275	107	578	703
	69%km	70%	67%	68%	68%	64%	67%	74%	72%	63%	86%zk	56%	78%zm	62%	66%	70%	69%
Dissatisfied	165	135	42	87	45	31	51	7	33	8	13	126	15	92	29	132	166
	16%jl	17%	23%zag	22%zag	18%	20%	18%	11%	17%	23%	6%	27%zj	9%	21%zl	17%	16%	16%
Net Satisfied	537	418	81	181	123	66	138	40	106	14	183	131	118	183	79	446	537
	53%bcekm	53%bce	44%	46%	50%	43%	49%	63%bcdefi	55%bce	40%	80%zk	29%	69%zm	42%	48%	54%	53%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

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Table 5

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

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Very satisfied	**175**	64	34	109	29	67	178
	17%	*16%*	*14%*	*19%zbd*	*13%*	*16%*	*18%*
Quite satisfied	**527**	220	125	296	111	235	525
	52%	*56%*	*51%*	*52%*	*51%*	*56%z*	*52%*
Neither satisfied nor dissatisfied	**134**	50	41	71	38	58	131
	13%	*13%*	*17%*	*12%*	*18%zac*	*14%*	*13%*
Quite dissatisfied	**108**	35	29	56	28	35	109
	11%e	*9%*	*12%*	*10%*	*13%e*	*8%*	*11%*
Very dissatisfied	**57**	21	9	28	7	21	57
	6%	*5%*	*4%*	*5%*	*3%*	*5%*	*6%*
Don't know/Refused	**15**	4	5	8	4	4	15
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*
Satisfied	**702**	**284**	**158**	**405**	**140**	**302**	**703**
	69%	***72%d***	***65%***	***71%d***	***65%***	***72%bd***	***69%***
Dissatisfied	**165**	**57**	**38**	**85**	**34**	**57**	**166**
	16%e	***14%***	***16%***	***15%***	***16%***	***13%***	***16%***
Net Satisfied	**537**	**227**	**121**	**320**	**106**	**245**	**537**
	53%	***57%zbd***	***50%***	***56%zd***	***49%***	***58%zbd***	***53%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

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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

	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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	42	24	19	11	8	16	2	7	3	14	13	12	20	7	3	12	41
	4%h	5%	4%	7%f	5%	4%	1%	3%	1%	4%h	6%h	5%h	4%	3%	4%	7%zm	4%
Tend to agree	186	104	82	36	38	65	17	30	31	52	39	64	97	32	22	34	185
	18%bfm	21%zb	16%	24%fg	24%fg	18%	11%	15%	14%	17%	18%	24%zhi	18%	14%	29%zlm	20%	18%
Neither agree nor disagree	199	80	119	46	26	62	32	33	47	62	36	54	103	36	16	44	193
	20%a	16%	23%za	30%zdeg	16%	17%	22%	17%	21%	20%	17%	21%	19%	16%	20%	26%zm	19%
Tend to disagree	261	122	139	26	41	97	45	52	66	87	61	47	152	62	12	34	260
	26%ckn	25%	27%	17%	25%	27%c	30%c	26%	30%k	28%k	28%k	18%	28%no	27%n	16%	20%	26%
Strongly disagree	198	100	98	11	26	75	45	40	48	57	44	48	113	48	13	23	204
	19%co	20%	19%	7%	16%c	21%c	30%zcdeg	20%c	22%	18%	20%	18%	21%o	21%	17%	13%	20%
Don't know/ No opinion	129	66	63	21	23	38	8	39	27	42	23	36	52	43	11	22	132
	13%fl	13%	12%	14%f	14%f	11%f	5%	19%zef	12%	13%	11%	14%	10%	19%zl	14%	13%	13%
Agree	229	127	101	47	46	80	19	37	34	66	53	76	118	39	25	47	226
	23%bfhm	26%zb	19%	31%zfg	28%fg	23%f	13%	18%	15%	21%	24%h	29%zhi	22%	17%	33%zlm	27%m	22%
Disagree	459	222	237	37	67	172	89	92	115	144	105	95	266	110	26	57	464
	45%ckno	45%	46%	25%	41%c	49%c	60%zcdeg	46%c	51%zk	46%k	48%k	36%	49%zno	48%no	33%	34%	46%
Net agree	-230	-94	-136	10	-21	-91	-71	-56	-81	-78	-53	-19	-148	-71	*	-11	-238
	-23%	-19%	-26%	7%	-13%	-26%	-48%	-28%	-36%	-25%	-24%	-7%	-28%	-31%	-1%	-6%	-23%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 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

		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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**42**	14	12	16	-	5	16	22	1	7	-	10	22	-	11	4	5	21	21	40	3	35	4	41
	4%civ	**8%zc**	**6%c**	*3%*	-	*2%*	*3%*	**7%zef**	*2%*	*2%*	-	**5%i**	*3%*	-	**12%zl**	**12%zl**	*30%*	*4%*	*4%*	*4%*	*3%*	**5%zv**	*2%*	*4%*
Tend to agree	**186**	26	48	110	3	33	84	69	4	60	3	30	146	4	23	11	3	108	78	173	14	143	37	185
	18%hiv	*15%*	**24%zac**	*17%*	*15%*	*16%*	*18%*	*21%*	*7%*	**18%h**	*16%*	*16%*	*17%*	*30%*	**27%zl**	**31%l**	*18%*	*20%*	*17%*	*19%*	*13%*	**21%zv**	*14%*	*18%*
Neither agree nor disagree	**199**	30	40	125	5	33	99	66	7	52	6	39	172	1	14	6	5	94	105	172	27	140	47	193
	20%iq	*18%*	*20%*	*20%*	*27%*	*16%*	*21%*	*20%*	*12%*	*16%*	*31%*	*21%*	*20%*	*11%*	*17%*	*17%*	*32%*	*17%*	**23%zq**	*19%*	*26%*	*20%*	*17%*	*19%*
Tend to disagree	**261**	47	36	175	3	56	126	80	22	106	6	49	236	6	12	5	1	145	116	239	22	165	84	260
	26%bn	**28%b**	*18%*	**28%b**	*15%*	*27%*	*26%*	*24%*	**40%zk**	**33%z**	*29%*	*26%*	**27%zn**	*50%*	*14%*	*15%*	*6%*	*26%*	*25%*	*26%*	*22%*	*24%*	**31%zu**	*26%*
Strongly disagree	**198**	30	29	136	3	42	97	59	20	75	5	40	177	1	11	5	1	116	81	180	18	121	72	204
	19%u	*18%*	*15%*	**21%z**	*18%*	*20%*	*21%*	*18%*	**36%zik**	*23%*	*23%*	*21%*	**21%z**	*9%*	*13%*	*13%*	*6%*	*21%*	*18%*	*20%*	*18%*	*18%*	**27%zu**	*20%*
Don't know/ No opinion	**129**	20	32	72	4	39	53	37	1	26	-	18	109	-	14	4	1	67	62	111	18	86	28	132
	13%hi	*12%*	*16%*	*11%*	*25%*	**19%zfg**	*11%*	*11%*	*2%*	*8%*	-	*10%*	*13%*	-	*17%*	*11%*	*9%*	*12%*	*13%*	*12%*	*18%*	*12%*	*10%*	*13%*
Agree	**229**	**40**	**60**	**126**	**3**	**38**	**99**	**91**	**5**	**67**	**3**	**40**	**168**	**4**	**34**	**15**	**8**	**130**	**99**	**212**	**16**	**178**	**42**	**226**
	23%chlv	***24%***	**30%zc**	***20%***	***15%***	***18%***	***21%***	**27%zef**	***9%***	**20%h**	***16%***	**21%h**	***19%***	***30%***	**39%zl**	**43%zl**	***48%***	***24%***	***21%***	***23%***	***16%***	**26%zv**	***15%***	***22%***
Disagree	**459**	**77**	**65**	**311**	**6**	**97**	**223**	**138**	**43**	**182**	**10**	**89**	**414**	**7**	**24**	**10**	**2**	**261**	**197**	**419**	**40**	**286**	**157**	**464**
	45%bnu	**46%b**	***33%***	**49%zb**	***33%***	***47%***	***47%***	***42%***	**77%zik**	**56%zk**	***53%***	***48%***	**48%zno**	***59%***	***27%***	***29%***	***11%***	***47%***	***43%***	***46%***	***39%***	***41%***	**57%zu**	***46%***
Net agree	**-230**	**-37**	**-5**	**-184**	**-3**	**-59**	**-124**	**-47**	**-38**	**-115**	**-7**	**-49**	**-246**	**-4**	**10**	**5**	**6**	**-132**	**-98**	**-206**	**-24**	**-108**	**-115**	**-238**
	-23%	***-22%***	***-3%***	***-29%***	***-17%***	***-28%***	***-26%***	***-14%***	***-68%***	***-35%***	***-36%***	***-26%***	***-28%***	***-29%***	***12%***	***15%***	***36%***	***-24%***	***-21%***	***-23%***	***-23%***	***-16%***	***-42%***	***-23%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 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

	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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**42**	3	3	16	4	3	3	2	5	4	39	1	17	14	10	41
	4%k	*4%*	*2%*	**10%zbefgj**	*7%*	*2%*	*2%*	*2%*	*5%*	*4%*	**6%zk**	*1%*	*5%*	*5%*	*3%*	*4%*
Tend to agree	**186**	10	26	30	10	25	25	15	27	19	157	12	68	73	40	185
	18%kn	*12%*	**23%a**	*20%*	*19%*	*19%*	*15%*	*14%*	**26%zafg**	*18%*	**22%zk**	*7%*	**19%n**	**26%zln**	*13%*	*18%*
Neither agree nor disagree	**199**	19	24	26	3	31	34	23	19	21	149	16	55	84	47	193
	20%dkln	**21%d**	**21%d**	**17%d**	*5%*	**23%d**	**21%d**	**22%d**	**18%d**	**20%d**	**21%k**	*10%*	*15%*	**30%zln**	*15%*	*19%*
Tend to disagree	**261**	22	24	23	10	28	57	39	30	27	154	56	110	41	104	260
	26%cjm	*25%*	*22%*	*16%*	*19%*	*21%*	**34%zbcde**	**38%zbcde**	**29%c**	**26%c**	*22%*	**34%zj**	**31%zm**	*15%*	**32%zm**	*26%*
Strongly disagree	**198**	22	25	28	18	29	29	17	11	19	103	70	83	13	91	204
	19%hjm	**25%h**	**22%h**	*18%*	**35%zcfghi**	**21%h**	*18%*	*16%*	*11%*	*19%*	*15%*	**43%zj**	**23%zm**	*5%*	**29%zm**	*20%*
Don't know/ No opinion	**129**	12	11	28	8	18	17	9	12	14	99	10	27	51	27	132
	13%kln	*13%*	*10%*	**18%zg**	*15%*	*14%*	*11%*	*8%*	*11%*	*13%*	**14%zk**	*6%*	*7%*	**18%zln**	*8%*	*13%*
Agree	**229**	**14**	**28**	**46**	**13**	**28**	**28**	**17**	**33**	**22**	**196**	**13**	**84**	**87**	**50**	**226**
	23%kn	***15%***	***25%***	**30%zafg**	***27%***	***21%***	***17%***	***16%***	**31%zafg**	***22%***	**28%zk**	***8%***	**23%n**	**32%zln**	***16%***	***22%***
Disagree	**459**	**44**	**49**	**51**	**27**	**57**	**86**	**56**	**42**	**46**	**257**	**126**	**194**	**54**	**195**	**464**
	45%cjm	**50%c**	***43%***	***34%***	**53%c**	***42%***	**52%ch**	**54%ch**	***39%***	***45%***	***37%***	**76%zj**	**54%zm**	***20%***	**61%zm**	***46%***
Net agree	**-230**	**-31**	**-20**	**-6**	**-14**	**-29**	**-58**	**-39**	**-9**	**-24**	**-61**	**-113**	**-110**	**33**	**-145**	**-238**
	-23%	***-35%***	***-18%***	***-4%***	***-27%***	***-22%***	***-35%***	***-38%***	***-9%***	***-23%***	***-9%***	***-68%***	***-31%***	***12%***	***-45%***	***-23%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 9

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	42	35	12	12	12	7	14	5	8	2	42	-	15	8	6	35	41
	4%km	4%	7%c	3%	5%	5%	5%	8%	4%	5%	18%zk	-	9%zm	2%	4%	4%	4%
Tend to agree	186	134	37	70	50	20	48	10	37	6	186	-	62	41	35	147	185
	18%akm	17%	20%e	18%	20%e	13%	17%	16%	19%	19%	82%zk	-	36%zm	9%	22%	18%	18%
Neither agree nor disagree	199	158	20	72	43	26	50	14	39	5	-	-	38	53	33	158	193
	20%bjkm	20%b	11%	18%b	17%b	17%	18%b	22%b	20%b	15%	-	-	22%m	12%	20%	19%	19%
Tend to disagree	261	212	51	102	64	50	81	19	52	9	-	261	23	163	40	219	260
	26%jl	27%	28%	26%	26%	33%z	28%	29%	27%	26%	-	57%zj	13%	37%zl	25%	26%	26%
Strongly disagree	198	157	44	95	52	36	63	10	34	8	-	198	10	150	28	167	204
	19%jl	20%	24%	24%zah	21%	23%	22%	16%	17%	24%	-	43%zj	6%	34%zl	17%	20%	20%
Don't know/ No opinion	129	94	19	45	29	15	27	6	24	4	-	-	23	27	21	106	132
	13%jkm	12%	10%	11%	12%	9%	10%	10%	12%	11%	-	-	13%m	6%	13%	13%	13%
Agree	229	169	49	82	61	27	62	15	45	8	229	-	77	49	41	182	226
	23%km	21%	27%ce	21%	25%e	17%	22%	23%	23%	24%	100%zk	-	45%zm	11%	25%	22%	22%
Disagree	459	370	96	197	116	86	144	28	86	17	-	459	33	312	69	386	464
	45%jl	47%	52%z	50%z	47%	56%zadh	51%z	45%	44%	50%	-	100%zj	19%	71%zl	42%	46%	46%
Net agree	-230	-201	-47	-115	-54	-59	-82	-14	-41	-9	229	-459	44	-263	-27	-204	-238
	-23%	-25%	-25%	-29%	-22%	-39%	-29%	-22%	-21%	-26%	100%	-100%	26%	-60%	-17%	-25%	-23%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 10

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

		Newspaper readership					Unwtd total
	Wtd. **Total (z)**	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**42**	15	8	21	5	13	41
	4%	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*
Tend to agree	**186**	76	42	104	34	81	185
	18%	*19%*	*17%*	*18%*	*16%*	*19%*	*18%*
Neither agree nor disagree	**199**	82	49	108	36	95	193
	20%	*21%*	*20%*	*19%*	*16%*	**23%zd**	*19%*
Tend to disagree	**261**	101	65	143	60	110	260
	26%	*25%*	*27%*	*25%*	*28%*	*26%*	*26%*
Strongly disagree	**198**	74	52	102	62	67	204
	19%e	**19%e**	**21%e**	*18%*	**29%zabce**	*16%*	*20%*
Don't know/ No opinion	**129**	48	27	91	20	54	132
	13%	*12%*	*11%*	**16%zad**	*9%*	*13%*	*13%*
Agree	**229**	**91**	**50**	**125**	**39**	**94**	**226**
	23%	***23%***	***21%***	***22%***	***18%***	***22%***	***22%***
Disagree	**459**	**174**	**117**	**245**	**123**	**177**	**464**
	45%	***44%***	**48%e**	***43%***	**57%zabce**	***42%***	***46%***
Net agree	**-230**	**-84**	**-67**	**-120**	**-84**	**-83**	**-238**
	-23%	***-21%***	***-27%***	***-21%***	***-39%***	***-20%***	***-23%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

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)	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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	135	77	58	28	22	45	12	29	16	49	35	35	67	30	13	24	134
	13%bfh	16%zb	11%	18%f	13%	13%	8%	14%	7%	16%h	16%h	14%h	13%	13%	17%	14%	13%
Tend to agree	523	278	245	88	85	172	83	95	121	155	106	141	275	114	39	95	520
	52%b	56%zb	47%	59%	52%	49%	56%	47%	54%	49%	48%	54%	51%	50%	50%	56%	51%
Neither agree nor disagree	151	53	98	14	32	63	21	21	38	39	34	40	92	23	14	22	148
	15%agm	11%	19%za	9%	20%cg	18%cg	14%	10%	17%	13%	16%	15%	17%m	10%	18%	13%	15%
Tend to disagree	122	47	76	14	13	46	19	30	26	42	29	25	65	31	5	22	125
	12%a	9%	15%za	9%	8%	13%	13%	15%d	12%	13%	13%	10%	12%	14%	6%	13%	12%
Strongly disagree	42	16	26	2	3	18	8	11	7	16	8	11	21	14	4	3	44
	4%	3%	5%	1%	2%	5%	6%c	5%c	3%	5%	4%	4%	4%	6%zc	5%	2%	4%
Don't know/ No opinion	42	23	18	5	8	9	5	15	15	12	6	8	18	15	3	5	44
	4%e	5%	4%	3%	5%	2%	3%	8%ze	7%z	4%	3%	3%	3%	7%zl	4%	3%	4%
Agree	658	356	302	116	107	217	94	124	137	204	141	176	342	144	53	119	654
	65%b	72%zb	58%	77%zefg	66%	62%	64%	62%	61%	65%	65%	68%	64%	63%	68%	70%	64%
Disagree	165	63	102	15	16	64	28	41	34	58	37	36	86	45	8	25	169
	16%ad	13%	20%za	10%	10%	18%cd	19%d	20%zcd	15%	18%	17%	14%	16%	20%	11%	15%	17%
Net agree	493	293	201	101	91	153	67	83	103	147	103	140	257	98	44	94	485
	49%begm	59%zb	39%	67%zefg	56%eg	44%	45%	41%	46%	47%	47%	54%z	48%	43%	57%m	55%m	48%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 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

		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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**135**	29	30	75	2	25	63	47	5	39	2	25	101	1	16	11	6	82	53	128	7	123	10	134
	13%lv	*17%*	*15%*	*12%*	*9%*	*12%*	*13%*	*14%*	*9%*	*12%*	*13%*	*14%*	*12%*	*8%*	*19%*	**31%zl**	*37%*	*15%*	*11%*	*14%*	*7%*	**18%zv**	*4%*	*13%*
Tend to agree	**523**	84	116	314	9	108	242	173	21	169	10	93	457	4	41	13	7	269	254	465	58	385	112	520
	52%v	*51%*	**59%zc**	*50%*	*50%*	*52%*	*51%*	*52%*	*39%*	*52%*	*51%*	*50%*	**53%z**	*34%*	*48%*	*38%*	*43%*	*49%*	*55%*	*51%*	*58%*	**56%zv**	*41%*	*51%*
Neither agree nor disagree	**151**	26	24	98	3	22	76	53	14	52	6	31	125	3	13	7	3	87	64	135	16	87	53	148
	15%eu	*16%*	*12%*	*15%*	*15%*	*11%*	*16%*	*16%*	*25%*	*16%*	*31%*	*16%*	*14%*	*25%*	*15%*	*20%*	*20%*	*16%*	*14%*	*15%*	*16%*	*13%*	**20%zu**	*15%*
Tend to disagree	**122**	18	14	88	2	27	58	37	12	49	1	27	108	1	10	1	-	69	53	111	11	47	69	125
	12%bu	*11%*	*7%*	**14%zb**	*11%*	*13%*	*12%*	*11%*	**22%z**	*15%*	*5%*	*15%*	*13%*	*10%*	*12%*	*3%*	-	*13%*	*11%*	*12%*	*11%*	*7%*	**25%zu**	*12%*
Strongly disagree	**42**	5	3	34	-	10	20	12	3	13	-	8	34	1	4	3	-	29	14	40	2	22	20	44
	4%bu	*3%*	*2%*	**5%zb**	-	*5%*	*4%*	*4%*	*6%*	*4%*	-	*4%*	*4%*	*9%*	*5%*	*8%*	-	*5%*	*3%*	*4%*	*2%*	*3%*	**7%zu**	*4%*
Don't know/ No opinion	**42**	4	10	25	3	15	16	11	-	4	-	2	39	2	1	-	-	16	25	35	6	26	8	44
	4%ikq	*2%*	*5%*	*4%*	*15%*	**7%zfg**	*3%*	*3%*	-	*1%*	-	*1%*	*4%*	*14%*	*1%*	-	-	*3%*	**5%q**	*4%*	*6%*	*4%*	*3%*	*4%*
Agree	**658**	**113**	**146**	**389**	**10**	**133**	**305**	**220**	**27**	**208**	**12**	**118**	**558**	**5**	**58**	**24**	**13**	**351**	**307**	**592**	**66**	**507**	**123**	**654**
	65%chv	***68%***	**74%zc**	***61%***	***59%***	***64%***	***64%***	***66%***	***48%***	**64%h**	***63%***	**63%h**	***65%***	***43%***	***67%***	***69%***	***80%***	***64%***	***66%***	***65%***	***65%***	**73%zv**	***45%***	***64%***
Disagree	**165**	**23**	**17**	**122**	**2**	**38**	**78**	**49**	**15**	**62**	**1**	**36**	**142**	**2**	**14**	**4**	**-**	**98**	**67**	**151**	**13**	**70**	**89**	**169**
	16%bu	***14%***	***9%***	**19%zb**	***11%***	***18%***	***16%***	***15%***	**28%z**	***19%***	***5%***	***19%***	***16%***	***19%***	***17%***	***11%***	**-**	***18%***	***14%***	***17%***	***13%***	***10%***	**33%zu**	***17%***
Net agree	**493**	**90**	**129**	**267**	**8**	**95**	**228**	**170**	**11**	**146**	**11**	**83**	**416**	**3**	**43**	**21**	**13**	**253**	**241**	**441**	**52**	**438**	**34**	**485**
	49%chv	**54%c**	**66%zac**	***42%***	***48%***	***46%***	***48%***	***51%***	***20%***	**45%h**	***58%***	**44%h**	***48%***	***24%***	***51%***	***59%***	***80%***	***46%***	***52%***	***48%***	***51%***	**63%zv**	***12%***	***48%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 13

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: 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	135	8	11	26	19	11	22	13	13	13	120	8	49	37	40	134
	13%ek	9%	9%	17%e	38%zabcefghi	8%	13%	13%	12%	13%	17%zk	5%	14%	13%	13%	13%
Tend to agree	523	55	61	69	24	69	76	55	54	59	415	46	173	171	148	520
	52%kn	62%cf	55%	46%	48%	52%	46%	53%	51%	57%	59%zk	28%	48%	62%zln	46%	51%
Neither agree nor disagree	151	10	19	26	2	19	31	16	17	10	78	36	49	34	65	148
	15%dj	12%	17%d	18%d	4%	14%	19%di	16%d	16%d	9%	11%	22%zj	14%	12%	20%zlm	15%
Tend to disagree	122	11	12	9	4	25	22	13	11	14	50	41	59	21	38	125
	12%cjm	13%	10%	6%	8%	18%zc	13%c	13%	11%	14%c	7%	25%zj	16%zm	8%	12%	12%
Strongly disagree	42	1	3	11	-	5	9	5	5	2	11	30	18	5	18	44
	4%jm	1%	3%	7%z	-	4%	5%	5%	5%	2%	2%	18%zj	5%m	2%	6%m	4%
Don't know/ No opinion	42	3	6	8	1	6	6	1	6	6	27	4	12	9	11	44
	4%	3%	5%	6%	2%	4%	3%	1%	5%	5%	4%	2%	3%	3%	3%	4%
Agree	658	62	72	95	44	80	98	69	67	71	535	54	222	208	188	654
	65%kn	71%	64%	63%	86%zbcefghi	60%	59%	66%	63%	69%	76%zk	33%	62%	75%zln	59%	64%
Disagree	165	12	15	21	4	30	31	19	16	17	61	71	77	26	56	169
	16%jm	14%	13%	14%	8%	22%zd	19%	18%	15%	16%	9%	43%zj	21%zm	9%	17%m	17%
Net agree	493	50	57	74	39	50	67	50	51	55	475	-17	145	182	132	485
	49%efkln	57%ef	51%e	49%e	78%zabcefghi	37%	40%	48%	48%	53%ef	68%zk	-10%	40%	66%zln	41%	48%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 14

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**135**	110	31	53	38	20	39	12	20	7	55	50	29	55	11	119	134
	13%kp	*14%*	**17%h**	*13%*	*15%*	*13%*	*14%*	*19%*	*10%*	*21%*	**24%zk**	*11%*	*17%*	*12%*	*7%*	**14%p**	*13%*
Tend to agree	**523**	402	88	194	115	70	138	33	100	16	134	202	102	203	80	433	520
	52%km	*51%*	*48%*	*49%*	*46%*	*46%*	*49%*	*53%*	*51%*	*48%*	**59%zk**	*44%*	**60%zm**	*46%*	*49%*	*52%*	*51%*
Neither agree nor disagree	**151**	115	25	61	39	28	43	4	32	4	21	79	18	70	26	123	148
	15%j	*15%*	*14%*	**16%g**	**16%g**	**18%g**	**15%g**	*6%*	**17%g**	*11%*	*9%*	**17%j**	*10%*	*16%*	*16%*	*15%*	*15%*
Tend to disagree	**122**	97	19	51	36	26	41	10	27	3	11	79	11	74	27	93	125
	12%jl	*12%*	*11%*	*13%*	*15%*	*17%*	*14%*	*16%*	*14%*	*10%*	*5%*	**17%zj**	*6%*	**17%zl**	*17%*	*11%*	*12%*
Strongly disagree	**42**	36	12	23	11	7	15	2	10	3	3	34	7	26	9	34	44
	4%j	*4%*	*7%*	**6%z**	*4%*	*4%*	*5%*	*3%*	*5%*	*8%*	*1%*	**7%zj**	*4%*	**6%z**	*5%*	*4%*	*4%*
Don't know/ No opinion	**42**	31	8	12	9	3	9	2	5	1	4	13	4	14	11	30	44
	4%j	*4%*	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*7%*	*4%*	*4%*
Agree	**658**	**511**	**119**	**247**	**153**	**91**	**178**	**45**	**120**	**24**	**190**	**253**	**131**	**257**	**91**	**552**	**654**
	65%kmp	***65%***	***65%***	***63%***	***62%***	***59%***	***62%***	**72%e**	***62%***	***69%***	**83%zk**	***55%***	**77%zm**	***58%***	***56%***	**66%zp**	***64%***
Disagree	**165**	**133**	**31**	**74**	**47**	**32**	**55**	**12**	**37**	**6**	**15**	**114**	**18**	**100**	**36**	**126**	**169**
	16%jl	***17%***	***17%***	***19%***	***19%***	***21%***	***19%***	***19%***	***19%***	***18%***	***6%***	**25%zj**	***11%***	**23%zl**	**22%zq**	***15%***	***17%***
Net agree	**493**	**378**	**88**	**173**	**106**	**58**	**122**	**33**	**83**	**17**	**175**	**139**	**113**	**157**	**56**	**426**	**485**
	49%cdefkmp	**48%ce**	**48%e**	***44%***	***43%***	***38%***	***43%***	**53%e**	***43%***	***51%***	**77%zk**	***30%***	**66%zm**	***36%***	***34%***	**51%zp**	***48%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 15

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

		Newspaper readership					Unwtd total
	Wtd. **Total (z)**	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**135**	54	33	82	35	50	134
	13%	*14%*	*13%*	*14%*	*16%*	*12%*	*13%*
Tend to agree	**523**	196	124	283	112	221	520
	52%	*50%*	*51%*	*50%*	*52%*	*52%*	*51%*
Neither agree nor disagree	**151**	55	39	86	32	56	148
	15%	*14%*	*16%*	*15%*	*15%*	*13%*	*15%*
Tend to disagree	**122**	57	25	68	22	57	125
	12%	*14%*	*10%*	*12%*	*10%*	*14%*	*12%*
Strongly disagree	**42**	20	9	20	10	18	44
	4%	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*
Don't know/ No opinion	**42**	13	12	28	6	18	44
	4%	*3%*	*5%*	*5%*	*3%*	*4%*	*4%*
Agree	**658**	**250**	**157**	**365**	**146**	**270**	**654**
	65%	***63%***	***65%***	***64%***	***68%***	***64%***	***64%***
Disagree	**165**	**77**	**35**	**88**	**32**	**75**	**169**
	16%	**19%zc**	***14%***	***16%***	***15%***	***18%***	***17%***
Net agree	**493**	**173**	**122**	**276**	**114**	**195**	**485**
	49%a	***44%***	***51%***	**49%a**	**53%a**	***46%***	***48%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

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

	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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	278	133	145	34	32	94	41	77	52	102	65	58	134	86	18	39	283
	27%dk	27%	28%	22%	20%	27%	27%	38%zcdef	24%	32%zhk	30%	22%	25%	38%zlno	23%	23%	28%
Tend to agree	485	248	237	83	80	156	74	91	114	152	90	129	257	104	36	87	483
	48%j	50%	46%	55%e	49%	44%	50%	46%	51%j	48%	41%	50%	48%	46%	47%	51%	48%
Neither agree nor disagree	113	53	60	22	24	39	14	15	27	29	27	31	66	16	10	20	109
	11%gm	11%	12%	14%	14%g	11%	9%	7%	12%	9%	12%	12%	12%m	7%	13%	12%	11%
Tend to disagree	80	33	47	4	10	41	15	9	14	18	20	28	49	11	5	15	81
	8%cgm	7%	9%	3%	6%	12%zcdg	10%c	5%	6%	6%	9%	11%i	9%m	5%	6%	9%	8%
Strongly disagree	37	12	25	3	9	16	4	5	10	8	7	12	18	8	6	6	37
	4%a	2%	5%a	2%	5%	5%	2%	2%	4%	3%	3%	5%	3%	3%	7%	3%	4%
Don't know/ No opinion	23	17	7	5	8	6	1	3	7	6	8	2	14	2	4	3	22
	2%b	3%zb	1%	3%	5%zef	2%	1%	2%	3%	2%	4%k	1%	3%	1%	5%m	2%	2%
Agree	763	381	382	117	112	250	115	168	167	254	155	187	391	191	54	127	766
	75%e	77%	73%	77%	69%	71%	78%	84%zde	75%	81%zjk	71%	72%	73%	84%zlno	70%	74%	75%
Disagree	116	45	72	7	18	57	18	14	23	26	28	40	67	19	10	21	118
	11%acgim	9%	14%za	5%	11%	16%zcg	12%c	7%	10%	8%	13%	15%zi	12%	8%	13%	12%	12%
Net agree	646	336	310	109	94	193	97	154	143	228	128	147	325	172	44	106	648
	64%bekl	68%zb	60%	72%zde	58%	55%	65%e	77%zdef	64%	73%zhjk	59%	56%	60%	75%zlno	57%	62%	64%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 17

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**278**	42	46	187	3	80	112	86	14	97	7	48	240	2	18	11	6	174	104	261	17	239	31	283
	27%frtv	*25%*	*23%*	*29%*	*18%*	**38%zfg**	*24%*	*26%*	*25%*	*30%*	*35%*	*26%*	*28%*	*16%*	*21%*	*32%*	*37%*	**32%zr**	*22%*	**29%zt**	*16%*	**35%zv**	*11%*	*28%*
Tend to agree	**485**	74	98	303	10	95	235	155	29	150	8	95	418	6	40	15	6	246	240	446	39	340	118	483
	48%q	*45%*	*50%*	*48%*	*55%*	*46%*	*50%*	*47%*	*52%*	*46%*	*42%*	*51%*	*48%*	*51%*	*47%*	*43%*	*36%*	*45%*	**52%zq**	*49%*	*38%*	*49%*	*43%*	*48%*
Neither agree nor disagree	**113**	14	28	68	3	19	54	40	7	43	3	15	87	3	15	4	3	47	66	91	21	64	44	109
	11%lqsu	*8%*	*14%*	*11%*	*15%*	*9%*	*11%*	*12%*	*12%*	**13%k**	*13%*	*8%*	*10%*	*23%*	**18%l**	*12%*	*21%*	*8%*	**14%zq**	*10%*	**21%zs**	*9%*	**16%zu**	*11%*
Tend to disagree	**80**	23	9	46	1	8	37	35	1	22	2	16	66	1	10	2	-	54	26	73	7	25	51	81
	8%eru	**14%zbc**	*5%*	*7%*	*6%*	*4%*	**8%e**	**11%ze**	*1%*	*7%*	*11%*	*8%*	*8%*	*10%*	*11%*	*5%*	-	**10%zr**	*6%*	*8%*	*7%*	*4%*	**18%zu**	*8%*
Strongly disagree	**37**	8	3	25	-	5	18	13	5	11	-	7	31	-	2	3	1	30	7	35	1	12	23	37
	4%ru	*5%*	*2%*	*4%*	-	*2%*	*4%*	*4%*	*9%*	*3%*	-	*4%*	*4%*	-	*2%*	*8%*	*6%*	**5%zr**	*1%*	*4%*	*1%*	*2%*	**8%zu**	*4%*
Don't know/ No opinion	**23**	5	12	6	1	2	18	4	-	3	-	6	21	-	1	-	-	2	21	7	16	10	7	22
	2%ceiqsu	*3%*	**6%zc**	*1%*	*6%*	*1%*	**4%zeg**	*1%*	-	*1%*	-	*3%*	*2%*	-	*1%*	-	-	*	**5%zq**	*1%*	**16%zs**	*1%*	*3%*	*2%*
Agree	**763**	**117**	**144**	**490**	**13**	**175**	**347**	**240**	**43**	**247**	**15**	**143**	**658**	**8**	**58**	**26**	**12**	**420**	**343**	**707**	**56**	**579**	**149**	**766**
	75%tv	***70%***	***73%***	**77%z**	***73%***	**84%zfg**	***73%***	***72%***	***78%***	***76%***	***77%***	***77%***	***76%***	***67%***	***68%***	***74%***	***73%***	***76%***	***74%***	**77%zt**	***55%***	**84%zv**	***54%***	***75%***
Disagree	**116**	**32**	**12**	**71**	**1**	**13**	**55**	**48**	**6**	**33**	**2**	**23**	**97**	**1**	**12**	**5**	**1**	**83**	**33**	**108**	**8**	**37**	**73**	**118**
	11%beru	**19%zbc**	***6%***	***11%***	***6%***	***6%***	**12%e**	**15%ze**	***10%***	***10%***	***11%***	***12%***	***11%***	***10%***	***13%***	***13%***	***6%***	**15%zr**	***7%***	***12%***	***8%***	***5%***	**27%zu**	***12%***
Net agree	**646**	**85**	**131**	**418**	**12**	**162**	**292**	**192**	**38**	**214**	**13**	**120**	**561**	**7**	**47**	**22**	**11**	**336**	**310**	**599**	**47**	**542**	**76**	**648**
	64%agtv	***51%***	**67%a**	**66%a**	***68%***	**78%zfg**	***62%***	***58%***	***68%***	***66%***	***66%***	***65%***	**65%z**	***57%***	***54%***	***61%***	***67%***	***61%***	***67%***	**66%zt**	***47%***	**79%zv**	***28%***	***64%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 18

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	278	24	29	28	24	29	53	36	33	22	249	16	99	77	86	283
	27%ck	27%	25%	19%	47%zabcei	22%	32%c	35%cei	31%c	21%	36%zk	10%	28%	28%	27%	28%
Tend to agree	485	40	63	80	19	69	76	46	42	51	364	51	170	141	141	483
	48%k	45%	56%dh	53%h	37%	51%	46%	45%	40%	49%	52%zk	31%	47%	51%	44%	48%
Neither agree nor disagree	113	12	11	19	5	12	10	11	17	14	57	23	39	36	35	109
	11%fj	13%	10%	13%	11%	9%	6%	11%	16%f	14%f	8%	14%j	11%	13%	11%	11%
Tend to disagree	80	7	4	9	1	18	17	6	8	8	22	43	36	9	30	81
	8%jm	8%	4%	6%	2%	14%zbcdg	10%b	6%	8%	8%	3%	26%zj	10%m	3%	9%m	8%
Strongly disagree	37	-	5	9	2	5	8	3	3	2	5	28	10	7	19	37
	4%j	-	4%	6%a	4%	4%	5%	3%	3%	2%	1%	17%zj	3%	2%	6%zlm	4%
Don't know/ No opinion	23	5	1	5	-	1	1	1	2	6	5	3	6	7	8	22
	2%j	6%ef	1%	4%	-	1%	1%	1%	2%	6%zbef	1%	2%	2%	2%	3%	2%
Agree	763	64	91	108	42	98	128	83	75	73	613	68	270	218	227	766
	75%kn	73%	81%	72%	83%	73%	78%	79%	71%	70%	87%zk	41%	75%	79%n	71%	75%
Disagree	116	7	9	18	3	24	25	9	11	10	27	71	45	15	49	118
	11%jm	8%	8%	12%	6%	18%zb	15%	9%	11%	10%	4%	43%zj	13%m	6%	15%zm	12%
Net agree	646	57	82	90	39	75	103	74	64	63	586	-4	224	203	178	648
	64%ekn	64%	73%zcehi	60%	77%cei	55%	63%	71%e	61%	61%	84%zk	-2%	62%	73%zln	56%	64%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 19

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	278	230	75	125	76	44	87	24	48	10	88	117	54	111	42	230	283
	27%	29%z	41%zacdefh	32%zh	30%	29%	31%	38%h	25%	28%	38%zk	26%	32%	25%	25%	28%	28%
Tend to agree	485	384	61	179	102	68	130	29	100	16	110	199	85	215	77	398	483
	48%bdk	49%bd	33%	45%b	41%b	44%b	46%b	47%	51%bd	47%	48%	43%	50%	49%	47%	48%	48%
Neither agree nor disagree	113	80	12	30	26	13	24	4	18	3	21	55	13	54	17	94	109
	11%bc	10%c	7%	7%	11%	8%	8%	6%	9%	9%	9%	12%	8%	12%	10%	11%	11%
Tend to disagree	80	60	21	36	30	19	27	4	14	3	4	53	11	40	17	62	81
	8%j	8%	11%a	9%	12%zah	13%zah	10%	6%	7%	8%	2%	12%zj	7%	9%	10%	7%	8%
Strongly disagree	37	30	13	24	15	8	15	3	13	2	3	29	3	16	6	31	37
	4%j	4%	7%za	6%za	6%z	6%	5%	4%	7%za	7%	1%	6%zj	2%	4%	4%	4%	4%
Don't know/ No opinion	23	6	1	1	-	1	2	-	1	-	2	6	5	6	5	17	22
	2%acdfkm	1%	1%	*	-	1%	1%	-	*	-	1%	1%	3%	1%	3%	2%	2%
Agree	763	614	136	304	178	112	217	53	148	26	198	316	139	326	119	628	766
	75%k	78%zd	74%	77%d	72%	73%	76%	84%d	76%	76%	87%zk	69%	81%z	74%	73%	75%	75%
Disagree	116	90	34	61	45	28	42	6	27	5	7	82	14	56	22	93	118
	11%j	11%	19%za	15%za	18%za	18%za	15%za	10%	14%	15%	3%	18%zj	8%	13%	14%	11%	12%
Net agree	646	524	102	244	133	84	175	47	121	21	190	234	125	270	96	535	648
	64%bdek	66%zbcdef	55%	62%d	54%	55%	62%d	74%bcdef	62%d	60%	83%zk	51%	73%zm	61%	59%	64%	64%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 20

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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**278**	100	66	159	55	115	283
	27%	*25%*	*27%*	*28%*	*25%*	*27%*	*28%*
Tend to agree	**485**	198	120	271	109	204	483
	48%	*50%*	*50%*	*48%*	*50%*	*49%*	*48%*
Neither agree nor disagree	**113**	39	27	67	28	40	109
	11%	*10%*	*11%*	*12%*	*13%*	*9%*	*11%*
Tend to disagree	**80**	32	16	44	16	32	81
	8%	*8%*	*6%*	*8%*	*7%*	*8%*	*8%*
Strongly disagree	**37**	17	4	18	3	17	37
	4%b	***4%d***	*2%*	*3%*	*2%*	***4%bd***	*4%*
Don't know/ No opinion	**23**	8	9	10	6	13	22
	2%	*2%*	***4%c***	*2%*	*3%*	***3%a***	*2%*
Agree	**763**	**299**	**187**	**430**	**164**	**319**	**766**
	75%	***76%***	***77%***	***76%***	***76%***	***76%***	***75%***
Disagree	**116**	**49**	**20**	**62**	**19**	**49**	**118**
	11%	***13%***	***8%***	***11%***	***9%***	***12%b***	***12%***
Net agree	**646**	**250**	**167**	**368**	**145**	**270**	**648**
	64%	***63%***	***69%***	***65%***	***67%***	***64%***	***64%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Table 21

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	1015	1015	1015
Weighted Total	1015	1015	1015
Strongly agree	42 *4%*	135 *13%*	278 *27%*
Tend to agree	186 *18%*	523 *52%*	485 *48%*
Neither agree nor disagree	199 *20%*	151 *15%*	113 *11%*
Tend to disagree	261 *26%*	122 *12%*	80 *8%*
Strongly disagree	198 *19%*	42 *4%*	37 *4%*
Don't know/ No opinion	129 *13%*	42 *4%*	23 *2%*
Agree	**229** ***23%***	**658** ***65%***	**763** ***75%***
Disagree	**459** ***45%***	**165** ***16%***	**116** ***11%***
Net agree	**-230** ***-23%***	**493** ***49%***	**646** ***64%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Public Perceptions of the NHS and Social Care

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Table 22

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Get much better	64	29	35	6	7	27	13	10	7	22	18	16	35	12	2	15	66
	6%h	6%	7%	4%	4%	8%	9%	5%	3%	7%	8%h	6%	6%	5%	2%	9%	7%
Get better	296	141	155	50	43	95	50	58	53	102	71	70	159	70	19	48	293
	29%	28%	30%	33%	27%	27%	34%	29%	24%	33%h	33%h	27%	30%	31%	24%	28%	29%
Stay about the same	277	140	136	54	44	96	29	54	60	94	44	79	139	60	26	52	272
	27%fj	28%	26%	36%zf	27%	27%	19%	27%	27%	30%j	20%	30%j	26%	26%	33%	31%	27%
Get worse	239	126	113	24	46	79	42	48	70	57	58	54	138	53	18	30	241
	24%io	26%	22%	16%	28%c	22%	28%c	24%	31%zik	18%	27%i	21%	26%o	23%	24%	17%	24%
Get much worse	81	33	48	5	13	42	9	12	20	23	17	20	47	12	6	15	82
	8%	7%	9%	3%	8%	12%zcfg	6%	6%	9%	7%	8%	8%	9%	5%	8%	9%	8%
Don't know	59	26	33	11	10	15	5	18	13	16	9	22	21	20	7	11	61
	6%l	5%	6%	7%	6%	4%	3%	9%zef	6%	5%	4%	8%	4%	9%zl	9%	7%	6%
Better	360	170	190	56	50	121	63	68	61	124	89	86	194	82	21	63	359
	35%h	34%	37%	37%	31%	34%	43%zd	34%	27%	40%h	41%h	33%	36%	36%	26%	37%	35%
Worse	319	159	160	29	58	120	51	60	91	80	75	74	185	65	25	44	323
	31%ci	32%	31%	20%	36%c	34%c	34%c	30%c	41%zik	25%	35%i	28%	34%o	29%	32%	26%	32%
Net better	40	10	30	27	-8	1	12	8	-30	44	14	12	9	17	-4	19	36
	4%adehln	2%	6%za	18%zdefg	-5%	*	8%zde	4%e	-13%	14%zhjk	6%	5%	2%n	7%zln	-5%	11%zln	4%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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Table 23

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Get much better	**64**	12	8	39	4	7	29	27	5	26	-	18	48	1	9	4	1	43	21	59	5	35	26	66
	6%elru	*7%*	*4%*	*6%*	*26%*	*4%*	*6%*	**8%e**	*9%*	*8%*	-	**10%z**	*6%*	*9%*	*10%*	*11%*	*6%*	**8%zr**	*4%*	*6%*	*5%*	*5%*	**10%zu**	*7%*
Get better	**296**	47	52	190	7	65	145	85	19	117	7	53	259	2	19	10	5	157	139	271	25	210	77	293
	29%	*28%*	*27%*	*30%*	*40%*	*31%*	*31%*	*26%*	*34%*	**36%zk**	*34%*	*28%*	*30%*	*20%*	*23%*	*29%*	*31%*	*29%*	*30%*	*30%*	*25%*	*30%*	*28%*	*29%*
Stay about the same	**277**	39	65	171	2	50	123	104	6	58	3	45	234	2	26	7	6	136	140	240	37	201	62	272
	27%hiqs	*23%*	*33%*	*27%*	*10%*	*24%*	*26%*	*31%*	*11%*	*18%*	*18%*	**24%hj**	*27%*	*17%*	*31%*	*19%*	*38%*	*25%*	*30%*	*26%*	**36%zs**	**29%v**	*23%*	*27%*
Get worse	**239**	44	38	154	2	54	113	72	15	88	7	45	205	7	12	12	2	144	95	221	17	163	61	241
	24%nr	*27%*	*19%*	*24%*	*13%*	*26%*	*24%*	*22%*	*27%*	*27%*	*37%*	*24%*	*24%*	*54%*	*14%*	**36%n**	*14%*	**26%zr**	*21%*	*24%*	*17%*	*24%*	*22%*	*24%*
Get much worse	**81**	13	15	53	-	12	39	30	9	29	-	16	67	-	12	1	1	51	30	75	6	38	38	82
	8%u	*8%*	*8%*	*8%*	-	*6%*	*8%*	*9%*	**17%z**	*9%*	-	*8%*	*8%*	-	**14%z**	*3%*	*6%*	*9%*	*6%*	*8%*	*6%*	*5%*	**14%zu**	*8%*
Don't know	**59**	12	18	27	2	19	26	14	1	8	2	10	51	-	7	1	1	20	39	48	11	43	9	61
	6%ciqsv	*7%*	**9%zc**	*4%*	*11%*	**9%zg**	*5%*	*4%*	*1%*	*3%*	*11%*	*5%*	*6%*	-	*8%*	*3%*	*6%*	*4%*	**8%zq**	*5%*	**11%zs**	*6%*	*3%*	*6%*
Better	**360**	**59**	**60**	**229**	**11**	**73**	**175**	**112**	**24**	**143**	**7**	**71**	**307**	**4**	**28**	**14**	**6**	**200**	**159**	**329**	**30**	**246**	**103**	**359**
	35%	***35%***	***31%***	***36%***	***66%***	***35%***	***37%***	***34%***	***43%***	**44%z**	***34%***	***38%***	***36%***	***29%***	***33%***	***40%***	***37%***	***36%***	***34%***	***36%***	***30%***	***36%***	***38%***	***35%***
Worse	**319**	**57**	**53**	**207**	**2**	**66**	**151**	**102**	**24**	**117**	**7**	**61**	**272**	**7**	**24**	**13**	**3**	**195**	**125**	**296**	**23**	**201**	**99**	**323**
	31%ru	***34%***	***27%***	***33%***	***13%***	***32%***	***32%***	***31%***	***44%***	**36%z**	***37%***	***32%***	***31%***	***54%***	***28%***	***38%***	***19%***	**35%zr**	***27%***	***32%***	***23%***	***29%***	**36%u**	***32%***
Net better	**40**	**2**	**8**	**22**	**9**	**7**	**23**	**10**	*****	**26**	**-1**	**10**	**35**	**-3**	**4**	**1**	**3**	**6**	**35**	**33**	**7**	**45**	**4**	**36**
	4%aqv	*1%*	*4%*	*3%*	*53%*	*3%*	*5%*	*3%*	*	**8%zh**	*-3%*	*5%*	*4%*	*-26%*	*4%*	*2%*	*18%*	*1%*	**7%zq**	*4%*	*7%*	**6%zv**	*1%*	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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.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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Get much better	64	6	12	10	2	10	10	5	4	5	37	20	64	-	-	66
	6%mn	7%	11%zh	6%	4%	7%	6%	5%	3%	5%	5%	12%zj	18%zmn	-	-	7%
Get better	296	26	29	39	15	40	55	31	30	31	200	45	296	-	-	293
	29%mn	29%	26%	26%	30%	30%	33%	30%	28%	30%	29%	27%	82%zmn	-	-	29%
Stay about the same	277	28	29	37	14	28	47	24	42	28	218	20	-	277	-	272
	27%kln	32%	26%	25%	28%	21%	28%	23%	40%zbcegi	27%	31%zk	12%	-	100%zln	-	27%
Get worse	239	22	32	35	10	28	35	36	16	26	163	40	-	-	239	241
	24%hlm	25%	28%h	23%	20%	20%	21%	34%zefh	15%	25%	23%	24%	-	-	75%zlm	24%
Get much worse	81	3	6	13	5	17	13	7	9	7	41	32	-	-	81	82
	8%jlm	4%	5%	9%	10%	13%zab	8%	6%	9%	7%	6%	20%zj	-	-	25%zlm	8%
Don't know	59	3	5	16	5	12	6	2	5	6	42	8	-	-	-	61
	6%lmn	3%	4%	11%zfg	9%g	9%fg	3%	2%	5%	5%	6%	5%	-	-	-	6%
Better	**360**	**32**	**41**	**49**	**17**	**50**	**65**	**36**	**34**	**36**	**237**	**65**	**360**	**-**	**-**	**359**
	35%mn	**36%**	**36%**	**32%**	**34%**	**37%**	**39%**	**35%**	**32%**	**35%**	**34%**	**39%**	**100%zmn**	**-**	**-**	**35%**
Worse	**319**	**25**	**38**	**48**	**15**	**45**	**48**	**42**	**25**	**33**	**204**	**72**	**-**	**-**	**319**	**323**
	31%jlm	**28%**	**33%**	**32%**	**29%**	**33%**	**29%**	**40%h**	**24%**	**32%**	**29%**	**44%zj**	**-**	**-**	**100%zlm**	**32%**
Net better	**40**	**7**	**3**	**1**	**2**	**5**	**16**	**-6**	**9**	**3**	**33**	**-7**	**360**	**0**	**-319**	**36**
	4%cgk	**8%cg**	3%	*	**4%c**	**4%c**	**10%zbcegi**	-6%	**8%zcg**	3%	**5%k**	-4%	**100%zn**	0%	-100%	4%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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.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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Get much better	64	53	19	35	24	19	24	4	15	4	11	45	8	47	11	51	66
	6%	7%	10%za	9%za	10%z	13%za	8%	7%	8%	13%	5%	10%zj	5%	11%zl	7%	6%	7%
Get better	296	223	53	111	68	47	84	27	60	13	73	149	65	134	43	248	293
	29%	28%	29%	28%	27%	31%	29%	43%zabcdf	31%	38%	32%	33%z	38%z	30%	26%	30%	29%
Stay about the same	277	213	39	95	58	35	70	15	49	8	87	54	48	52	51	220	272
	27%km	27%	21%	24%	23%	23%	25%	24%	25%	22%	38%zk	12%	28%m	12%	31%	26%	27%
Get worse	239	192	51	106	64	33	63	11	49	6	41	133	40	138	36	200	241
	24%j	24%	28%	27%	26%	22%	22%	18%	25%	16%	18%	29%zj	24%	31%z	22%	24%	24%
Get much worse	81	68	14	35	29	14	33	3	15	4	9	62	4	57	16	62	82
	8%jl	9%	8%	9%	12%z	9%	12%za	5%	8%	10%	4%	13%zj	2%	13%zl	10%	7%	8%
Don't know	59	41	8	13	6	5	11	2	6	-	7	16	5	14	7	50	61
	6%cdjkm	5%cd	4%	3%	2%	3%	4%	3%	3%	-	3%	3%	3%	3%	4%	6%	6%
Better	360	276	72	146	91	66	108	31	75	18	84	194	73	180	54	299	359
	35%	35%	39%	37%	37%	43%za	38%	50%zacd	39%	51%za	37%	42%z	43%z	41%z	33%	36%	35%
Worse	319	259	65	141	94	47	96	15	64	9	50	195	44	195	52	262	323
	31%j	33%	35%	36%zg	38%zg	31%	34%	23%	33%	27%	22%	43%zj	26%	44%zl	32%	32%	32%
Net better	40	17	7	6	-2	19	12	17	11	8	34	-1	29	-15	2	37	36
	4%acdkmp	2%d	4%cd	1%d	-1%	13%zabcdfh	4%acd	26%zabcdefh	6%acd	24%zabcdfh	15%zk	*	17%zm	-3%	1%	4%	4%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

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Table 26

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

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Get much better	64	31	13	35	18	25	66
	6%	8%e	5%	6%	8%	6%	7%
Get better	296	111	77	158	75	124	293
	29%	28%	32%	28%	35%ac	29%	29%
Stay about the same	277	115	58	160	43	126	272
	27%d	29%d	24%	28%d	20%	30%bd	27%
Get worse	239	96	60	131	48	100	241
	24%	24%	25%	23%	22%	24%	24%
Get much worse	81	19	20	39	18	21	82
	8%ae	5%	8%e	7%	8%a	5%	8%
Don't know	59	22	15	45	15	24	61
	6%	6%	6%	8%za	7%	6%	6%
Better	360	142	90	193	93	149	359
	35%	36%	37%	34%	43%zace	35%	35%
Worse	319	115	80	170	66	121	323
	31%	29%	33%	30%	31%	29%	32%
Net better	40	27	11	23	27	28	36
	4%	7%zc	4%	4%	12%zabce	7%zc	4%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

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Table 27

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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Been an inpatient at an NHS hospital	184 18%c	80 16%	104 20%	16 11%	35 21%c	65 19%c	24 16%	43 21%c	41 18%	53 17%	40 18%	50 19%	88 16%	47 21%	16 21%	32 19%	188 19%
Attended an NHS hospital as an outpatient	395 39%c	187 38%	209 40%	36 24%	58 36%c	135 38%c	63 43%c	102 51%zcde	96 43%	120 38%	83 38%	96 37%	200 37%	113 50%zlno	25 32%	58 34%	409 40%
Visited an accident and emergency (A&E) department	249 24%gm	113 23%	135 26%	38 25%	41 25%g	105 30%zfg	31 21%	32 16%	47 21%	81 26%	66 30%zhk	55 21%	144 27%m	38 16%	13 17%	54 32%zmn	245 24%
Used NHS Direct	153 15%afgkm	60 12%	94 18%za	19 13%	32 20%fg	69 20%zfg	14 10%	20 10%	34 15%	55 17%k	40 18%k	25 9%	91 17%m	23 10%	8 10%	32 19%m	150 15%
Visited a Pharmacist/ Chemist for medical advice	284 28%a	113 23%	171 33%za	31 21%	48 29%	109 31%c	45 30%	51 26%	61 27%	87 28%	71 33%	65 25%	156 29%	59 26%	18 23%	52 30%	287 28%
Used the NHS Choices website	63 6%gm	25 5%	38 7%	14 9%g	14 8%g	23 7%	5 3%	7 4%	16 7%	21 7%	14 6%	13 5%	31 6%	8 4%	3 4%	20 12%zlm	61 6%
Used a walk-in clinic	194 19%gm	88 18%	106 20%	32 21%g	44 27%zfg	75 21%g	21 14%	22 11%	47 21%	60 19%	46 21%	42 16%	109 20%m	26 12%	15 20%	43 25%zm	187 18%
Visited an NHS GP	790 78%ak	357 72%	434 83%za	109 72%	116 72%	279 79%	121 82%d	163 81%d	180 81%k	245 78%	178 82%k	187 72%	408 76%	189 83%zl	60 77%	133 78%	795 78%
Used social care services	34 3%l	14 3%	21 4%	4 3%	2 1%	11 3%	10 7%zd	8 4%	5 2%	11 4%	7 3%	11 4%	8 2%	10 4%l	3 3%	14 8%zl	37 4%
None of these	95 9%bgm	63 13%zb	31 6%	10 7%	17 11%	39 11%g	15 10%	12 6%	21 9%	33 10%	16 7%	25 10%	59 11%m	14 6%	9 12%	12 7%	94 9%
Don't know/refused	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *
NHS user	914 90%a	427 86%	487 94%za	140 92%	144 89%	310 88%	133 90%	187 93%e	200 90%	279 89%	200 92%	234 90%	475 88%	212 93%zl	68 88%	158 92%	914 90%
Non NHS user	101 10%bm	68 14%zb	33 6%	12 8%	18 11%	42 12%g	15 10%	14 7%	23 10%	34 11%	18 8%	26 10%	64 12%m	16 7%	9 12%	13 8%	101 10%
NHS user inc. social care services	914 90%a	427 86%	487 94%za	140 92%	144 89%	310 88%	133 90%	187 93%ze	200 90%	279 89%	201 92%	234 90%	475 88%	213 93%zl	68 88%	158 92%	915 90%
Hospital/A&E user	552 54%ac	251 51%	300 58%za	68 45%	91 56%	189 54%	80 54%	122 61%zc	126 57%	168 54%	123 57%	134 52%	291 54%	138 61%zn	34 44%	89 52%	559 55%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 28

Q.4 Which of the following health services, if any, have you personally 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Been an inpatient at an NHS hospital	**184**	37	37	108	2	43	61	80	9	55	2	33	160	4	6	11	2	184	-	184	-	130	49	188
	18%fnrt	*22%*	*19%*	*17%*	*10%*	**21%f**	*13%*	**24%zf**	*15%*	*17%*	*10%*	*18%*	**19%n**	*32%*	*7%*	**30%n**	*12%*	**33%zr**	-	**20%zt**	-	*19%*	*18%*	*19%*
Attended an NHS hospital as an outpatient	**395**	76	53	261	6	103	175	117	32	139	15	95	346	4	27	13	4	395	-	395	-	276	110	409
	39%brt	**45%b**	*27%*	**41%b**	*33%*	**49%zfg**	*37%*	*35%*	**57%zi**	*43%*	*75%*	**51%zi**	*40%*	*36%*	*31%*	*36%*	*27%*	**72%zr**	-	**43%zt**	-	*40%*	*40%*	*40%*
Visited an accident and emergency (A&E) department	**249**	48	52	142	8	31	106	112	10	99	6	55	212	5	18	9	4	249	-	249	-	170	72	245
	24%cert	*29%*	*26%*	*22%*	*45%*	*15%*	**22%e**	**34%zef**	*18%*	**30%zh**	*33%*	*29%*	*25%*	*41%*	*21%*	*24%*	*23%*	**45%zr**	-	**27%zt**	-	*25%*	*26%*	*24%*
Used NHS Direct	**153**	31	36	86	1	19	64	71	8	57	4	45	137	3	7	6	-	118	35	153	-	102	44	150
	15%ert	*19%*	*18%*	*14%*	*5%*	*9%*	*13%*	**21%zef**	*14%*	*18%*	*18%*	**24%zi**	*16%*	*24%*	*9%*	*16%*	-	**21%zr**	*8%*	**17%zt**	-	*15%*	*16%*	*15%*
Visited a Pharmacist/ Chemist for medical advice	**284**	54	57	169	4	50	119	116	18	105	7	72	252	5	16	7	4	198	87	278	6	187	81	287
	28%nrt	*32%*	*29%*	*27%*	*25%*	*24%*	*25%*	**35%zef**	*33%*	*32%*	*38%*	**39%z**	**29%zn**	*37%*	*18%*	*19%*	*24%*	**36%zr**	*19%*	**30%zt**	*6%*	*27%*	*30%*	*28%*
Used the NHS Choices website	**63**	9	13	41	-	7	17	39	6	31	-	18	59	-	2	-	2	49	14	62	1	46	16	61
	6%efrt	*6%*	*6%*	*7%*	-	*4%*	*4%*	**12%zef**	*10%*	**10%z**	-	**10%z**	*7%*	-	*3%*	-	*14%*	**9%zr**	*3%*	**7%zt**	*1%*	*7%*	*6%*	*6%*
Used a walk-in clinic	**194**	36	43	112	3	21	87	86	13	61	3	36	163	3	18	6	4	132	62	194	-	128	56	187
	19%ert	*22%*	*22%*	*18%*	*16%*	*10%*	**18%e**	**26%zef**	*23%*	*19%*	*17%*	*19%*	*19%*	*22%*	*21%*	*16%*	*26%*	**24%zr**	*13%*	**21%zt**	-	*18%*	*20%*	*18%*
Visited an NHS GP	**790**	134	138	508	11	170	344	276	45	263	16	149	671	9	68	28	13	459	331	790	-	542	214	795
	78%bfrt	**80%b**	*70%*	**80%zb**	*63%*	**82%f**	*72%*	**83%zf**	*80%*	*81%*	*82%*	*80%*	*78%*	*73%*	*79%*	*80%*	*79%*	**83%zr**	*71%*	**87%zt**	-	*78%*	*78%*	*78%*
Used social care services	**34**	10	10	14	-	8	19	8	-	16	1	10	31	1	-	2	-	29	6	34	1	26	8	37
	3%cr	**6%c**	**5%c**	*2%*	-	*4%*	*4%*	*2%*	-	*5%*	*5%*	*5%*	*4%*	*7%*	-	**6%n**	-	**5%zr**	*1%*	*4%*	*1%*	*4%*	*3%*	*4%*
None of these	**95**	13	25	53	3	12	63	19	5	25	-	8	83	1	6	1	2	-	95	-	95	62	22	94
	9%egkqs	*8%*	*13%*	*8%*	*19%*	*6%*	**13%zeg**	*6%*	*8%*	*8%*	-	*4%*	*10%*	*7%*	*7%*	*3%*	*15%*	-	**20%zq**	-	**93%zs**	*9%*	*8%*	*9%*
Don't know/refused	**1**	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	1
	*****	-	-	*	-	*	-	-	-	-	-	-	-	-	**1%zl**	-	-	-	*	-	**1%zs**	-	*	*
NHS user	**914**	**152**	**170**	**577**	**14**	**195**	**406**	**313**	**50**	**300**	**19**	**178**	**775**	**11**	**78**	**34**	**14**	**552**	**362**	**914**	**-**	**625**	**249**	**914**
	90%frt	***91%***	***87%***	***91%***	***81%***	**94%zf**	***86%***	**94%zf**	***90%***	***92%***	***100%***	**95%z**	***90%***	***93%***	***91%***	***97%***	***85%***	**100%zr**	***78%***	**100%zt**	**-**	***91%***	***91%***	***90%***
Non NHS user	**101**	**14**	**26**	**58**	**3**	**13**	**69**	**19**	**6**	**26**	**-**	**9**	**89**	**1**	**7**	**1**	**2**	**-**	**101**	**-**	**101**	**65**	**24**	**101**
	10%egkqs	***9%***	***13%***	***9%***	***19%***	***6%***	**14%zeg**	***6%***	***10%***	***8%***	**-**	***5%***	***10%***	***7%***	***9%***	***3%***	***15%***	**-**	**22%zq**	**-**	**100%zs**	***9%***	***9%***	***10%***
NHS user inc. social care services	**914**	**152**	**170**	**577**	**14**	**195**	**406**	**313**	**50**	**300**	**19**	**178**	**775**	**11**	**78**	**34**	**14**	**552**	**362**	**914**	**1**	**626**	**249**	**915**
	90%frt	***91%***	***87%***	***91%***	***81%***	**94%zf**	***86%***	**94%zf**	***90%***	***92%***	***100%***	**95%z**	***90%***	***93%***	***91%***	***97%***	***85%***	**100%zr**	***78%***	**100%zt**	***1%***	***91%***	***91%***	***90%***
Hospital/A&E user	**552**	**98**	**98**	**346**	**10**	**129**	**237**	**186**	**36**	**191**	**16**	**125**	**480**	**6**	**36**	**20**	**8**	**552**	**-**	**552**	**-**	**384**	**156**	**559**
	54%fnrt	***59%***	***50%***	***55%***	***57%***	**62%zf**	***50%***	***56%***	***65%***	***59%***	***82%***	**67%zi**	**56%n**	***51%***	***42%***	***56%***	***51%***	**100%zr**	**-**	**60%zt**	**-**	***56%***	***57%***	***55%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 29

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Been an inpatient at an NHS hospital	184 18%b	17 19%	12 11%	26 17%	13 25%b	24 18%	29 17%	24 23%b	19 18%	21 20%b	122 17%	42 25%zj	72 20%	39 14%	65 20%	188 19%
Attended an NHS hospital as an outpatient	395 39%	35 39%	44 39%	49 32%	18 36%	54 40%	74 45%ch	50 48%ch	33 31%	39 38%	268 38%	87 53%zj	146 41%	95 34%	141 44%zm	409 40%
Visited an accident and emergency (A&E) department	249 24%	19 22%	26 23%	38 26%	13 26%	31 23%	38 23%	26 25%	33 31%	24 23%	168 24%	45 27%	91 25%	58 21%	94 29%zm	245 24%
Used NHS Direct	153 15%ch	25 28%zcdfhi	19 17%ch	11 7%	6 11%	24 18%ch	27 16%ch	21 20%ch	8 8%	12 12%	98 14%	31 19%	66 18%z	35 13%	47 15%	150 15%
Visited a Pharmacist/ Chemist for medical advice	284 28%	22 25%	35 31%	41 27%	18 36%	33 24%	51 31%	30 29%	26 24%	29 29%	190 27%	51 31%	108 30%	70 25%	96 30%	287 28%
Used the NHS Choices website	63 6%c	1 1%	6 5%	3 2%	4 7%	10 7%c	18 11%zac	9 8%ac	7 6%	6 5%	47 7%	7 4%	31 9%zn	15 6%	15 5%	61 6%
Used a walk-in clinic	194 19%	20 23%	19 17%	26 18%	10 20%	29 22%	37 23%i	17 16%	22 21%	13 13%	140 20%	33 20%	75 21%	49 18%	64 20%	187 18%
Visited an NHS GP	790 78%	64 73%	90 80%	109 73%	36 70%	105 78%	138 83%cd	87 83%	81 77%	80 77%	554 79%	135 82%	276 77%	213 77%	259 81%	795 78%
Used social care services	34 3%	3 3%	6 5%	5 3%	- -	7 5%	2 1%	4 4%	5 5%	3 3%	22 3%	8 5%	18 5%	8 3%	9 3%	37 4%
None of these	95 9%fjn	11 13%f	8 7%	17 11%	6 12%	11 8%	8 5%	8 7%	13 13%f	12 12%f	54 8%	11 7%	27 8%	37 13%zln	21 7%	94 9%
Don't know/refused	1 *	1 1%z	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%j	- -	- -	- -	1 *
NHS user	914 90%m	76 86%	103 91%	130 87%	45 88%	124 92%	157 95%zachi	97 93%	92 87%	90 87%	643 92%z	153 93%	329 92%	240 87%	296 93%zm	914 90%
Non NHS user	101 10%fjn	12 14%f	10 9%	20 13%f	6 12%	11 8%	8 5%	8 7%	13 13%f	13 13%f	58 8%	12 7%	30 8%	37 13%zn	23 7%	101 10%
NHS user inc. social care services	914 90%m	76 86%	103 92%	130 87%	45 88%	124 92%	157 95%zachi	97 93%	92 87%	90 87%	644 92%z	153 93%	330 92%m	240 87%	296 93%zm	915 90%
Hospital/A&E user	552 54%	43 49%	57 51%	78 52%	29 58%	76 57%	102 62%h	62 59%	48 46%	56 54%	383 55%	106 64%zj	200 56%	136 49%	195 61%zm	559 55%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 30

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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Been an inpatient at an NHS hospital	184	150	184	117	79	45	71	17	50	14	49	96	31	88	18	165	188
	18%p	19%	100%zacdefgh i	30%za	32%zaf	29%za	25%za	27%	26%za	42%zafh	22%	21%z	18%	20%	11%	20%zp	19%
Attended an NHS hospital as an outpatient	395	344	117	395	151	96	153	37	97	19	82	197	60	186	59	329	409
	39%	43%z	64%zafh	100%zabdefgh i	61%zafh	63%zafh	54%za	59%za	50%z	56%z	36%	43%z	35%	42%	36%	40%	40%
Visited an accident and emergency (A&E) department	249	210	79	151	249	77	111	31	85	20	61	116	45	127	45	199	245
	24%	27%z	43%za	38%za	100%zabcefgh i	50%zacf	39%za	50%za	44%za	59%zacf	27%	25%	26%	29%z	28%	24%	24%
Used NHS Direct	153	135	45	96	77	153	73	29	56	8	27	86	27	82	26	123	150
	15%	17%z	25%za	24%za	31%zac	100%zabcdfgh i	26%za	46%zabcdfhi	29%za	24%	12%	19%zj	16%	19%z	16%	15%	15%
Visited a Pharmacist/ Chemist for medical advice	284	260	71	153	111	73	284	38	84	21	62	144	46	128	42	237	287
	28%	33%z	39%z	39%za	45%zac	48%zac	100%zabcdegh i	61%zabcdeh	43%za	61%zabc	27%	31%z	27%	29%	26%	29%	28%
Used the NHS Choices website	63	59	17	37	31	29	38	63	24	2	15	28	16	31	8	53	61
	6%	7%z	9%	9%z	13%za	19%zabcdi	14%zac	100%zabcdefh i	12%za	4%	6%	6%	9%	7%	5%	6%	6%
Used a walk-in clinic	194	161	50	97	85	56	84	24	194	9	45	86	22	101	29	164	187
	19%l	20%	27%za	25%za	34%zabc	36%zabc	30%zac	38%zac	100%zabcdefg i	27%	20%	19%	13%	23%zl	18%	20%	18%
Visited an NHS GP	790	790	150	344	210	135	260	59	161	31	169	370	132	348	122	654	795
	78%	100%zbcdefgh i	82%	87%zb	84%z	88%z	91%zbcdh	94%zbdh	83%	89%	74%	81%j	77%	79%	75%	79%	78%
Used social care services	34	31	14	19	20	8	21	2	9	34	8	17	8	14	3	31	37
	3%	4%	8%za	5%z	8%zac	5%	7%za	2%	5%	100%zabcdefgh	4%	4%	4%	3%	2%	4%	4%
None of these	95	-	-	-	-	-	-	-	-	-	16	38	16	31	18	74	94
	9%abcdefghm	-	-	-	-	-	-	-	-	-	7%	8%	9%	7%	11%	9%	9%
Don't know/refused	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%q	-	*
NHS user	914	790	184	395	249	153	278	62	194	34	212	419	153	409	143	753	914
	90%	100%zfgi	100%z	100%zfgi	100%zfi	100%z	98%z	99%z	100%zi	98%	93%	91%	90%	93%z	87%	91%	90%
Non NHS user	101	-	-	-	-	-	6	1	-	1	16	40	17	32	21	78	101
	10%abcdefghm	-	-	-	-	-	2%acd	1%ac	-	2%acdh	7%	9%	10%	7%	13%	9%	10%
NHS user inc. social care services	914	790	184	395	249	153	279	63	194	34	212	419	153	409	143	754	915
	90%	100%zf	100%z	100%zf	100%zf	100%z	98%z	100%z	100%z	100%z	93%	91%	90%	93%z	87%	91%	90%
Hospital/A&E user	552	459	184	395	249	118	198	49	132	29	130	261	94	256	85	456	559
	54%	58%z	100%zaefghi	100%zaefghi	100%zaefghi	77%zafh	70%za	77%za	68%za	84%za	57%	57%	55%	58%z	52%	55%	55%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 31

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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Been an inpatient at an NHS hospital	184 18%b	84 21%zb	33 14%	106 19%	37 17%	82 19%b	188 19%
Attended an NHS hospital as an outpatient	395 39%	169 43%zc	97 40%	212 37%	84 39%	183 43%zc	409 40%
Visited an accident and emergency (A&E) department	249 24%	106 27%	63 26%	131 23%	59 27%	111 26%	245 24%
Used NHS Direct	153 15%c	57 14%	53 22%zace	65 11%	42 19%c	69 16%c	150 15%
Visited a Pharmacist/ Chemist for medical advice	284 28%c	123 31%c	79 33%c	141 25%	69 32%c	127 30%c	287 28%
Used the NHS Choices website	63 6%c	30 8%c	27 11%zc	17 3%	21 10%zc	36 9%zc	61 6%
Used a walk-in clinic	194 19%c	86 22%c	63 26%zc	92 16%	57 26%zc	89 21%c	187 18%
Visited an NHS GP	790 78%	313 79%	191 79%	443 78%	178 82%	335 80%	795 78%
Used social care services	34 3%	13 3%	6 2%	29 5%ze	9 4%	10 2%	37 4%
None of these	95 9%	35 9%	26 11%	52 9%	18 8%	41 10%	94 9%
Don't know/refused	1 *	- -	- -	1 *	- -	- -	1 *
NHS user	914 90%	358 91%	214 88%	512 90%	198 91%	379 90%	914 90%
Non NHS user	101 10%	37 9%	28 12%	55 10%	19 9%	42 10%	101 10%
NHS user inc. social care services	914 90%	358 91%	214 88%	513 90%	198 91%	379 90%	915 90%
Hospital/A&E user	552 54%	233 59%zc	127 52%	302 53%	118 54%	241 57%	559 55%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 32

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department 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	**559**	264	295	51	84	193	80	150	128	168	126	137	271	166	35	87	559
Weighted Total	**552**	251	300	68*	91*	189	80*	122	126	168	123	134	291	138	34*	89*	559
Been an inpatient at a NHS hospital	**92**	35	57	9	20	29	11	24	18	27	20	27	48	24	8	13	94
	17%	*14%*	*19%*	*13%*	*21%*	*15%*	*14%*	*19%*	*14%*	*16%*	*16%*	*20%*	*16%*	*17%*	*24%*	*14%*	*17%*
Attended an NHS hospital as an outpatient	**326**	155	170	33	47	104	55	86	90	97	61	78	167	95	19	44	336
	59%j	*62%*	*57%*	*48%*	*51%*	*55%*	**68%cde**	**71%zcde**	**71%zijk**	*58%*	*50%*	*58%*	*57%*	**69%zlo**	*57%*	*50%*	*60%*
Visited an accident and emergency (A&E) department	**128**	61	68	27	23	54	13	12	17	44	41	26	74	18	6	30	124
	23%ghm	*24%*	*23%*	**39%zfg**	**25%g**	**29%zfg**	*17%*	*10%*	*14%*	**26%h**	**34%zhk**	*19%*	**26%m**	*13%*	*19%*	**34%zm**	*22%*
Don't know	**5**	-	5	-	2	2	1	-	1	-	1	3	2	1	-	2	5
	1%	-	**2%a**	-	*3%*	*1%*	*1%*	-	*1%*	-	*1%*	**2%i**	*1%*	*1%*	-	*2%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 33

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**559**	98	94	358	9	154	227	178	33	188	15	126	491	6	35	19	7	559	-	559	-	388	159	559
Weighted Total	**552**	98*	98*	346	10**	129	237	186	36*	191	16**	125	480	6**	36*	20**	8**	552	-**	552	-**	384	156	559
Been an inpatient at a NHS hospital	**92**	19	22	51	-	25	29	39	5	25	-	17	80	1	3	6	2	92	-	92	-	66	25	94
	17%f	*19%*	*23%*	*15%*	-	*19%*	*12%*	**21%f**	*14%*	*13%*	-	*14%*	*17%*	*13%*	*8%*	*32%*	*24%*	*17%*	-	*17%*	-	*17%*	*16%*	*17%*
Attended an NHS hospital as an outpatient	**326**	56	41	224	5	89	147	89	26	107	14	84	288	4	21	9	3	326	-	326	-	225	93	336
	59%bg	**57%b**	*42%*	**65%zb**	*47%*	**69%zg**	**62%g**	*48%*	*71%*	*56%*	*85%*	**67%zl**	*60%*	*57%*	*58%*	*46%*	*42%*	*59%*	-	*59%*	-	*59%*	*59%*	*60%*
Visited an accident and emergency (A&E) department	**128**	22	34	67	5	15	59	55	3	56	2	22	109	2	10	4	3	128	-	128	-	89	37	124
	23%ceh	*23%*	**34%zc**	*19%*	*53%*	*12%*	**25%e**	**29%ze**	*9%*	**29%zhk**	*15%*	*18%*	*23%*	*30%*	*28%*	*22%*	*34%*	*23%*	-	*23%*	-	*23%*	*24%*	*22%*
Don't know	**5**	1	1	3	-	-	2	3	2	3	-	1	3	-	2	-	-	5	-	5	-	4	1	5
	1%l	*1%*	*1%*	*1%*	-	-	*1%*	*2%*	**6%zk**	*2%*	-	*1%*	*1%*	-	**6%zl**	-	-	*1%*	-	*1%*	-	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 34

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department 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	**559**	37	69	74	28	80	97	59	48	67	387	107	202	137	198	559
Weighted Total	**552**	43*	57*	78*	29**	76*	102*	62*	48*	56*	383	106	200	136	195	559
Been an inpatient at a NHS hospital	**92**	5	7	16	6	15	16	9	10	9	64	18	34	17	34	94
	17%	*12%*	*12%*	*21%*	*20%*	*19%*	*16%*	*14%*	*20%*	*15%*	*17%*	*17%*	*17%*	*12%*	*18%*	*17%*
Attended an NHS hospital as an outpatient	**326**	27	38	41	17	41	65	39	25	32	226	72	118	86	111	336
	59%	*62%*	*66%*	*53%*	*59%*	*54%*	*64%*	*63%*	*52%*	*58%*	*59%*	***68%z***	*59%*	*63%*	*57%*	*60%*
Visited an accident and emergency (A&E) department	**128**	11	13	20	6	18	19	14	12	15	89	16	48	33	45	124
	23%k	*27%*	*22%*	*26%*	*20%*	*23%*	*19%*	*23%*	*25%*	*27%*	*23%*	*15%*	*24%*	*24%*	*23%*	*22%*
Don't know	**5**	-	-	-	-	3	1	-	1	-	4	-	-	-	4	5
	1%	-	-	-	-	***4%z***	*1%*	-	*3%*	-	*1%*	-	-	-	***2%zl***	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 35

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**559**	467	188	409	245	117	203	47	128	31	127	269	94	261	84	464	559
Weighted Total	**552**	459	184	395	249	118	198	49*	132	29*	130	261	94*	256	85*	456	559
Been an inpatient at a NHS hospital	**92**	67	89	28	19	13	20	5	19	5	23	46	20	43	10	83	94
	17%acdf	**15%cdf**	**48%zacdefghi**	*7%*	*8%*	*11%*	*10%*	*10%*	**14%cd**	**18%cd**	*18%*	*18%*	*21%*	*17%*	*11%*	*18%*	*17%*
Attended an NHS hospital as an outpatient	**326**	285	76	326	99	73	123	32	69	14	68	158	55	147	52	267	336
	59%bd	**62%zbdh**	*41%*	**82%zabdefghi**	*40%*	**61%bd**	**62%bdh**	**65%bd**	**52%bd**	*49%*	*52%*	*60%*	*59%*	*57%*	*60%*	*59%*	*60%*
Visited an accident and emergency (A&E) department	**128**	102	16	37	128	32	53	12	42	10	39	55	19	62	23	102	124
	23%bc	**22%bc**	*9%*	*9%*	**51%zabcefghi**	**27%bc**	**27%abc**	**25%bc**	**32%zabc**	**33%bc**	*30%*	*21%*	*20%*	*24%*	*27%*	*22%*	*22%*
Don't know	**5**	5	3	5	3	-	1	-	2	-	-	2	-	4	1	4	5
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*2%*	-	-	*1%*	-	*2%*	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 36

Q5. You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department 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

		Newspaper readership					Unwtd total
	Wtd. **Total (z)**	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**559**	239	128	317	121	246	559
Weighted Total	**552**	233	127	302	118	241	559
Been an inpatient at a NHS hospital	**92** ***17%***	39 *17%*	16 *12%*	57 *19%*	17 *14%*	36 *15%*	94 *17%*
Attended an NHS hospital as an outpatient	**326** ***59%***	143 *61%*	81 *64%*	170 *56%*	68 *58%*	159 **66%zac**	336 *60%*
Visited an accident and emergency (A&E) department	**128** **23%e**	50 *21%*	29 *23%*	73 *24%*	32 **27%e**	46 *19%*	124 *22%*
Don't know	**5** ***1%***	1 *	1 *1%*	3 *1%*	1 *1%*	1 *	5 *1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

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

	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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Very satisfied	371	183	188	40	50	123	54	104	76	129	76	91	186	115	20	50	378
	37%cno	37%	36%	27%	31%	35%	36%	52%zcdef	34%	41%	35%	35%	35%	51%zlno	26%	29%	37%
Fairly satisfied	377	185	192	62	63	131	58	63	86	112	78	100	205	71	30	72	375
	37%gm	37%	37%	41%	39%	37%	39%	31%	39%	36%	36%	39%	38%	31%	38%	42%m	37%
Neither satisfied nor dissatisfied	51	22	29	8	7	23	5	7	14	8	12	18	26	8	7	11	52
	5%i	5%	6%	6%	5%	6%	4%	3%	6%	3%	5%	7%i	5%	4%	9%	6%	5%
Fairly dissatisfied	64	21	42	14	13	20	11	6	12	14	22	16	37	12	8	8	61
	6%ag	4%	8%za	9%g	8%g	6%	7%	3%	5%	5%	10%zi	6%	7%	5%	10%	5%	6%
Very dissatisfied	48	17	30	6	12	17	8	4	10	16	9	12	29	4	3	11	47
	5%gm	4%	6%	4%	7%g	5%	5%	2%	5%	5%	4%	5%	5%m	2%	4%	7%m	5%
Not applicable/haven't been	73	44	29	13	15	25	6	15	19	26	12	16	41	14	4	15	73
	7%b	9%zb	6%	9%	9%	7%	4%	7%	9%	8%	5%	6%	8%	6%	6%	9%	7%
Don't know/no opinion	30	21	10	7	2	12	7	3	5	8	9	8	16	4	6	5	29
	3%b	4%zb	2%	4%	1%	3%	4%	1%	2%	2%	4%	3%	3%	2%	7%zm	3%	3%
Satisfied	749	369	380	103	113	255	112	167	162	241	154	191	391	186	50	122	753
	74%	75%	73%	68%	70%	72%	76%	83%zcde	73%	77%	71%	73%	73%	82%zlno	64%	71%	74%
Dissatisfied	111	39	72	20	25	37	19	10	23	30	30	28	65	16	11	19	108
	11%agm	8%	14%za	13%g	15%g	11%g	13%g	5%	10%	10%	14%	11%	12%m	7%	14%m	11%	11%
Net Satisfied	637	330	307	82	88	217	93	156	140	211	124	163	326	170	39	103	645
	63%bdjn	67%zb	59%	55%	54%	62%	63%	78%zcdef	63%	67%j	57%	63%	60%	75%zlno	50%	60%	64%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 38

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Very satisfied	**371**	58	65	243	5	105	150	117	16	124	9	82	334	1	16	11	8	245	126	344	27	301	53	378
	37%fnrtv	*35%*	*33%*	*38%*	*30%*	**50%zfg**	*32%*	*35%*	*29%*	*38%*	*48%*	**44%zh**	**39%zn**	*9%*	*19%*	*32%*	*47%*	**44%zr**	*27%*	**38%zt**	*27%*	**44%zv**	*19%*	*37%*
Fairly satisfied	**377**	62	82	227	7	65	189	124	24	123	6	62	305	10	40	16	6	210	167	350	28	261	104	375
	37%elt	*37%*	*42%*	*36%*	*40%*	*31%*	**40%e**	*37%*	*43%*	*38%*	*28%*	*33%*	*35%*	*78%*	**47%l**	*47%*	*36%*	*38%*	*36%*	**38%zt**	*27%*	*38%*	*38%*	*37%*
Neither satisfied nor dissatisfied	**51**	9	7	33	2	8	26	18	2	9	-	10	43	-	6	2	-	18	33	41	10	30	18	52
	5%iqs	*5%*	*4%*	*5%*	*11%*	*4%*	*5%*	*5%*	*4%*	*3%*	-	*5%*	*5%*	-	*7%*	*6%*	-	*3%*	**7%zq**	*5%*	**10%zs**	*4%*	*6%*	*5%*
Fairly dissatisfied	**64**	10	11	41	3	10	29	25	4	31	2	12	55	-	6	2	1	46	18	63	1	27	36	61
	6%rtu	*6%*	*5%*	*6%*	*15%*	*5%*	*6%*	*8%*	*8%*	**10%z**	*11%*	*6%*	*6%*	-	*7%*	*5%*	*6%*	**8%zr**	*4%*	**7%zt**	*1%*	*4%*	**13%zu**	*6%*
Very dissatisfied	**48**	19	8	21	-	4	21	22	3	13	1	7	36	1	7	3	1	29	19	47	1	11	36	47
	5%celtu	**11%zbc**	*4%*	*3%*	-	*2%*	*5%*	**7%e**	*6%*	*4%*	*6%*	*4%*	*4%*	*7%*	*8%*	*8%*	*6%*	*5%*	*4%*	*5%*	*1%*	*2%*	**13%zu**	*5%*
Not applicable/haven't been	**73**	6	19	48	1	13	40	21	5	18	-	10	63	-	10	-	-	2	71	47	27	43	18	73
	7%qs	*4%*	**10%a**	*7%*	*5%*	*6%*	*8%*	*6%*	*9%*	*5%*	-	*6%*	*7%*	-	**12%o**	-	-	*	**15%zq**	*5%*	**26%zs**	*6%*	*7%*	*7%*
Don't know/no opinion	**30**	3	4	23	-	4	20	6	1	8	1	3	28	1	-	1	1	2	28	22	8	17	9	29
	3%qs	*2%*	*2%*	*4%*	-	*2%*	**4%z**	*2%*	*1%*	*3%*	*7%*	*2%*	*3%*	*7%*	-	*3%*	*6%*	*	**6%zq**	*2%*	**8%zs**	*3%*	*3%*	*3%*
Satisfied	**749**	**120**	**147**	**470**	**12**	**169**	**339**	**240**	**40**	**246**	**15**	**144**	**640**	**11**	**56**	**28**	**13**	**455**	**294**	**694**	**55**	**562**	**157**	**753**
	74%rtv	***72%***	***75%***	***74%***	***69%***	**81%zfg**	***71%***	***72%***	***72%***	***76%***	***76%***	***77%***	***74%***	***86%***	***66%***	***79%***	***83%***	**82%zr**	***63%***	**76%zt**	***54%***	**81%zv**	***57%***	***74%***
Dissatisfied	**111**	**28**	**19**	**61**	**3**	**14**	**50**	**47**	**8**	**44**	**3**	**19**	**91**	**1**	**13**	**5**	**2**	**75**	**37**	**110**	**2**	**38**	**72**	**108**
	11%ertu	**17%zc**	***10%***	***10%***	***15%***	***7%***	***11%***	**14%ze**	***14%***	***14%***	***17%***	***10%***	***10%***	***7%***	***16%***	***13%***	***11%***	**14%zr**	***8%***	**12%zt**	***2%***	***5%***	**26%zu**	***11%***
Net Satisfied	**637**	**92**	**128**	**408**	**9**	**155**	**289**	**193**	**33**	**202**	**12**	**126**	**549**	**10**	**43**	**23**	**12**	**380**	**257**	**584**	**53**	**524**	**85**	**645**
	63%agnrtv	***55%***	***65%***	**64%a**	***54%***	**75%zfg**	***61%***	***58%***	***59%***	***62%***	***60%***	***67%***	**64%n**	***79%***	***50%***	***66%***	***71%***	**69%zr**	***55%***	**64%zt**	***52%***	**76%zv**	***31%***	***64%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 39

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Very satisfied	371	39	36	36	32	42	76	45	34	31	298	39	136	103	112	378
	37%ck	44%c	32%	24%	62%zbceghi	31%	46%zbcehi	44%c	32%	30%	42%zk	24%	38%	37%	35%	37%
Fairly satisfied	377	30	43	70	7	58	54	33	40	42	262	52	134	102	119	375
	37%d	34%d	38%d	46%zdfg	14%	43%d	33%d	32%d	38%d	41%d	37%	31%	37%	37%	37%	37%
Neither satisfied nor dissatisfied	51	1	6	6	-	7	8	1	13	8	29	10	18	13	16	52
	5%gj	1%	6%	4%	-	6%	5%	1%	13%zacdfg	8%dg	4%	6%	5%	5%	5%	5%
Fairly dissatisfied	64	1	6	12	3	12	12	5	6	6	30	21	26	15	23	61
	6%j	1%	5%	8%a	7%	9%a	7%	5%	6%	5%	4%	13%zj	7%	6%	7%	6%
Very dissatisfied	48	4	2	15	3	5	6	4	2	8	18	26	19	8	18	47
	5%j	4%	1%	10%zbfh	5%	4%	4%	3%	2%	8%b	3%	16%zj	5%	3%	6%	5%
Not applicable/haven't been	73	9	20	9	1	4	3	16	6	4	50	8	21	29	17	73
	7%ef	10%ef	18%zcdefhi	6%	2%	3%	2%	15%zcdefhi	6%	4%	7%	5%	6%	11%zln	5%	7%
Don't know/no opinion	30	5	-	2	5	6	5	-	4	4	15	8	7	5	14	29
	3%bj	5%bg	-	1%	10%zbcg	5%bg	3%	-	3%b	4%bg	2%	5%j	2%	2%	4%	3%
Satisfied	749	68	79	106	39	100	131	79	74	74	559	90	269	205	231	753
	74%k	77%	70%	71%	76%	74%	79%	76%	70%	71%	80%zk	55%	75%	74%	72%	74%
Dissatisfied	111	5	7	26	6	18	18	9	9	13	48	47	45	24	41	108
	11%j	5%	6%	18%zabgh	12%	13%	11%	8%	8%	13%	7%	29%zj	12%	9%	13%	11%
Net Satisfied	637	63	71	80	32	82	112	70	65	60	511	43	225	181	190	645
	63%ck	72%c	64%	53%	64%	61%	68%c	67%c	62%	58%	73%zk	26%	63%	65%	60%	64%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 40

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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Very satisfied	371	309	94	186	110	63	111	30	72	14	87	170	62	165	49	313	378
	37%	39%z	51%zaefh	47%zafh	44%z	41%	39%	47%	37%	41%	38%	37%	36%	37%	30%	38%	37%
Fairly satisfied	377	292	55	149	84	50	108	20	75	10	99	155	72	157	64	304	375
	37%bk	37%b	30%	38%b	34%	33%	38%b	32%	39%b	29%	43%zk	34%	42%	36%	39%	37%	37%
Neither satisfied nor dissatisfied	51	33	9	9	14	6	15	2	11	2	9	19	3	23	6	45	52
	5%acl	4%c	5%c	2%	5%c	4%	5%c	4%	6%c	5%	4%	4%	2%	5%	4%	5%	5%
Fairly dissatisfied	64	50	11	28	23	15	24	6	14	3	15	36	13	34	15	48	61
	6%	6%	6%	7%	9%za	10%	8%	10%	7%	8%	7%	8%	7%	8%	9%	6%	6%
Very dissatisfied	48	39	13	22	16	13	16	1	15	4	4	34	6	26	7	41	47
	5%j	5%	7%	5%	6%	8%zag	5%	2%	8%z	13%zag	2%	8%zj	3%	6%	4%	5%	5%
Not applicable/haven't been	73	44	-	1	1	7	5	3	6	-	10	25	9	27	15	57	73
	7%abcdfhk	6%bcdf	-	*	*	4%bcd	2%c	4%bcd	3%bcd	-	4%	5%	5%	6%	9%	7%	7%
Don't know/no opinion	30	22	1	2	-	-	6	1	1	1	5	19	7	9	7	23	29
	3%bcdeh	3%bcdeh	*	1%	-	-	2%cd	2%d	1%	3%de	2%	4%	4%	2%	5%	3%	3%
Satisfied	749	602	149	335	194	113	219	50	147	24	186	326	134	322	113	618	753
	74%	76%z	81%z	85%zadefhi	78%	74%	77%	79%	76%	70%	81%zk	71%	78%	73%	69%	74%	74%
Dissatisfied	111	89	25	49	39	28	39	7	29	7	19	71	18	60	22	88	108
	11%	11%	13%	12%	16%za	18%zac	14%	11%	15%	21%z	8%	15%zj	11%	14%z	13%	11%	11%
Net Satisfied	637	513	124	285	155	85	180	43	118	17	167	255	115	262	91	529	645
	63%kp	65%zei	67%ei	72%zadefhi	62%	56%	63%	67%	61%	49%	73%zk	56%	68%	59%	56%	64%	64%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 41

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Very satisfied	**371**	154	91	213	93	159	378
	37%	*39%*	*37%*	*38%*	***43%z***	*38%*	*37%*
Fairly satisfied	**377**	139	82	210	69	150	375
	37%	*35%*	*34%*	*37%*	*32%*	*36%*	*37%*
Neither satisfied nor dissatisfied	**51**	18	9	33	7	18	52
	5%	*5%*	*4%*	*6%*	*3%*	*4%*	*5%*
Fairly dissatisfied	**64**	23	20	31	16	28	61
	6%	*6%*	*8%*	*6%*	*7%*	*7%*	*6%*
Very dissatisfied	**48**	22	11	26	9	22	47
	5%	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*
Not applicable/haven't been	**73**	27	23	39	20	31	73
	7%	*7%*	*10%*	*7%*	*9%*	*7%*	*7%*
Don't know/no opinion	**30**	11	6	15	3	13	29
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*
Satisfied	**749**	**293**	**173**	**423**	**162**	**309**	**753**
	74%	***74%***	***71%***	***75%***	***75%***	***73%***	***74%***
Dissatisfied	**111**	**45**	**31**	**58**	**25**	**50**	**108**
	11%	***11%***	***13%***	***10%***	***11%***	***12%***	***11%***
Net Satisfied	**637**	**248**	**142**	**366**	**137**	**259**	**645**
	63%	***63%***	***59%***	***64%***	***63%***	***62%***	***64%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

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Table 42

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	559	264	295	51	84	193	80	150	128	168	126	137	271	166	35	87	559
Weighted Total	552	251	300	68*	91*	189	80*	122	126	168	123	134	291	138	34*	89*	559
Very satisfied	245	119	126	24	34	80	30	77	52	85	49	59	116	83	11	35	253
	44%l	48%	42%	35%	37%	42%	38%	63%zcdef	41%	51%	40%	44%	40%	60%zlno	31%	39%	45%
Fairly satisfied	210	95	114	28	37	76	34	34	50	61	44	55	126	38	14	32	209
	38%gm	38%	38%	41%	40%	40%g	43%g	28%	40%	36%	36%	41%	43%zm	28%	42%	35%	37%
Neither satisfied nor dissatisfied	18	7	11	4	3	6	2	3	3	4	5	6	7	3	-	7	19
	3%	3%	4%	6%	3%	3%	3%	2%	3%	2%	4%	4%	3%	2%	-	8%zlm	3%
Fairly dissatisfied	46	18	28	8	10	14	9	5	11	7	18	9	23	10	6	7	45
	8%gl	7%	9%	12%	11%	7%	11%	4%	9%	4%	15%zik	7%	8%	7%	17%	8%	8%
Very dissatisfied	29	8	20	3	9	11	4	3	8	11	7	4	17	3	3	7	29
	5%agm	3%	7%	4%	9%g	6%	4%	2%	6%	6%	5%	3%	6%	2%	7%	8%m	5%
Not applicable/haven't been	2	2	-	-	-	1	-	1	1	1	-	-	1	1	-	-	2
	*	1%	-	-	-	1%	-	1%	1%	1%	-	-	*	1%	-	-	*
Don't know/no opinion	2	1	1	1	-	-	1	-	1	-	-	1	-	-	1	1	2
	*	*	*	2%	-	-	1%	-	1%	-	-	1%	-	-	3%zl	1%	*
Satisfied	455	215	240	53	70	156	65	111	102	145	93	115	242	121	25	67	462
	82%j	85%	80%	77%	77%	83%	81%	91%zcdef	81%	87%j	75%	85%j	83%	88%zno	73%	75%	83%
Dissatisfied	75	27	48	11	18	25	12	8	19	18	25	13	40	12	8	14	74
	14%gm	11%	16%	16%	20%g	13%g	16%g	6%	15%	10%	20%zik	10%	14%	9%	24%m	15%	13%
Net Satisfied	380	188	192	42	52	131	52	103	83	128	68	101	202	109	17	53	388
	69%bdjno	75%zb	64%	61%	57%	70%d	65%	84%zcdef	66%	76%zj	55%	76%j	69%n	79%zlno	49%	60%	69%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**559**	98	94	358	9	154	227	178	33	188	15	126	491	6	35	19	7	559	-	559	-	388	159	559
Weighted Total	**552**	98*	98*	346	10**	129	237	186	36*	191	16**	125	480	6**	36*	20**	8**	552	-**	552	-**	384	156	559
Very satisfied	**245**	41	41	161	2	76	86	83	15	81	8	65	228	1	7	3	5	245	-	245	-	205	32	253
	44%fnv	*42%*	*41%*	*46%*	*25%*	**60%zfg**	*36%*	*44%*	*42%*	*43%*	*53%*	*52%*	**48%zn**	*17%*	*21%*	*17%*	*60%*	*44%*	-	*44%*	-	**53%zv**	*20%*	*45%*
Fairly satisfied	**210**	37	43	126	4	36	106	67	16	73	6	41	172	4	20	12	2	210	-	210	-	140	68	209
	38%el	*38%*	*44%*	*36%*	*39%*	*28%*	**45%ze**	*36%*	*45%*	*38%*	*35%*	*33%*	*36%*	*69%*	**54%l**	*60%*	*29%*	*38%*	-	*38%*	-	*37%*	*44%*	*37%*
Neither satisfied nor dissatisfied	**18**	4	2	12	1	4	7	7	-	3	-	7	16	-	1	-	-	18	-	18	-	11	8	19
	3%	*4%*	*2%*	*3%*	*10%*	*3%*	*3%*	*4%*	-	*1%*	-	**5%i**	*3%*	-	*3%*	-	-	*3%*	-	*3%*	-	*3%*	*5%*	*3%*
Fairly dissatisfied	**46**	4	7	33	3	9	22	15	2	25	2	5	39	-	5	2	-	46	-	46	-	20	25	45
	8%u	*4%*	*7%*	*9%*	*26%*	*7%*	*9%*	*8%*	*6%*	**13%zk**	*13%*	*4%*	*8%*	-	*13%*	*8%*	-	*8%*	-	*8%*	-	*5%*	**16%zu**	*8%*
Very dissatisfied	**29**	11	4	14	-	3	14	13	2	9	-	6	23	1	2	3	-	29	-	29	-	5	23	29
	5%eu	**12%zbc**	*4%*	*4%*	-	*2%*	*6%*	**7%e**	*7%*	*5%*	-	*5%*	*5%*	*13%*	*7%*	*15%*	-	*5%*	-	*5%*	-	*1%*	**14%zu**	*5%*
Not applicable/haven't been	**2**	-	1	1	-	1	-	1	-	-	-	1	1	-	1	-	-	2	-	2	-	2	-	2
	***l**	-	*1%*	*	-	*1%*	-	*1%*	-	-	-	*1%*	*	-	**3%zl**	-	-	*	-	*	-	*1%*	-	*
Don't know/no opinion	**2**	-	1	1	-	-	2	-	-	1	-	-	1	-	-	-	1	2	-	2	-	1	1	2
	*	-	*1%*	*	-	-	*1%*	-	-	*1%*	-	-	*	-	-	-	*11%*	*	-	*	-	*	*1%*	*
Satisfied	**455**	**79**	**84**	**286**	**6**	**112**	**193**	**150**	**32**	**154**	**14**	**106**	**400**	**5**	**27**	**15**	**7**	**455**	**-**	**455**	**-**	**345**	**100**	**462**
	82%v	***80%***	***86%***	***83%***	***64%***	**87%z**	***81%***	***81%***	***87%***	***81%***	***87%***	***85%***	***83%***	***87%***	***74%***	***77%***	***89%***	***82%***	**-**	***82%***	**-**	**90%zv**	***64%***	***83%***
Dissatisfied	**75**	**15**	**10**	**46**	**3**	**12**	**36**	**27**	**5**	**33**	**2**	**12**	**62**	**1**	**7**	**5**	**-**	**75**	**-**	**75**	**-**	**25**	**47**	**74**
	14%eu	***16%***	***11%***	***13%***	***26%***	***9%***	***15%***	***15%***	***13%***	**18%k**	***13%***	***9%***	***13%***	***13%***	***20%***	***23%***	**-**	***14%***	**-**	***14%***	**-**	***7%***	**30%zu**	***13%***
Net Satisfied	**380**	**63**	**73**	**240**	**4**	**101**	**157**	**123**	**27**	**120**	**12**	**95**	**338**	**5**	**20**	**10**	**7**	**380**	**0**	**380**	**0**	**320**	**53**	**388**
	69%iv	***65%***	***75%***	***69%***	***38%***	**79%zfg**	***66%***	***66%***	***74%***	***63%***	***74%***	**76%i**	**70%z**	***73%***	***55%***	***53%***	***89%***	***69%***	***0%***	***69%***	***0%***	**83%zv**	***34%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	559	37	69	74	28	80	97	59	48	67	387	107	202	137	198	559
Weighted Total	552	43*	57*	78*	29**	76*	102*	62*	48*	56*	383	106	200	136	195	559
Very satisfied	245	21	27	20	22	27	51	34	22	20	196	29	87	71	79	253
	44%ck	50%c	47%c	25%	76%	35%	50%ce	55%cei	46%c	37%	51%zk	28%	43%	52%zn	41%	45%
Fairly satisfied	210	17	23	41	4	32	34	23	16	20	145	34	75	48	77	209
	38%	39%	39%	52%zf	14%	42%	33%	37%	34%	36%	38%	32%	38%	35%	39%	37%
Neither satisfied nor dissatisfied	18	-	2	2	-	2	5	1	3	5	8	7	7	3	9	19
	3%j	-	3%	2%	-	2%	4%	1%	7%	8%z	2%	7%j	3%	2%	5%	3%
Fairly dissatisfied	46	1	5	8	2	11	9	2	5	4	20	18	21	7	18	45
	8%j	3%	8%	10%	6%	15%zag	9%	3%	9%	6%	5%	17%zj	10%	5%	9%	8%
Very dissatisfied	29	3	2	8	-	4	3	2	2	6	9	17	11	5	11	29
	5%j	6%	3%	10%	-	5%	3%	3%	4%	11%zf	2%	16%zj	6%	4%	6%	5%
Not applicable/haven't been	2	1	-	-	-	1	-	-	-	-	2	-	-	2	-	2
	*	3%z	-	-	-	1%	-	-	-	-	1%	-	-	1%	-	*
Don't know/no opinion	2	-	-	-	1	-	-	-	-	1	2	-	-	1	1	2
	*	-	-	-	3%	-	-	-	-	2%	1%	-	-	1%	*	*
Satisfied	455	38	49	60	27	59	85	57	38	41	341	64	162	118	155	462
	82%ik	89%	86%	77%	91%	77%	84%	93%zcei	79%	73%	89%zk	60%	81%	87%	80%	83%
Dissatisfied	75	4	6	16	2	15	12	4	7	10	30	35	32	12	30	74
	14%j	8%	11%	20%g	6%	20%g	12%	6%	14%	17%	8%	33%zj	16%	9%	15%	13%
Net Satisfied	380	34	43	45	25	44	73	54	32	31	312	28	130	106	126	388
	69%ceik	80%cei	75%cei	57%	84%	57%	72%ei	87%zcefhi	66%	55%	81%zk	27%	65%	78%zln	65%	69%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 45

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	559	467	188	409	245	117	203	47	128	31	127	269	94	261	84	464	559
Weighted Total	552	459	184	395	249	118	198	49*	132	29*	130	261	94*	256	85*	456	559
Very satisfied	245	215	94	186	110	53	90	26	55	12	61	113	41	114	34	207	253
	44%	47%z	51%z	47%	44%	45%	46%	53%	41%	41%	47%	43%	44%	45%	40%	45%	45%
Fairly satisfied	210	166	55	149	84	39	74	17	50	9	51	92	38	94	35	169	209
	38%ab	36%b	30%	38%b	34%	33%	37%	35%	38%	30%	39%	35%	40%	37%	41%	37%	37%
Neither satisfied nor dissatisfied	18	13	9	9	14	3	9	2	4	2	3	7	1	9	2	16	19
	3%c	3%	5%c	2%	5%zac	2%	4%c	3%	3%	6%	3%	3%	1%	4%	2%	4%	3%
Fairly dissatisfied	46	37	11	28	23	11	14	3	11	3	12	28	11	23	9	36	45
	8%	8%	6%	7%	9%	10%	7%	7%	9%	10%	9%	11%	11%	9%	11%	8%	8%
Very dissatisfied	29	25	13	22	16	11	10	1	10	4	3	19	3	13	4	25	29
	5%	5%	7%	5%	6%	10%zacf	5%	2%	8%	13%	2%	7%zj	4%	5%	5%	5%	5%
Not applicable/haven't been	2	1	-	1	1	1	-	-	1	-	1	-	-	1	-	2	2
	*	*	-	*	*	1%	-	-	1%	-	1%	-	-	*	-	*	*
Don't know/no opinion	2	2	1	2	-	-	1	-	-	-	-	1	-	1	1	1	2
	*	*	*	1%	-	-	*	-	-	-	-	*	-	*	1%	*	*
Satisfied	455	381	149	335	194	92	164	43	105	20	112	206	79	209	69	376	462
	82%dk	83%d	81%	85%zdei	78%	77%	83%	88%	80%	71%	86%	79%	84%	82%	81%	83%	83%
Dissatisfied	75	62	25	49	39	23	24	4	21	6	14	47	14	36	13	61	74
	14%	13%	13%	12%	16%	19%acf	12%	9%	16%	22%	11%	18%z	15%	14%	15%	13%	13%
Net Satisfied	380	319	124	285	155	69	140	38	84	14	97	159	65	173	57	316	388
	69%deik	70%dei	67%i	72%zadehi	62%	58%	71%dei	79%dehi	63%	49%	75%k	61%	69%	68%	66%	69%	69%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

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Table 46

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**559**	239	128	317	121	246	559
Weighted Total	**552**	233	127	302	118	241	559
Very satisfied	**245**	107	58	144	64	104	253
	44%	*46%*	*46%*	*48%*	***54%zbe***	*43%*	*45%*
Fairly satisfied	**210**	84	44	107	37	90	209
	38%	*36%*	*35%*	*35%*	*32%*	*37%*	*37%*
Neither satisfied nor dissatisfied	**18**	7	5	12	3	9	19
	3%	*3%*	*4%*	*4%*	*2%*	*4%*	*3%*
Fairly dissatisfied	**46**	18	13	23	10	20	45
	8%	*8%*	*10%*	*7%*	*9%*	*8%*	*8%*
Very dissatisfied	**29**	15	6	15	4	17	29
	5%	*7%*	*4%*	*5%*	*3%*	*7%*	*5%*
Not applicable/haven't been	**2**	1	1	1	-	1	2
	*******	***	*1%*	***	*-*	***	***
Don't know/no opinion	**2**	-	-	1	-	-	2
	*******	*-*	*-*	***	*-*	*-*	***
Satisfied	**455**	**191**	**102**	**251**	**101**	**194**	**462**
	82%	***82%***	***81%***	***83%***	***86%***	***81%***	***83%***
Dissatisfied	**75**	**33**	**18**	**38**	**14**	**37**	**74**
	14%	***14%***	***14%***	***12%***	***12%***	***15%***	***13%***
Net Satisfied	**380**	**158**	**84**	**213**	**88**	**157**	**388**
	69%	***68%***	***66%***	***70%***	***74%be***	***65%***	***69%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 47

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Very satisfied	448	221	228	56	49	148	85	112	95	147	104	102	224	129	35	61	455
	44%do	45%	44%	37%	30%	42%d	57%zcde	56%zcde	43%	47%	48%	39%	42%	57%zlo	44%	35%	45%
Fairly satisfied	366	174	191	52	70	131	46	67	86	106	74	100	202	73	24	66	367
	36%	35%	37%	35%	43%f	37%	31%	33%	38%	34%	34%	38%	38%	32%	31%	39%	36%
Neither satisfied or dissatisfied	66	32	33	14	10	22	9	9	17	19	11	18	41	9	4	11	62
	6%	7%	6%	9%	6%	6%	6%	4%	8%	6%	5%	7%	8%	4%	5%	7%	6%
Fairly dissatisfied	65	30	36	15	15	25	5	5	12	20	14	19	38	6	5	17	63
	6%gm	6%	7%	10%fg	9%fg	7%g	4%	3%	5%	6%	7%	7%	7%m	3%	6%	10%m	6%
Very dissatisfied	40	19	22	7	10	15	3	6	5	10	11	14	16	7	6	10	40
	4%	4%	4%	4%	6%	4%	2%	3%	2%	3%	5%	5%	3%	3%	8%l	6%	4%
Not applicable/haven't been	22	15	7	5	5	9	-	3	7	11	2	2	13	3	3	4	21
	2%k	3%	1%	3%f	3%f	3%f	-	1%	3%k	3%k	1%	1%	2%	1%	3%	2%	2%
Don't know/no opinion	8	4	3	2	3	2	-	-	-	1	1	5	4	-	1	2	7
	1%	1%	1%	2%	2%g	1%	-	-	-	*	1%	2%zh	1%	-	2%	1%	1%
Satisfied	814	395	419	108	119	278	131	179	181	253	178	202	426	202	59	126	822
	80%cdo	80%	81%	72%	73%	79%	88%zcde	89%zcde	81%	81%	82%	77%	79%	89%zlno	76%	74%	81%
Dissatisfied	105	48	57	22	25	40	8	11	17	30	25	33	54	13	11	27	103
	10%fgm	10%	11%	14%fg	16%zfg	11%fg	5%	5%	8%	10%	11%	13%	10%	6%	14%m	16%zlm	10%
Net Satisfied	709	347	362	86	93	238	123	168	164	223	153	169	372	189	48	99	719
	70%cdko	70%	70%	57%	58%	68%cd	83%zcde	84%zcde	73%k	71%	70%	65%	69%o	83%zlno	62%	58%	71%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 48

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Very satisfied	**448**	74	65	304	5	117	203	129	22	142	12	94	399	4	24	17	5	258	190	423	26	337	98	455
	44%bgntv	**44%b**	*33%*	**48%zb**	*32%*	**56%zfg**	*43%*	*39%*	*39%*	*44%*	*61%*	*51%*	**46%zn**	*32%*	*28%*	**48%n**	*31%*	*47%*	*41%*	**46%zt**	*25%*	**49%zv**	*36%*	*45%*
Fairly satisfied	**366**	63	71	226	6	69	162	136	27	125	7	61	306	7	32	15	6	198	168	332	34	247	98	367
	36%	*38%*	*36%*	*36%*	*36%*	*33%*	*34%*	**41%z**	**49%k**	*38%*	*34%*	*33%*	*35%*	*53%*	*38%*	*42%*	*39%*	*36%*	*36%*	*36%*	*33%*	*36%*	*36%*	*36%*
Neither satisfied or dissatisfied	**66**	10	11	42	3	10	39	17	4	21	-	7	49	1	11	1	3	33	33	56	10	44	19	62
	6%l	*6%*	*6%*	*7%*	*15%*	*5%*	*8%*	*5%*	*7%*	*6%*	-	*4%*	*6%*	*8%*	**13%zl**	*3%*	*16%*	*6%*	*7%*	*6%*	*10%*	*6%*	*7%*	*6%*
Fairly dissatisfied	**65**	8	22	33	2	5	35	26	1	22	1	14	51	-	10	2	1	37	28	60	6	30	30	63
	6%ceu	*5%*	**11%zac**	*5%*	*12%*	*2%*	**7%e**	**8%e**	*2%*	*7%*	*5%*	*7%*	*6%*	-	**12%zl**	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*4%*	**11%zu**	*6%*
Very dissatisfied	**40**	11	14	16	-	6	18	17	1	11	-	9	34	-	6	-	-	20	20	36	4	19	18	40
	4%cu	**6%c**	**7%zc**	*3%*	-	*3%*	*4%*	*5%*	*2%*	*3%*	-	*5%*	*4%*	-	*7%*	-	-	*4%*	*4%*	*4%*	*4%*	*3%*	**7%zu**	*4%*
Not applicable/haven't been	**22**	1	12	8	1	3	14	5	1	3	-	-	18	1	2	-	1	3	19	5	17	11	9	21
	2%cikqs	*1%*	**6%zac**	*1%*	*6%*	*1%*	*3%*	*2%*	*2%*	*1%*	-	-	*2%*	*7%*	*3%*	-	*9%*	*1%*	**4%zq**	*1%*	**16%zs**	*2%*	*3%*	*2%*
Don't know/no opinion	**8**	-	2	5	-	-	4	3	-	2	-	1	8	-	-	-	-	2	6	2	6	2	2	7
	1%su	-	*1%*	*1%*	-	-	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	-	-	-	-	*	*1%*	*	**5%zs**	*	*1%*	*1%*
Satisfied	**814**	**137**	**136**	**530**	**12**	**185**	**364**	**264**	**49**	**268**	**18**	**155**	**705**	**10**	**56**	**32**	**11**	**456**	**358**	**755**	**59**	**584**	**196**	**822**
	80%bfnrtv	**82%b**	***69%***	**83%zb**	***67%***	**89%zfg**	***77%***	***80%***	***88%***	***82%***	***95%***	***83%***	**82%zn**	***85%***	***65%***	**91%n**	***70%***	**83%zr**	***77%***	**83%zt**	***58%***	**85%zv**	***72%***	***81%***
Dissatisfied	**105**	**18**	**35**	**50**	**2**	**10**	**53**	**42**	**2**	**33**	**1**	**23**	**85**	**-**	**17**	**2**	**1**	**58**	**48**	**95**	**10**	**49**	**48**	**103**
	10%ceu	***11%***	**18%zc**	***8%***	***12%***	***5%***	**11%e**	**13%e**	***4%***	***10%***	***5%***	***12%***	***10%***	**-**	**20%zl**	***6%***	***6%***	***10%***	***10%***	***10%***	***10%***	***7%***	**18%zu**	***10%***
Net Satisfied	**709**	**118**	**100**	**480**	**10**	**175**	**311**	**222**	**47**	**235**	**17**	**132**	**620**	**10**	**39**	**30**	**10**	**398**	**310**	**659**	**49**	**535**	**148**	**719**
	70%bfntv	**71%b**	***51%***	**76%zb**	***56%***	**84%zfg**	***66%***	***67%***	**84%z**	***72%***	***90%***	***71%***	**72%zn**	***85%***	***46%***	**84%n**	***64%***	***72%***	***67%***	**72%zt**	***49%***	**77%zv**	***54%***	***71%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 49

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Very satisfied	448	44	47	46	32	62	82	57	38	41	356	52	170	114	139	455
	44%ck	50%c	42%	31%	63%zbcehi	46%c	49%ch	54%zchi	36%	39%	51%zk	31%	47%	41%	44%	45%
Fairly satisfied	366	26	44	67	12	45	55	33	39	45	247	63	116	107	120	367
	36%	30%	39%d	45%zadefg	23%	33%	33%	32%	37%	43%d	35%	38%	32%	39%	38%	36%
Neither satisfied or dissatisfied	66	8	6	7	-	12	6	6	15	6	38	16	24	17	23	62
	6%j	10%d	6%	5%	-	9%d	3%	6%	14%zbcdfi	5%	5%	10%j	7%	6%	7%	6%
Fairly dissatisfied	65	3	7	12	5	10	11	4	7	6	33	18	29	17	15	63
	6%j	4%	6%	8%	10%	8%	7%	4%	7%	5%	5%	11%zj	8%	6%	5%	6%
Very dissatisfied	40	1	5	10	2	4	8	1	6	2	15	13	16	13	11	40
	4%j	1%	5%	7%	5%	3%	5%	1%	6%	2%	2%	8%zj	4%	5%	3%	4%
Not applicable/haven't been	22	5	2	7	-	-	1	3	-	3	9	1	3	7	7	21
	2%jl	6%zefh	2%	5%zefh	-	-	1%	3%e	-	3%e	1%	1%	1%	2%	2%	2%
Don't know/no opinion	8	-	-	-	-	2	3	-	-	2	3	2	1	2	3	7
	1%	-	-	-	-	2%	2%	-	-	2%	*	1%	*	1%	1%	1%
Satisfied	814	70	91	114	43	106	136	90	78	85	603	115	287	221	260	822
	80%k	80%	81%	76%	85%	79%	83%	86%h	74%	83%	86%zk	70%	80%	80%	81%	81%
Dissatisfied	105	4	13	22	7	15	19	5	13	8	48	31	45	29	26	103
	10%j	5%	11%	15%ag	15%	11%	11%	5%	12%	7%	7%	19%zj	13%	11%	8%	10%
Net Satisfied	709	66	78	92	36	92	118	84	65	78	554	84	241	192	233	719
	70%ck	75%c	70%	61%	71%	68%	71%	81%zceh	62%	75%ch	79%zk	51%	67%	69%	73%	71%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 50

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Very satisfied	448	386	89	198	110	76	124	31	74	20	101	213	77	197	63	378	455
	44%	49%zfh	48%h	50%zfh	44%	49%h	44%	49%	38%	59%h	44%	46%	45%	45%	39%	46%	45%
Fairly satisfied	366	286	64	138	82	45	108	21	79	6	90	158	62	163	64	295	367
	36%i	36%i	35%i	35%i	33%	30%	38%ei	34%	40%dei	18%	39%	35%	36%	37%	39%	35%	36%
Neither satisfied or dissatisfied	66	47	8	22	23	9	13	3	14	3	10	29	9	26	9	52	62
	6%	6%	5%	6%	9%abcf	6%	5%	5%	7%	9%	4%	6%	6%	6%	6%	6%	6%
Fairly dissatisfied	65	38	11	25	24	16	22	5	18	4	17	33	9	36	11	54	63
	6%a	5%	6%	6%	10%zac	11%zac	8%a	8%	9%a	12%	7%	7%	5%	8%	6%	6%	6%
Very dissatisfied	40	32	7	11	7	6	14	2	8	1	5	18	8	13	6	34	40
	4%	4%	4%	3%	3%	4%	5%	4%	4%	2%	2%	4%	5%	3%	4%	4%	4%
Not applicable/haven't been	22	-	3	-	1	1	2	-	1	-	5	5	6	5	8	13	21
	2%acdfkmq	-	2%ac	-	*	1%a	1%a	-	1%a	-	2%	1%	3%	1%	5%zq	2%	2%
Don't know/no opinion	8	1	1	2	1	1	1	-	-	-	1	2	-	2	2	5	7
	1%a	*	1%	1%a	*	1%	*	-	-	-	*	*	-	*	1%	1%	1%
Satisfied	814	672	153	335	192	121	231	52	152	26	191	372	138	360	128	673	822
	80%	85%zdeh	83%	85%zdeh	77%	79%	81%	83%	79%	77%	84%	81%	81%	82%	78%	81%	81%
Dissatisfied	105	70	18	36	32	22	36	7	26	5	21	51	17	48	16	88	103
	10%a	9%	10%	9%	13%ac	14%ac	13%ac	12%	14%a	14%	9%	11%	10%	11%	10%	11%	10%
Net Satisfied	709	602	134	299	160	99	195	45	126	21	170	320	121	312	111	585	719
	70%d	76%zdefh	73%d	76%zdefh	64%	65%	69%	71%	65%	62%	74%	70%	71%	71%	68%	70%	71%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 51

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Very satisfied	**448**	183	110	257	95	196	455
	44%	*46%*	*45%*	*45%*	*44%*	*47%*	*45%*
Fairly satisfied	**366**	148	82	205	83	154	367
	36%	*37%*	*34%*	*36%*	*38%*	*37%*	*36%*
Neither satisfied or dissatisfied	**66**	25	19	34	14	27	62
	6%	*6%*	*8%*	*6%*	*6%*	*6%*	*6%*
Fairly dissatisfied	**65**	20	17	35	13	24	63
	6%	*5%*	*7%*	*6%*	*6%*	*6%*	*6%*
Very dissatisfied	**40**	10	7	22	7	9	40
	4%ae	*2%*	*3%*	***4%e***	*3%*	*2%*	*4%*
Not applicable/haven't been	**22**	6	8	10	4	8	21
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
Don't know/no opinion	**8**	3	-	4	-	3	7
	1%	*1%*	-	*1%*	-	*1%*	*1%*
Satisfied	**814**	**331**	**192**	**462**	**179**	**350**	**822**
	80%	***84%z***	***79%***	***81%***	***82%***	***83%z***	***81%***
Dissatisfied	**105**	**29**	**23**	**57**	**20**	**33**	**103**
	10%ae	***7%***	***10%***	***10%***	***9%***	***8%***	***10%***
Net Satisfied	**709**	**302**	**168**	**405**	**159**	**317**	**719**
	70%	***76%zbc***	***70%***	***71%***	***73%***	***75%zb***	***71%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 52

Q8. 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
ACCESS TO TREATMENT/ WAITING TIME	191 19%	93 19%	98 19%	31 20%	37 23%	66 19%	28 19%	30 15%	42 19%	53 17%	35 16%	61 23%zj	100 19%	35 15%	18 24%	38 22%	188 19%
Long waiting lists/ times	191 19%	93 19%	98 19%	31 20%	37 23%	66 19%	28 19%	30 15%	42 19%	53 17%	35 16%	61 23%zj	100 19%	35 15%	18 24%	38 22%	188 19%
CHOICE	40 4%a	13 3%	27 5%a	2 1%	5 3%	19 5%c	7 5%	8 4%	8 4%	14 5%	11 5%	7 3%	23 4%	9 4%	2 2%	7 4%	40 4%
Not enough patient choice about care/ treatment	25 2%	10 2%	15 3%	- -	2 1%	13 4%c	4 3%	6 3%c	6 3%	11 4%	4 2%	4 2%	14 3%	7 3%	1 1%	4 2%	26 3%
Not enough patient say/involvement in decisions about healthcare services	20 2%	6 1%	14 3%	2 1%	3 2%	9 3%	3 2%	3 1%	3 1%	5 2%	7 3%	5 2%	11 2%	3 1%	2 2%	4 2%	19 2%
EXTERNAL FACTORS	141 14%bdk	81 16%zb	61 12%	21 14%	13 8%	51 15%	27 18%d	29 15%	45 20%zjk	49 16%k	27 12%	21 8%	79 15%	36 16%	10 12%	17 10%	142 14%
Bird flu	1 *	1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	1 *	- -	- -	- -	1 *
Foreigners/immigrants	52 5%	28 6%	23 4%	2 2%	4 3%	25 7%zcd	10 7%c	10 5%	12 5%	18 6%	14 6%	9 3%	25 5%	14 6%	6 8%	7 4%	55 5%
Flu pandemic	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 1%	1 *
Overstretched/aging population	65 6%kn	37 7%	29 5%	9 6%	6 3%	21 6%	14 9%d	15 7%	29 13%zjk	23 7%k	10 4%	4 2%	39 7%n	18 8%n	1 1%	7 4%	66 7%
Public health problems (smoking, obesity, sexual health, etc)	22 2%	13 3%	9 2%	6 4%	3 2%	7 2%	3 2%	3 2%	9 4%j	8 3%	2 1%	3 1%	14 3%	3 2%	1 1%	4 2%	20 2%
Trivial use/abuse	25 2%	15 3%	10 2%	6 4%	1 1%	8 2%	4 2%	6 3%	7 3%	10 3%	2 1%	7 3%	16 3%	5 2%	2 2%	2 1%	23 2%
MANAGEMENT/ BUREAUCRACY	281 28%cdkno	151 31%z	130 25%	26 17%	33 20%	104 30%cd	52 35%zcd	65 33%cd	73 33%k	100 32%k	66 30%k	42 16%	164 30%no	72 32%no	12 16%	32 19%	284 28%
Bureaucracy/top heavy management	143 14%cdkno	71 14%	73 14%	10 6%	14 9%	49 14%c	33 22%zcde	37 19%zcd	33 15%k	52 17%k	36 17%k	22 8%	84 16%no	43 19%zno	4 6%	12 7%	146 14%
Political influence/ government targets	69 7%bcdkn	42 8%zb	27 5%	4 2%	3 2%	37 11%zcd	9 6%	15 8%cd	24 11%zik	17 5%	17 8%	10 4%	43 8%n	17 8%n	1 1%	7 4%	71 7%
Privatisation	65 6%	36 7%	29 6%	10 7%	11 7%	23 6%	10 7%	11 5%	18 8%	22 7%	13 6%	11 4%	37 7%	12 5%	8 10%	8 4%	63 6%
Problems prioritising treatment/patient groups	22 2%	12 3%	10 2%	1 1%	3 2%	10 3%	5 3%	3 2%	6 3%	8 2%	6 3%	3 1%	15 3%	3 1%	1 1%	4 2%	23 2%
Big changes to services/ NHS reforms	53 5%	27 5%	26 5%	3 2%	4 3%	22 6%	8 5%	15 8%cd	16 7%	22 7%k	7 3%	8 3%	30 6%	16 7%	2 2%	6 3%	54 5%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 52

Q8. 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	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
RESOURCES/INVESTMENT	**598**	**278**	**320**	**72**	**84**	**222**	**94**	**126**	**138**	**184**	**147**	**130**	**323**	**144**	**43**	**89**	**601**
	59%cko	**56%**	**61%**	**48%**	**52%**	**63%zcd**	**63%cd**	**63%cd**	**62%k**	**59%k**	**67%zik**	**50%**	**60%**	**63%o**	**55%**	**52%**	**59%**
Lack of resources/ investment	**394**	192	202	42	53	157	63	80	97	126	92	79	215	94	29	56	396
	39%ck	39%	39%	28%	33%	45%zcd	42%c	40%c	43%k	40%k	42%k	30%	40%	41%	37%	33%	39%
Hospital closures/lack of hospitals/ facilities	**45**	15	30	4	4	20	11	6	11	12	10	12	25	9	2	9	44
	4%a	3%	6%za	3%	3%	6%	8%g	3%	5%	4%	5%	4%	5%	4%	3%	5%	4%
Not enough doctors/ nurses/understaffed	**204**	75	128	29	22	70	34	48	42	63	51	47	111	56	11	26	204
	20%ad	15%	25%za	19%	13%	20%	23%d	24%d	19%	20%	23%	18%	21%	24%zo	14%	15%	20%
Poor pay for NHS staff	**31**	10	21	-	4	17	7	3	11	9	5	6	20	5	4	3	31
	3%	2%	4%	-	2%	5%zcg	5%c	2%	5%	3%	2%	2%	4%	2%	5%	2%	3%
Poor quality staff education/training	**48**	22	27	9	6	16	8	10	7	15	17	10	26	12	6	5	47
	5%	4%	5%	6%	3%	5%	5%	5%	3%	5%	8%zh	4%	5%	5%	7%	3%	5%
Overworked staff	**83**	35	48	7	7	34	13	21	19	27	25	12	44	26	3	10	82
	8%k	7%	9%	4%	4%	10%d	9%	11%cd	8%	9%	11%k	5%	8%	11%zn	4%	6%	8%
Shortage of beds	**49**	18	32	3	8	18	12	9	12	14	10	14	28	13	3	5	48
	5%a	4%	6%	2%	5%	5%	8%c	4%	5%	4%	5%	5%	5%	6%	4%	3%	5%
Shortage of NHS dentists	**14**	7	7	4	-	2	4	3	4	6	3	1	5	4	1	4	13
	1%	1%	1%	3%	-	1%	3%de	2%	2%	2%	1%	*	1%	2%	1%	2%	1%
Staff retention	**23**	13	10	2	4	6	6	6	6	9	6	2	12	7	1	3	23
	2%	3%	2%	1%	2%	2%	4%	3%	3%	3%	3%	1%	2%	3%	1%	2%	2%
TREATMENT QUALITY/ IMPROVEMENTS	**112**	**40**	**72**	**15**	**15**	**30**	**21**	**32**	**23**	**39**	**29**	**21**	**50**	**36**	**6**	**20**	**114**
	11%ae	**8%**	**14%za**	**10%**	**9%**	**8%**	**14%**	**16%ze**	**10%**	**12%**	**13%**	**8%**	**9%**	**16%zl**	**8%**	**12%**	**11%**
Low quality of services/treatment/ care	**76**	27	50	10	14	22	14	17	14	24	20	19	36	20	5	16	76
	8%a	5%	10%za	6%	9%	6%	9%	8%	6%	8%	9%	7%	7%	9%	6%	9%	7%
Poor quality care of the elderly	**31**	13	18	5	2	5	7	12	10	11	7	3	12	13	1	4	32
	3%ek	3%	3%	3%	1%	1%	5%e	6%zde	5%k	3%	3%	1%	2%	6%zl	2%	2%	3%
Poor standards of cleanliness/superbugs/ MRSA	**22**	8	14	1	-	8	6	7	4	11	6	2	10	9	-	3	23
	2%k	2%	3%	1%	-	2%	4%d	3%d	2%	3%k	3%	1%	2%	4%z	-	2%	2%
Bad press/the media	**1**	-	1	-	-	-	-	1	-	1	-	-	-	1	-	-	1
	*****	-	*	-	-	-	-	*	-	*	-	-	-	*	-	-	*
Cancellation of appointments/operations	**1**	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	1
	*****	-	*	-	-	-	1%	-	-	-	1%	-	-	-	1%zl	-	*
Cutbacks	**2**	1	1	-	1	1	-	-	1	1	-	-	2	-	-	-	2
	*****	*	*	-	1%	*	-	-	1%	*	-	-	*	-	-	-	*
Enable patients to see a doctor 24-7/out-of-hours service	**3**	-	3	-	-	3	-	-	1	1	-	1	2	-	-	1	3
	*****	-	1%	-	-	1%	-	-	*	*	-	*	*	-	-	*	*
GP appointment system/ long wait to get an appointment	**5**	1	4	-	3	1	-	1	2	1	-	2	4	1	-	-	5
	1%	*	1%	-	2%z	*	-	*	1%	*	-	1%	1%	*	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 52

Q8. 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	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
High cost of drugs/ equipment/availability	**2** *	- -	2 *	- -	- -	1 *	1 1%	- -	- -	1 *	1 1%	- -	1 *	- -	1 1%	- -	2 *
Lack of aftercare	**2** *	1 *	1 *	- -	- -	- -	2 2%ze	- -	1 1%	- -	1 1%	- -	1 *	- -	1 1%z	- -	2 *
Lack of communication between departments	**6** 1%	2 *	4 1%	4 3%zeg	1 1%	1 *	- -	- -	2 1%	1 *	1 1%	2 1%	3 1%	- -	- -	3 2%m	5 *
Lack of focus on the patient	**2** *	1 *	1 *	- -	- -	1 *	- -	1 *	1 1%	- -	- -	1 *	1 *	1 *	- -	- -	2 *
Language problems/ foreign staff	**4** *	2 *	2 *	- -	1 1%	1 *	2 1%	- -	2 1%	- -	2 1%	- -	2 *	2 1%	- -	- -	4 *
Litigation	**2** *	2 *	- -	- -	- -	1 *	- -	1 *	2 1%z	- -	- -	- -	1 *	1 *	- -	- -	2 *
Management/too inefficient	**2** *	2 *	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	2 1%	- -	1 *	- -	1 1%	2 *
Misuse of funds/money not going to the right places	**4** *	1 *	2 *	- -	- -	4 1%z	- -	- -	- -	4 1%z	- -	- -	4 1%	- -	- -	- -	3 *
Need new/updated equipment/technology	**2** *	1 *	1 *	- -	- -	- -	- -	2 1%z	2 1%	- -	- -	- -	- -	2 1%zl	- -	- -	2 *
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *	- -	3 1%	2 1%	- -	1 *	- -	- -	- -	- -	1 *	2 1%	3 *	- -	- -	- -	2 *
Opening times of GP/ doctor's surgery	**1** *	- -	1 *	- -	1 1%	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *
Overpaid management/GPs	**1** *	1 *	- -	- -	- -	- -	1 1%z	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *
Patients having to pay/ pay for prescriptions/ general costs	**1** *	- -	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	1 *
Poor administration/ organisation/lost records	**2** *	2 *	- -	- -	- -	1 *	- -	1 *	- -	1 *	1 *	- -	- -	1 *	1 1%l	- -	2 *
Poor/expensive hospital parking	**1** *	1 *	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *
Poor food/catering	**3** *	- -	3 1%	1 1%	- -	- -	- -	2 1%	- -	1 *	1 *	1 *	- -	2 1%l	- -	1 1%	3 *
Postcode lottery	**1** *	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	1 *
Security	**1** *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	1 1%zl	- -	1 *
Should bring back matrons	**2** *	1 *	1 *	- -	- -	- -	1 1%	1 *	- -	1 *	1 *	- -	1 *	1 *	- -	- -	2 *
Too much admin/reduce amount spent on admin	**1** *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 52

Q8. 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	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Too much centralisation	**1**	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1
	*****	-	*	-	-	*	-	-	*1%*	-	-	-	*	-	-	-	*
Too many people using who are not entitled/ have not paid N.I	**3**	1	2	1	-	-	-	2	-	1	2	-	-	2	-	1	3
	*****	*	*	*1%*	-	-	-	*1%*	-	*	*1%*	-	-	1%l	-	*1%*	*
Too unwieldy/too large to manage	**4**	3	1	-	1	1	-	2	2	1	-	1	1	2	1	-	4
	*****	*1%*	*	-	*1%*	*	-	*1%*	*1%*	*	-	*	*	*1%*	*1%*	-	*
Other	**6**	3	3	-	2	1	1	1	2	3	-	-	5	1	-	-	5
	1%	*1%*	*1%*	-	*2%*	*	*1%*	*	*1%*	*1%*	-	-	*1%*	*	-	-	*
Don't know	**77**	32	44	24	20	18	5	11	11	19	14	33	30	13	9	25	73
	8%efl	*7%*	*9%*	16%zefg	12%zefg	*5%*	*3%*	*5%*	*5%*	*6%*	*6%*	13%zhij	*5%*	*6%*	12%l	15%zlm	*7%*
None of these	**28**	14	14	5	4	8	4	6	4	6	5	13	10	6	4	7	28
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	5%zhi	*2%*	*3%*	6%l	*4%*	*3%*
Mean number of mentions	**1.86cdko**	**1.78**	**1.93**	**1.38**	**1.44**	**2.00zcd**	**2.25zcd**	**2.01cd**	**2.14zk**	**1.93k**	**1.95k**	**1.46**	**1.91no**	**2.08zno**	**1.53**	**1.54**	**1.86**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 53

Q8. Overall, what do you see as the biggest problems facing the NHS? What else?

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: White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital use: Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS use: NHS user (s)	Non NHS user (t)	People are treated with dignity and respect: Agree (u)	Disagree (v)	Unwtd total (w)
Unweighted Total	1015	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	1015	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
ACCESS TO TREATMENT/ WAITING TIME	**191**	**34**	**39**	**118**	**1**	**30**	**83**	**78**	**11**	**48**	**2**	**37**	**141**	**3**	**37**	**6**	**4**	**110**	**81**	**175**	**16**	**119**	**62**	**188**
	19%eil	*20%*	*20%*	*19%*	*7%*	*14%*	*17%*	*24%zef*	*19%*	*15%*	*11%*	*20%*	*16%*	*26%*	*43%zlo*	*17%*	*27%*	*20%*	*18%*	*19%*	*16%*	*17%*	*23%*	*19%*
Long waiting lists/ times	**191**	34	39	118	1	30	83	78	11	48	2	37	141	3	37	6	4	110	81	175	16	119	62	188
	19%eil	*20%*	*20%*	*19%*	*7%*	*14%*	*17%*	*24%zef*	*19%*	*15%*	*11%*	*20%*	*16%*	*26%*	*43%zlo*	*17%*	*27%*	*20%*	*18%*	*19%*	*16%*	*17%*	*23%*	*19%*
CHOICE	**40**	**8**	**7**	**25**	**-**	**9**	**17**	**14**	**3**	**11**	**2**	**14**	**31**	**-**	**5**	**3**	**-**	**25**	**15**	**39**	**1**	**21**	**18**	**40**
	4%u	*5%*	*4%*	*4%*	*-*	*4%*	*4%*	*4%*	*6%*	*3%*	*9%*	*7%zl*	*4%*	*-*	*6%*	*9%*	*-*	*5%*	*3%*	*4%*	*1%*	*3%*	*7%zu*	*4%*
Not enough patient choice about care/ treatment	**25**	3	4	18	-	7	11	8	3	9	2	8	18	-	5	2	-	17	8	25	-	14	11	26
	2%	*2%*	*2%*	*3%*	*-*	*3%*	*2%*	*2%*	*6%*	*3%*	*9%*	*4%*	*2%*	*-*	*6%zl*	*5%*	*-*	*3%*	*2%*	*3%*	*-*	*2%*	*4%*	*3%*
Not enough patient say/involvement in decisions about healthcare services	**20**	7	3	10	-	3	10	7	-	4	1	8	15	-	2	3	-	10	10	19	1	9	10	19
	2%u	*4%zc*	*1%*	*2%*	*-*	*1%*	*2%*	*2%*	*-*	*1%*	*5%*	*4%zl*	*2%*	*-*	*2%*	*7%zl*	*-*	*2%*	*2%*	*2%*	*1%*	*1%*	*4%zu*	*2%*
EXTERNAL FACTORS	**141**	**17**	**27**	**95**	**3**	**35**	**75**	**32**	**5**	**61**	**3**	**33**	**133**	**-**	**6**	**1**	**1**	**74**	**67**	**128**	**13**	**96**	**39**	**142**
	14%g	*10%*	*14%*	*15%*	*15%*	*17%g*	*16%g*	*10%*	*10%*	*19%z*	*15%*	*17%*	*15%zno*	*-*	*7%*	*3%*	*8%*	*13%*	*15%*	*14%*	*13%*	*14%*	*14%*	*14%*
Bird flu	**1**	-	-	1	-	-	-	1	-	1	-	1	1	-	-	-	-	-	1	1	-	1	-	1
	*****	-	-	*	-	-	-	*	-	*	-	1%	*	-	-	-	-	-	*	*	-	*	-	*
Foreigners/immigrants	**52**	7	11	32	1	11	29	12	1	20	-	14	51	-	1	-	-	29	22	47	4	30	20	55
	5%	*4%*	*6%*	*5%*	*5%*	*5%*	*6%*	*3%*	*2%*	*6%*	*-*	*8%*	*6%z*	*-*	*1%*	*-*	*-*	*5%*	*5%*	*5%*	*4%*	*4%*	*7%*	*5%*
Flu pandemic	**1**	-	-	1	-	-	1	-	-	-	-	1	1	-	-	-	-	1	-	1	-	1	-	1
	*****	-	-	*	-	-	*	-	-	-	-	1%	*	-	-	-	-	*	-	*	-	*	-	*
Overstretched/aging population	**65**	5	12	48	-	18	32	15	3	33	3	14	63	-	1	1	-	35	30	60	5	43	17	66
	6%an	*3%*	*6%*	*8%za*	*-*	*9%g*	*7%*	*4%*	*5%*	*10%z*	*15%*	*7%*	*7%zn*	*-*	*1%*	*3%*	*-*	*6%*	*7%*	*7%*	*5%*	*6%*	*6%*	*7%*
Public health problems (smoking, obesity, sexual health, etc)	**22**	2	5	13	2	3	14	5	2	13	-	2	18	-	4	-	-	10	12	19	3	19	3	20
	2%	*1%*	*2%*	*2%*	*9%*	*2%*	*3%*	*2%*	*4%*	*4%zk*	*-*	*1%*	*2%*	*-*	*5%*	*-*	*-*	*2%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*
Trivial use/abuse	**25**	7	3	14	2	7	12	6	-	6	-	5	21	-	3	-	1	12	13	23	2	19	6	23
	2%	*4%*	*2%*	*2%*	*9%*	*4%*	*2%*	*2%*	*-*	*2%*	*-*	*2%*	*2%*	*-*	*3%*	*-*	*8%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*
MANAGEMENT/ BUREAUCRACY	**281**	**33**	**35**	**209**	**3**	**63**	**141**	**76**	**17**	**102**	**3**	**59**	**253**	**5**	**14**	**7**	**1**	**154**	**127**	**248**	**33**	**188**	**82**	**284**
	28%abgn	*20%*	*18%*	*33%zab*	*16%*	*30%g*	*30%g*	*23%*	*31%*	*31%*	*15%*	*32%*	*29%zn*	*43%*	*16%*	*19%*	*6%*	*28%*	*27%*	*27%*	*32%*	*27%*	*30%*	*28%*
Bureaucracy/top heavy management	**143**	16	13	113	1	36	76	31	9	50	1	32	134	2	6	1	1	77	66	125	19	90	47	146
	14%bgno	*9%*	*7%*	*18%zab*	*5%*	*17%g*	*16%g*	*9%*	*16%*	*15%*	*4%*	*17%*	*15%zno*	*18%*	*6%*	*2%*	*6%*	*14%*	*14%*	*14%*	*18%*	*13%*	*17%*	*14%*
Political influence/ government targets	**69**	6	8	54	-	16	29	24	6	23	1	21	64	-	4	1	-	38	30	61	8	44	23	71
	7%	*4%*	*4%*	*9%zab*	*-*	*7%*	*6%*	*7%*	*10%*	*7%*	*6%*	*11%z*	*7%*	*-*	*5%*	*3%*	*-*	*7%*	*7%*	*7%*	*8%*	*6%*	*8%*	*7%*
Privatisation	**65**	7	14	44	-	12	32	20	4	21	1	13	59	-	4	2	-	38	27	58	7	47	16	63
	6%	*4%*	*7%*	*7%*	*-*	*6%*	*7%*	*6%*	*8%*	*6%*	*5%*	*7%*	*7%*	*-*	*4%*	*6%*	*-*	*7%*	*6%*	*6%*	*7%*	*7%*	*6%*	*6%*

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FINAL PUBLIC

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	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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Problems prioritising treatment/patient groups	**22**	3	6	14	-	3	11	8	-	11	1	8	17	2	1	3	-	12	10	22	1	13	10	23
	2%	*2%*	*3%*	*2%*	-	*2%*	*2%*	*2%*	-	*3%*	*5%*	*4%*	*2%*	*15%*	*1%*	***7%l***	-	*2%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*
Big changes to services/ NHS reforms	**53**	8	2	41	2	15	24	14	2	24	-	11	43	2	4	3	-	30	23	48	5	38	15	54
	5%b	***5%b***	*1%*	***6%zb***	*11%*	*7%*	*5%*	*4%*	*3%*	***7%z***	-	*6%*	*5%*	*17%*	*5%*	*8%*	-	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*
RESOURCES/INVESTMENT	**598**	**96**	**91**	**399**	**11**	**133**	**280**	**186**	**40**	**215**	**16**	**116**	**538**	**4**	**34**	**16**	**5**	**339**	**259**	**540**	**58**	**399**	**177**	**601**
	59%bn	***58%b***	***46%***	***63%zb***	***66%***	***64%***	***59%***	***56%***	***72%z***	***66%z***	***84%***	***62%***	***62%zn***	***36%***	***39%***	***46%***	***32%***	***61%***	***56%***	***59%***	***58%***	***58%***	***65%z***	***59%***
Lack of resources/ investment	**394**	62	60	266	6	83	193	117	28	150	10	79	369	3	12	7	3	218	176	353	41	278	103	396
	39%bno	*37%*	*31%*	***42%zb***	*35%*	*40%*	*41%*	*35%*	*51%*	***46%z***	*51%*	*42%*	***43%zno***	*26%*	*14%*	*19%*	*16%*	*39%*	*38%*	*39%*	*40%*	*40%*	*38%*	*39%*
Hospital closures/lack of hospitals/ facilities	**45**	12	4	29	-	7	24	14	5	17	1	7	38	-	4	3	-	25	20	40	5	28	15	44
	4%	***7%b***	*2%*	*5%*	-	*3%*	*5%*	*4%*	*9%*	*5%*	*6%*	*4%*	*4%*	-	*5%*	*8%*	-	*5%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*
Not enough doctors/ nurses/understaffed	**204**	41	30	126	6	54	85	65	17	75	9	41	179	2	13	5	4	122	82	188	16	124	73	204
	20%u	***24%b***	*15%*	*20%*	*38%*	***26%zf***	*18%*	*19%*	*31%*	*23%*	*48%*	*22%*	*21%*	*20%*	*16%*	*14%*	*22%*	*22%*	*18%*	*21%*	*16%*	*18%*	***27%zu***	*20%*
Poor pay for NHS staff	**31**	6	1	24	-	4	13	14	4	13	1	7	26	1	2	2	-	20	11	30	1	18	12	31
	3%b	***4%b***	*	***4%b***	-	*2%*	*3%*	*4%*	*7%*	*4%*	*5%*	*4%*	*3%*	*10%*	*2%*	*5%*	-	*4%*	*2%*	*3%*	*1%*	*3%*	*4%*	*3%*
Poor quality staff education/training	**48**	4	13	30	2	10	22	16	2	15	1	13	43	-	3	1	1	26	22	42	6	25	21	47
	5%u	*2%*	*6%*	*5%*	*11%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*7%*	*5%*	-	*4%*	*3%*	*7%*	*5%*	*5%*	*5%*	*6%*	*4%*	***8%zu***	*5%*
Overworked staff	**83**	7	13	61	2	23	29	30	8	29	-	16	73	2	7	-	1	50	33	77	6	55	26	82
	8%f	*4%*	*6%*	***10%za***	*9%*	***11%f***	*6%*	*9%*	*14%*	*9%*	-	*9%*	*8%*	*18%*	*8%*	-	*7%*	*9%*	*7%*	*8%*	*6%*	*8%*	*9%*	*8%*
Shortage of beds	**49**	5	6	38	-	12	21	17	4	9	2	12	42	-	5	2	-	31	18	47	2	28	21	48
	5%i	*3%*	*3%*	***6%z***	-	*6%*	*4%*	*5%*	*7%*	*3%*	*9%*	***7%i***	*5%*	-	*6%*	*5%*	-	*6%*	*4%*	*5%*	*2%*	*4%*	***8%zu***	*5%*
Shortage of NHS dentists	**14**	1	-	13	-	3	11	-	-	2	-	3	14	-	-	-	-	12	2	14	-	10	4	13
	1%gr	*1%*	-	***2%z***	-	***2%g***	***2%g***	-	-	*1%*	-	*2%*	*2%*	-	-	-	-	***2%zr***	*1%*	*2%*	-	*1%*	*1%*	*1%*
Staff retention	**23**	2	2	18	1	7	10	7	3	12	-	5	20	-	2	-	1	12	11	21	2	14	9	23
	2%	*1%*	*1%*	*3%*	*4%*	*3%*	*2%*	*2%*	*6%*	*4%*	-	*3%*	*2%*	-	*2%*	-	*7%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
TREATMENT QUALITY/ IMPROVEMENTS	**112**	**15**	**19**	**77**	**1**	**30**	**51**	**32**	**6**	**37**	**1**	**29**	**94**	**1**	**9**	**6**	**3**	**68**	**44**	**104**	**9**	**56**	**50**	**114**
	11%u	***9%***	***10%***	***12%***	***8%***	***14%***	***11%***	***10%***	***11%***	***11%***	***5%***	***16%z***	***11%***	***7%***	***10%***	***16%***	***18%***	***12%***	***10%***	***11%***	***9%***	***8%***	***18%zu***	***11%***
Low quality of services/treatment/ care	**76**	11	16	47	1	17	34	26	5	29	-	17	60	1	8	5	3	48	29	70	6	37	35	76
	8%u	*7%*	*8%*	*7%*	*8%*	*8%*	*7%*	*8%*	*9%*	*9%*	-	*9%*	*7%*	*7%*	*9%*	*13%*	*18%*	*9%*	*6%*	*8%*	*6%*	*5%*	***13%zu***	*7%*
Poor quality care of the elderly	**31**	3	1	27	-	12	14	4	2	6	-	12	29	-	2	-	-	16	14	29	2	14	13	32
	3%bgu	*2%*	*	***4%zb***	-	***6%zg***	*3%*	*1%*	*3%*	*2%*	-	***7%zi***	*3%*	-	*3%*	-	-	*3%*	*3%*	*3%*	*2%*	*2%*	***5%u***	*3%*
Poor standards of cleanliness/superbugs/ MRSA	**22**	-	2	20	-	6	9	7	1	9	1	5	18	-	1	3	-	14	8	21	1	8	12	23
	2%u	-	*1%*	***3%za***	-	*3%*	*2%*	*2%*	*2%*	*3%*	*5%*	*3%*	*2%*	-	*1%*	***7%zl***	-	*3%*	*2%*	*2%*	*1%*	*1%*	***4%zu***	*2%*
Bad press/the media	**1**	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1	-	1	-	1
	*******	-	-	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	*	-	*	-	*

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Cancellation of appointments/operations	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *	1 *
Cutbacks	**2** *****	- -	- -	2 *	- -	- -	1 *	1 *	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	- -	2 *	1 *	1 *1%*	1 *	1 *	2 *
Enable patients to see a doctor 24-7/out-of-hours service	**3** ***l**	- -	- -	3 *	- -	- -	2 *	1 *	1 *2%*	2 *1%*	- -	1 *1%*	1 *	- -	2 **2%zl**	- -	- -	1 *	2 *	3 *	- -	- -	2 **1%u**	3 *
GP appointment system/ long wait to get an appointment	**5** ***1%***	1 *1%*	1 *1%*	3 *	- -	1 *	2 *	2 *1%*	- -	- -	- -	- -	5 *1%*	- -	- -	- -	- -	4 *1%*	1 *	5 *1%*	- -	2 *	3 *1%*	5 *
High cost of drugs/ equipment/availability	**2** *****	- -	- -	2 *	- -	- -	1 *	1 *	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *	- -	2 *	- -	1 *	1 *	2 *
Lack of aftercare	**2** ***s**	- -	- -	1 *	1 *7%*	- -	2 *	- -	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	1 *	1 *	1 *	1 **1%s**	1 *	1 *	2 *
Lack of communication between departments	**6** **1%cq**	2 *1%*	3 **2%c**	1 *	- -	- -	2 *	4 *1%*	- -	1 *	- -	1 *1%*	4 *1%*	- -	1 *2%*	- -	- -	1 *	5 *1%*	6 *1%*	- -	3 *	3 *1%*	5 *
Lack of focus on the patient	**2** *****	1 *1%*	- -	1 *	- -	1 *	1 *	- -	- -	- -	- -	1 *	2 *	- -	- -	- -	- -	1 *	1 *	2 *	- -	2 *	- -	2 *
Language problems/ foreign staff	**4** ***u**	1 *1%*	- -	2 *	- -	1 *	1 *	2 *1%*	- -	1 *	- -	- -	4 *	- -	- -	- -	- -	4 *1%*	- -	4 *	- -	1 *	3 **1%u**	4 *
Litigation	**2** *****	- -	1 *1%*	1 *	- -	1 *	1 *	- -	- -	2 *1%*	- -	2 **1%z**	2 *	- -	- -	- -	- -	2 *	- -	2 *	- -	2 *	- -	2 *
Management/too inefficient	**2** *****	1 *1%*	- -	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 *	2 *	- -	- -	- -	- -	2 *	- -	2 *	- -	1 *	- -	2 *
Misuse of funds/money not going to the right places	**4** *****	- -	- -	4 *1%*	- -	- -	4 *1%*	- -	1 *2%*	4 **1%z**	- -	1 *1%*	2 *	- -	1 *1%*	- -	- -	2 *	1 *	2 *	1 *1%*	4 *1%*	- -	3 *
Need new/updated equipment/technology	**2** *****	- -	- -	2 *	- -	2 **1%zf**	- -	- -	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	1 *	1 *	2 *	- -	1 *	1 *	2 *
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *****	2 *1%*	- -	1 *	- -	- -	2 *	1 *	- -	- -	- -	2 *1%*	3 *	- -	- -	- -	- -	1 *	2 *	3 *	- -	- -	3 **1%zu**	2 *
Opening times of GP/ doctor's surgery	**1** *****	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *	1 *
Overpaid management/GPs	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	1 *1%*	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Patients having to pay/ pay for prescriptions/ general costs	**1** *****	- -	1 *1%*	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	1 *	1 *

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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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Poor administration/ organisation/lost records	**2** *****	1 *1%*	- -	1 *	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *	- -	1 *1%*	- -	- -	- -	2 *	1 *	1 *1%*	- -	2 1%u	2 *
Poor/expensive hospital parking	**1** *****	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Poor food/catering	**3** *****	- -	- -	3 *	- -	2 *1%*	1 *	- -	- -	1 *	- -	1 *1%*	3 *	- -	- -	- -	- -	1 *	2 *	3 *	- -	1 *	1 *	3 *
Postcode lottery	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *
Security	**1** *****	1 *1%*	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Should bring back matrons	**2** *****	- -	- -	2 *	- -	1 *	1 *	- -	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *	- -	2 *	- -	2 *	- -	2 *
Too much admin/reduce amount spent on admin	**1** *****	- -	1 *	- -	- -	- -	- -	1 *	1 2%z	1 *	- -	- -	- -	- -	1 1%zl	- -	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Too much centralisation	**1** *****	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	1 *
Too many people using who are not entitled/ have not paid N.I	**3** *****	1 *1%*	1 *	1 *	- -	2 1%f	- -	1 *	- -	1 *	- -	1 *1%*	3 *	- -	- -	- -	- -	1 *	2 *	3 *	- -	1 *	2 *1%*	3 *
Too unwieldy/too large to manage	**4** *****	1 *	- -	3 *	- -	2 *1%*	2 *	- -	- -	- -	- -	1 *	4 *	- -	- -	- -	- -	2 *	2 *	4 *	- -	4 *1%*	- -	4 *
Other	**6** ***1%***	1 *1%*	- -	4 *1%*	- -	2 *1%*	1 *	2 *1%*	- -	3 *1%*	- -	2 *1%*	6 *1%*	- -	- -	- -	- -	2 *	3 *1%*	6 *1%*	- -	6 *1%*	- -	5 *
Don't know	**77** **8%ciklqv**	15 9%c	37 19%zac	23 *4%*	1 *6%*	11 *5%*	33 *7%*	33 10%e	1 *2%*	10 *3%*	1 *7%*	6 *3%*	58 *7%*	1 *7%*	10 *12%*	5 *15%*	3 *16%*	28 *5%*	49 10%zq	66 *7%*	11 *11%*	58 8%v	10 *4%*	73 *7%*
None of these	**28** ***3%***	8 5%c	4 *2%*	14 *2%*	2 *9%*	6 *3%*	14 *3%*	8 *3%*	- -	4 *1%*	- -	7 4%i	22 *3%*	- -	4 *5%*	2 *5%*	- -	12 *2%*	16 *3%*	24 *3%*	4 *4%*	20 *3%*	6 *2%*	28 *3%*
Mean number of mentions	**1.86bu**	**1.67**	**1.44**	**2.04zab**	**1.74**	**2.06zg**	**1.85**	**1.74**	**2.25**	**2.06z**	**1.94**	**2.24z**	**1.92z**	**1.58**	**1.63**	**1.40**	**1.38**	**1.95**	**1.75**	**1.88**	**1.66**	**1.74**	**2.26zu**	**1.86**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 54

Q8. Overall, what do you see as the biggest problems facing the NHS? 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
ACCESS TO TREATMENT/ WAITING TIME	191	12	12	45	4	25	50	5	21	18	126	41	69	53	58	188
	19%bdg	14%	11%	30%zabdegi	7%	18%g	30%zabdegi	5%	20%g	18%g	18%	25%zj	19%	19%	18%	19%
Long waiting lists/ times	191	12	12	45	4	25	50	5	21	18	126	41	69	53	58	188
	19%bdg	14%	11%	30%zabdegi	7%	18%g	30%zabdegi	5%	20%g	18%g	18%	25%zj	19%	19%	18%	19%
CHOICE	40	2	2	10	1	5	17	-	2	2	26	10	15	8	15	40
	4%	2%	2%	6%g	2%	3%	10%zabeghi	-	2%	2%	4%	6%	4%	3%	5%	4%
Not enough patient choice about care/ treatment	25	2	2	6	-	3	11	-	1	1	16	7	12	3	9	26
	2%	2%	2%	4%g	-	2%	6%zbghi	-	1%	1%	2%	4%	3%	1%	3%	3%
Not enough patient say/involvement in decisions about healthcare services	20	-	1	6	1	2	8	-	1	1	13	5	4	6	9	19
	2%	-	1%	4%	2%	1%	5%zg	-	1%	1%	2%	3%	1%	2%	3%	2%
EXTERNAL FACTORS	141	20	21	9	7	12	37	6	17	14	104	21	44	38	54	142
	14%cg	22%zceg	19%ceg	6%	14%	9%	22%zceg	6%	16%cg	14%c	15%	13%	12%	14%	17%	14%
Bird flu	1	-	-	-	-	-	-	-	1	-	1	-	-	-	1	1
	*	-	-	-	-	-	-	-	1%z	-	*	-	-	-	*	*
Foreigners/immigrants	52	6	10	2	4	6	12	1	5	6	32	12	15	14	21	55
	5%cg	6%	9%zcg	1%	8%cg	5%	7%cg	1%	5%	6%	5%	7%	4%	5%	6%	5%
Flu pandemic	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	1
	*	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	*
Overstretched/aging population	65	5	13	5	1	1	23	2	8	7	52	8	19	15	28	66
	6%e	6%e	11%zcdeg	3%	2%	1%	14%zcdeg	2%	8%e	7%e	7%	5%	5%	5%	9%	7%
Public health problems (smoking, obesity, sexual health, etc)	22	6	1	1	-	2	7	1	4	-	14	3	10	9	4	20
	2%	6%zbci	1%	1%	-	2%	4%i	1%	4%i	-	2%	2%	3%	3%	1%	2%
Trivial use/abuse	25	7	-	2	2	6	3	2	2	1	19	4	6	9	8	23
	2%	8%zbcfhi	-	1%	4%b	4%b	2%	2%	2%	1%	3%	2%	2%	3%	2%	2%
MANAGEMENT/ BUREAUCRACY	281	27	26	29	13	32	60	31	38	25	174	65	109	52	106	284
	28%cjm	30%	23%	20%	25%	24%	37%zbcei	30%	36%bce	24%	25%	39%zj	30%m	19%	33%zm	28%
Bureaucracy/top heavy management	143	13	13	10	7	13	34	17	20	15	80	37	50	27	58	146
	14%cjm	15%c	12%	7%	14%	10%	21%zbce	16%c	19%c	15%c	11%	22%zj	14%	10%	18%zm	14%
Political influence/ government targets	69	6	10	5	4	6	16	7	11	4	44	17	27	9	29	71
	7%m	7%	9%	3%	8%	5%	9%c	7%	10%c	4%	6%	10%	8%m	3%	9%zm	7%
Privatisation	65	7	6	5	8	9	14	7	6	2	42	15	28	8	27	63
	6%im	8%	6%	3%	16%zbcehi	6%	8%i	6%	6%	2%	6%	9%	8%m	3%	8%m	6%
Problems prioritising treatment/patient groups	22	-	1	4	1	2	6	1	3	4	9	7	8	4	8	23
	2%j	-	1%	3%	2%	2%	4%	1%	3%	4%	1%	4%j	2%	2%	3%	2%
Big changes to services/ NHS reforms	53	6	2	10	2	6	10	6	7	4	38	11	23	7	22	54
	5%bm	7%	2%	7%b	4%	5%	6%	5%	6%	3%	5%	7%	6%m	3%	7%m	5%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 54

Q8. Overall, what do you see as the biggest problems facing the NHS? 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	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
RESOURCES/INVESTMENT	**598**	**58**	**60**	**59**	**25**	**75**	**119**	**78**	**57**	**66**	**399**	**115**	**226**	**144**	**206**	**601**
	59%cm	**66%c**	**53%c**	***40%***	***49%***	**56%c**	**72%zbcdeh**	**75%zbcdeh**	**54%c**	**64%c**	***57%***	**70%zj**	**63%m**	***52%***	**64%zm**	***59%***
Lack of resources/ investment	**394**	42	39	26	20	51	80	56	37	43	261	75	152	93	136	396
	39%cm	**48%c**	**35%c**	*17%*	**40%c**	**38%c**	**48%zbch**	**54%zbceh**	**35%c**	**41%c**	*37%*	*45%*	**42%m**	*34%*	**43%m**	*39%*
Hospital closures/lack of hospitals/ facilities	**45**	2	3	12	-	4	11	2	9	1	22	16	22	7	14	44
	4%j	*3%*	*3%*	**8%zdi**	-	*3%*	**7%i**	*2%*	**8%di**	*1%*	*3%*	**10%zj**	**6%m**	*2%*	*4%*	*4%*
Not enough doctors/ nurses/understaffed	**204**	19	21	15	7	22	44	33	19	23	142	38	83	49	63	204
	20%c	**21%c**	**19%c**	*10%*	*13%*	*16%*	**27%zce**	**32%zbcdeh**	*18%*	**22%c**	*20%*	*23%*	*23%*	*18%*	*20%*	*20%*
Poor pay for NHS staff	**31**	2	3	6	-	3	8	4	4	1	19	10	10	4	16	31
	3%m	*2%*	*2%*	*4%*	-	*2%*	*5%*	*4%*	*4%*	*1%*	*3%*	**6%zj**	*3%*	*1%*	**5%zm**	*3%*
Poor quality staff education/training	**48**	9	-	7	3	1	11	4	3	9	22	17	15	10	20	47
	5%bej	**10%zbe**	-	**5%be**	**7%be**	*1%*	**7%be**	**4%b**	*3%*	**9%zbe**	*3%*	**10%zj**	*4%*	*4%*	*6%*	*5%*
Overworked staff	**83**	11	4	10	-	8	30	10	6	4	49	19	36	15	27	82
	8%bd	**12%bd**	*3%*	*7%*	-	*6%*	**18%zbcdehi**	**10%d**	*6%*	*4%*	*7%*	*11%*	**10%m**	*6%*	*8%*	*8%*
Shortage of beds	**49**	1	1	6	-	7	26	5	-	2	31	11	18	12	17	48
	5%bh	*1%*	*1%*	**4%h**	-	**6%bh**	**16%zabcdeghi**	**5%h**	-	*2%*	*4%*	*7%*	*5%*	*4%*	*5%*	*5%*
Shortage of NHS dentists	**14**	-	-	1	-	1	10	2	-	-	7	3	7	5	3	13
	1%	-	-	*1%*	-	*1%*	**6%zabcehi**	*2%*	-	-	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*
Staff retention	**23**	3	1	3	-	2	4	4	4	3	13	3	6	7	9	23
	2%	*4%*	*1%*	*2%*	-	*1%*	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
TREATMENT QUALITY/ IMPROVEMENTS	**112**	**14**	**10**	**14**	**3**	**12**	**26**	**8**	**9**	**15**	**60**	**34**	**39**	**25**	**42**	**114**
	11%j	***16%***	***9%***	***9%***	***6%***	***9%***	***16%***	***8%***	***9%***	***15%***	***9%***	**20%zj**	***11%***	***9%***	***13%***	***11%***
Low quality of services/treatment/ care	**76**	11	6	12	2	7	14	7	6	10	40	27	28	16	28	76
	8%j	*13%*	*6%*	*8%*	*5%*	*5%*	*9%*	*7%*	*5%*	*10%*	*6%*	**16%zj**	*8%*	*6%*	*9%*	*7%*
Poor quality care of the elderly	**31**	3	3	1	-	3	12	-	3	6	19	6	9	8	12	32
	3%	*4%*	*2%*	*1%*	-	*2%*	**7%zceg**	-	*3%*	**6%cg**	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*
Poor standards of cleanliness/superbugs/ MRSA	**22**	1	2	3	2	4	6	1	2	2	8	7	5	5	11	23
	2%j	*1%*	*2%*	*2%*	*4%*	*3%*	*4%*	*1%*	*2%*	*1%*	*1%*	**4%j**	*1%*	*2%*	*4%*	*2%*
Bad press/the media	**1**	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	**1%z**	-	*	-	*	-	-	*
Cancellation of appointments/operations	**1**	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1
	*	**1%z**	-	-	-	-	-	-	-	-	-	**1%j**	-	-	*	*
Cutbacks	**2**	-	-	2	-	-	-	-	-	-	1	-	1	-	-	2
	*	-	-	**1%z**	-	-	-	-	-	-	*	-	*	-	-	*
Enable patients to see a doctor 24-7/out-of-hours service	**3**	-	2	-	-	-	-	1	-	-	2	1	1	1	1	3
	*	-	**2%z**	-	-	-	-	*1%*	-	-	*	*1%*	*	*	*	*
GP appointment system/ long wait to get an appointment	**5**	1	1	1	-	-	-	2	-	-	1	2	-	3	2	5
	1%j	*1%*	*1%*	*1%*	-	-	-	**2%z**	-	-	*	*1%*	-	**1%l**	*1%*	*

Respondent type : General public aged 16+
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Table 54

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Base : All respondents

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Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
High cost of drugs/ equipment/availability	**2** *****	2 3%z	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 1%	- -	1 *	1 *	2 *
Lack of aftercare	**2** *****	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	1 *	1 1%	- -	- -	1 *	2 *
Lack of communication between departments	**6** **1%**	- -	1 1%	- -	2 3%zcf	- -	- -	2 2%z	- -	1 1%	3 *	- -	- -	5 2%zl	1 *	5 *
Lack of focus on the patient	**2** *****	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	2 *	- -	1 *	- -	1 *	2 *
Language problems/ foreign staff	**4** *****	- -	2 1%z	- -	- -	- -	- -	- -	1 1%	1 1%	2 *	- -	2 1%	2 1%	- -	4 *
Litigation	**2** *****	- -	- -	- -	- -	- -	- -	- -	2 2%z	- -	2 *	- -	2 1%	- -	- -	2 *
Management/too inefficient	**2** *****	- -	- -	- -	- -	- -	- -	2 2%z	- -	- -	1 *	- -	1 *	- -	1 *	2 *
Misuse of funds/money not going to the right places	**4** *****	1 1%	- -	- -	- -	- -	- -	1 1%	1 1%	- -	2 *	- -	2 1%	1 *	- -	3 *
Need new/updated equipment/technology	**2** *****	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	1 *	1 1%	- -	- -	2 1%	2 *
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *****	- -	- -	- -	- -	- -	- -	2 2%z	- -	1 1%	2 *	- -	1 *	2 1%	- -	2 *
Opening times of GP/ doctor's surgery	**1** *****	- -	1 1%z	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *
Overpaid management/GPs	**1** *****	1 1%z	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%j	1 *	- -	- -	1 *
Patients having to pay/ pay for prescriptions/ general costs	**1** *****	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 1%j	- -	1 *	- -	1 *
Poor administration/ organisation/lost records	**2** *****	- -	- -	1 1%	- -	- -	- -	1 1%	- -	- -	2 *	- -	1 *	- -	1 *	2 *
Poor/expensive hospital parking	**1** *****	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	1 *	- -	- -	- -	1 *	1 *
Poor food/catering	**3** *****	1 1%	1 1%	- -	- -	- -	- -	- -	1 1%	- -	1 *	- -	3 1%	- -	- -	3 *
Postcode lottery	**1** *****	- -	- -	- -	1 2%z	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *
Security	**1** *****	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *
Should bring back matrons	**2** *****	1 1%z	- -	- -	- -	- -	- -	1 1%	- -	- -	2 *	- -	- -	- -	2 1%	2 *

Respondent type : General public aged 16+
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Q8. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	GOR: East Midlands (a)	GOR: Eastern (b)	GOR: London (c)	GOR: North-East (d)	GOR: North-West (e)	GOR: South-East (f)	GOR: South-West (g)	GOR: West Midlands (h)	GOR: Yorkshire & Humberside (i)	Satisfaction with NHS: Satisfied (j)	Satisfaction with NHS: Dis satisfied (k)	Future of NHS: Better (l)	Future of NHS: Same (m)	Future of NHS: Worse (n)	Unwtd total (o)
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Too much admin/reduce amount spent on admin	**1** *****	- -	1 1%z	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *
Too much centralisation	**1** *****	1 1%z	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *
Too many people using who are not entitled/ have not paid N.I	**3** *****	1 *1%*	- -	- -	- -	- -	- -	- -	1 *1%*	1 *1%*	2 *	1 *1%*	- -	1 *	1 *	3 *
Too unwieldy/too large to manage	**4** *****	- -	1 *1%*	2 *1%*	1 *2%*	- -	- -	- -	- -	- -	4 *1%*	- -	1 *	2 *1%*	1 *	4 *
Other	**6** ***1%***	1 *1%*	1 *1%*	- -	- -	- -	3 2%z	- -	- -	- -	3 *	1 *1%*	3 *1%*	- -	2 *1%*	5 *
Don't know	**77** **8%fgkn**	7 8%f	7 6%f	24 16%zbfgh	6 13%fg	14 10%fg	2 *1%*	2 *2%*	5 *5%*	10 9%fg	54 8%k	3 *2%*	25 *7%*	25 9%n	12 *4%*	73 *7%*
None of these	**28** **3%f**	1 *1%*	1 *1%*	9 6%zbf	2 5%f	5 4%f	- -	2 *2%*	4 4%f	3 3%f	25 4%z	2 *1%*	6 *2%*	12 4%ln	4 *1%*	28 *3%*
Mean number of mentions	**1.86bcejm**	**2.20bcdei**	**1.55**	**1.46**	**1.48**	**1.47**	**2.76zbcdeghi**	**1.91bcde**	**1.82e**	**1.74e**	**1.71**	**2.52zj**	**1.96m**	**1.54**	**2.11zm**	**1.86**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 55

Q8. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
ACCESS TO TREATMENT/ WAITING TIME	191	146	34	80	54	32	58	13	44	4	52	74	33	76	35	153	188
	19%k	18%	19%	20%	22%	21%	20%	20%	23%	13%	23%k	16%	19%	17%	22%	18%	19%
Long waiting lists/ times	191	146	34	80	54	32	58	13	44	4	52	74	33	76	35	153	188
	19%k	18%	19%	20%	22%	21%	20%	20%	23%	13%	23%k	16%	19%	17%	22%	18%	19%
CHOICE	40	34	11	20	11	8	22	4	10	3	9	23	7	19	9	31	40
	4%	4%	6%	5%	4%	5%	8%zad	7%	5%	8%	4%	5%	4%	4%	5%	4%	4%
Not enough patient choice about care/ treatment	25	20	8	15	8	5	15	2	8	-	6	15	5	11	6	19	26
	2%	3%	4%	4%z	3%	3%	5%za	3%	4%	-	2%	3%	3%	3%	4%	2%	3%
Not enough patient say/involvement in decisions about healthcare services	20	18	4	7	3	3	8	2	2	3	5	10	3	10	4	15	19
	2%	2%	2%	2%	1%	2%	3%	4%	1%	8%zabcdh	2%	2%	2%	2%	2%	2%	2%
EXTERNAL FACTORS	141	118	20	57	33	20	39	7	23	5	31	61	24	62	30	108	142
	14%	15%	11%	14%	13%	13%	14%	12%	12%	16%	13%	13%	14%	14%	18%	13%	14%
Bird flu	1	1	-	-	-	-	-	1	1	-	-	1	-	1	-	1	1
	*	*	-	-	-	-	-	2%zacdf	1%	-	-	*	-	*	-	*	*
Foreigners/immigrants	52	43	5	26	14	8	14	1	11	2	9	27	6	24	7	44	55
	5%	5%	3%	7%b	6%	5%	5%	2%	6%	5%	4%	6%	4%	5%	4%	5%	5%
Flu pandemic	1	1	-	-	1	1	1	-	-	1	-	1	-	1	-	1	1
	*	*	-	-	*	1%	*	-	-	3%zabch	-	*	-	*	-	*	*
Overstretched/aging population	65	56	11	25	12	9	17	4	9	3	11	31	9	34	20	45	66
	6%q	7%	6%	6%	5%	6%	6%	7%	5%	8%	5%	7%	5%	8%	12%zq	5%	7%
Public health problems (smoking, obesity, sexual health, etc)	22	19	2	9	4	4	8	1	2	-	6	6	7	7	4	16	20
	2%	2%	1%	2%	2%	2%	3%	2%	1%	-	3%	1%	4%	2%	3%	2%	2%
Trivial use/abuse	25	21	3	9	5	1	8	-	2	1	7	8	7	8	2	22	23
	2%	3%	2%	2%	2%	1%	3%	-	1%	3%	3%	2%	4%	2%	1%	3%	2%
MANAGEMENT/ BUREAUCRACY	281	221	50	116	70	54	82	22	53	10	38	178	31	173	48	228	284
	28%jl	28%	27%	29%	28%	35%za	29%	35%	27%	29%	17%	39%zj	18%	39%zl	29%	27%	28%
Bureaucracy/top heavy management	143	114	25	63	38	28	44	12	20	6	18	86	20	78	26	115	146
	14%j	14%	13%	16%h	15%	18%h	15%	19%	11%	16%	8%	19%zj	12%	18%z	16%	14%	14%
Political influence/ government targets	69	49	9	30	15	14	20	6	15	3	7	49	6	51	13	55	71
	7%jl	6%	5%	8%	6%	9%	7%	9%	8%	8%	3%	11%zj	4%	12%zl	8%	7%	7%
Privatisation	65	53	12	25	15	9	18	7	18	-	4	48	3	51	10	55	63
	6%jl	7%	6%	6%	6%	6%	6%	11%	9%	-	2%	10%zj	2%	12%zl	6%	7%	6%
Problems prioritising treatment/patient groups	22	19	3	9	8	6	8	1	6	2	7	14	3	14	5	16	23
	2%	2%	2%	2%	3%	4%	3%	1%	3%	5%	3%	3%	2%	3%	3%	2%	2%
Big changes to services/ NHS reforms	53	43	11	22	17	11	16	2	8	3	4	42	3	37	12	39	54
	5%jl	5%	6%	5%	7%	7%	6%	4%	4%	7%	2%	9%zj	2%	8%zl	8%	5%	5%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 55

Q8. 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		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)	Yes (p)	No (q)	(r)
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
RESOURCES/INVESTMENT	598	482	109	247	151	100	176	47	123	21	108	311	81	306	99	487	601
	59%jl	61%z	60%	62%	61%	65%	62%	74%zabd	63%	60%	47%	68%zj	47%	69%zl	61%	59%	59%
Lack of resources/ investment	394	321	65	163	99	72	115	31	78	18	59	225	42	214	61	326	396
	39%jl	41%z	35%	41%	40%	47%zb	41%	49%b	40%	52%b	26%	49%zj	25%	49%zl	38%	39%	39%
Hospital closures/lack of hospitals/ facilities	45	35	7	20	13	10	15	4	12	1	6	28	5	26	6	39	44
	4%	4%	4%	5%	5%	6%	5%	6%	6%	3%	3%	6%z	3%	6%	4%	5%	4%
Not enough doctors/ nurses/understaffed	204	165	37	92	53	29	60	14	42	6	28	109	32	102	39	159	204
	20%j	21%	20%	23%	21%	19%	21%	22%	21%	18%	12%	24%zj	19%	23%z	24%	19%	20%
Poor pay for NHS staff	31	29	5	15	10	6	14	3	8	2	7	19	6	22	10	19	31
	3%q	4%z	3%	4%	4%	4%	5%z	5%	4%	6%	3%	4%	4%	5%z	6%zq	2%	3%
Poor quality staff education/training	48	37	9	22	16	9	17	3	12	1	13	20	9	16	10	38	47
	5%	5%	5%	6%	6%	6%	6%	5%	6%	3%	6%	4%	5%	4%	6%	5%	5%
Overworked staff	83	69	22	35	23	16	28	9	22	2	13	44	18	43	20	63	82
	8%	9%	12%z	9%	9%	10%	10%	15%	11%	6%	6%	10%	10%	10%	12%zq	8%	8%
Shortage of beds	49	43	9	20	15	12	12	4	11	1	9	23	9	25	13	36	48
	5%	5%	5%	5%	6%	8%	4%	7%	6%	3%	4%	5%	6%	6%	8%	4%	5%
Shortage of NHS dentists	14	10	2	7	4	3	4	1	4	1	2	8	3	8	4	10	13
	1%	1%	1%	2%	1%	2%	1%	1%	2%	3%	1%	2%	2%	2%	2%	1%	1%
Staff retention	23	18	1	6	8	4	6	-	8	-	4	12	1	15	4	19	23
	2%b	2%b	*	1%	3%b	3%	2%	-	4%bc	-	2%	3%	1%	3%	2%	2%	2%
TREATMENT QUALITY/ IMPROVEMENTS	112	95	25	50	34	15	42	4	26	4	23	61	23	51	22	90	114
	11%	12%	14%	13%	14%	9%	15%zg	6%	13%	11%	10%	13%z	14%	12%	14%	11%	11%
Low quality of services/treatment/ care	76	63	22	36	24	11	28	2	21	2	18	42	13	37	15	61	76
	8%	8%	12%zag	9%	10%	7%	10%	3%	11%g	5%	8%	9%	8%	8%	9%	7%	7%
Poor quality care of the elderly	31	27	5	11	10	3	13	1	4	2	3	20	4	16	8	23	32
	3%	3%	2%	3%	4%	2%	5%	2%	2%	5%	1%	4%zj	3%	4%	5%	3%	3%
Poor standards of cleanliness/superbugs/ MRSA	22	21	4	11	7	5	7	1	4	1	3	13	6	12	6	16	23
	2%	3%z	2%	3%	3%	3%	2%	2%	2%	3%	1%	3%	3%	3%	3%	2%	2%
Bad press/the media	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-	1	1
	*	-	-	-	-	1%a	-	-	-	-	-	*	-	*	-	*	*
Cancellation of appointments/operations	1	1	1	1	1	1	1	1	-	-	-	1	-	1	-	1	1
	*	*	1%	*	*	1%	*	2%za	-	-	-	*	-	*	-	*	*
Cutbacks	2	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	2
	*	*	-	-	-	-	*	-	-	-	-	*	-	-	-	*	*
Enable patients to see a doctor 24-7/out-of-hours service	3	3	-	1	-	-	3	-	1	-	1	1	-	1	2	1	3
	*q	*	-	*	-	-	1%z	-	*	-	*	*	-	*	1%q	*	*
GP appointment system/ long wait to get an appointment	5	4	2	2	3	-	2	-	2	-	-	2	2	-	2	2	5
	1%q	1%	1%	*	1%	-	1%	-	1%	-	-	*	1%m	-	1%	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 55

Q8. 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		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)	Yes (p)	No (q)	(r)
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
High cost of drugs/ equipment/availability	**2** *****	2 *	2 **1%za**	2 *1%*	2 **1%z**	2 **2%za**	2 *1%*	1 **2%z**	1 *1%*	- -	1 *1%*	1 *	- -	1 *	1 *1%*	1 *	2 *
Lack of aftercare	**2** *****	1 *	1 *1%*	1 *	1 *	1 *1%*	1 *	1 **2%za**	- -	- -	- -	2 *	- -	2 *1%*	- -	2 *	2 *
Lack of communication between departments	**6** ***1%***	4 *1%*	1 *	1 *	1 *	2 **1%c**	3 *1%*	1 **2%c**	3 **2%zac**	- -	1 *	2 *	1 *	3 *1%*	- -	6 *1%*	5 *
Lack of focus on the patient	**2** *****	2 *	1 *	1 *	1 *	2 **1%zac**	1 *	1 *1%*	1 *1%*	1 **2%zac**	1 *	1 *	1 *	1 *	- -	2 *	2 *
Language problems/ foreign staff	**4** *****	3 *	1 *1%*	2 *1%*	1 *	- -	1 *	- -	2 *1%*	- -	1 *	1 *	1 *	1 *	1 *1%*	3 *	4 *
Litigation	**2** *****	1 *	1 *1%*	2 *a	2 **1%a**	1 *1%*	1 *	- -	- -	- -	1 *	1 *	1 *	1 *	- -	2 *	2 *
Management/too inefficient	**2** *****	2 *	2 **1%z**	2 *	2 *1%*	2 **1%za**	2 *1%*	1 *1%*	- -	1 **2%zah**	1 *	1 *	1 *	1 *	- -	2 *	2 *
Misuse of funds/money not going to the right places	**4** *****	2 *	- -	2 *1%*	1 *	2 **2%zaf**	- -	- -	1 *1%*	- -	- -	4 *1%*	- -	2 *1%*	1 *1%*	2 *	3 *
Need new/updated equipment/technology	**2** *****	2 *	- -	1 *	1 *	- -	1 *	- -	- -	- -	- -	1 *	1 *1%*	- -	2 **1%zg**	- -	2 *
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *****	3 *	- -	- -	1 *	- -	3 **1%z**	- -	- -	- -	- -	- -	- -	- -	1 *1%*	2 *	2 *
Opening times of GP/ doctor's surgery	**1** *****	- -	- -	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 **1%q**	- -	1 *
Overpaid management/GPs	**1** *****	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	1 *
Patients having to pay/ pay for prescriptions/ general costs	**1** *****	1 *	- -	- -	- -	- -	1 *	- -	1 *1%*	- -	- -	1 *	- -	- -	- -	1 *	1 *
Poor administration/ organisation/lost records	**2** *****	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	1 *	1 *1%*	1 *	2 *
Poor/expensive hospital parking	**1** *****	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	1 *
Poor food/catering	**3** *****	3 *	1 *	1 *	1 *	1 *1%*	- -	- -	- -	1 **3%zacfh**	- -	1 *	2 **1%m**	- -	- -	3 *	3 *
Postcode lottery	**1** *****	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	1 *
Security	**1** *****	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	1 *
Should bring back matrons	**2** *****	2 *	1 *1%*	2 *1%*	1 *1%*	1 *1%*	- -	- -	1 *	1 **2%zaf**	- -	2 *	- -	2 *	- -	2 *	2 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 55

Q8. 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		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)	Yes (p)	No (q)	(r)
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Too much admin/reduce amount spent on admin	**1** *****	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 1%q	- -	1 *
Too much centralisation	**1** *****	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	1 *	- -	1 *	- -	1 *	1 *
Too many people using who are not entitled/ have not paid N.I	**3** *****	3 *	- -	1 *	1 *	- -	- -	- -	- -	- -	- -	3 1%	- -	3 1%	- -	3 *	3 *
Too unwieldy/too large to manage	**4** *****	3 *	1 *	2 *	- -	- -	1 *	- -	2 1%	- -	1 *	- -	1 *	1 *	1 1%	2 *	4 *
Other	**6** **1%**	6 1%	- -	2 1%	1 *	1 1%	2 1%	2 4%zabcdfh	- -	- -	- -	4 1%	1 1%	3 1%	2 2%	3 *	5 *
Don't know	**77** **8%cdefhkm**	54 7%ceh	10 5%	17 4%	11 4%	5 3%	14 5%	1 2%	7 3%	2 7%	28 12%zk	12 3%	22 13%zm	2 1%	8 5%	66 8%	73 7%
None of these	**28** **3%km**	20 3%	6 3%	8 2%	4 1%	1 1%	4 1%	- -	3 1%	3 9%zacdefgh	12 5%zk	2 *	8 5%m	2 *	2 1%	24 3%	28 3%
Mean number of mentions	**1.86jlq**	**1.94z**	**1.83**	**2.05zb**	**2.04**	**2.17zb**	**2.10z**	**2.16**	**2.06**	**1.95**	**1.41**	**2.24zj**	**1.60**	**2.23zl**	**2.20zq**	**1.80**	**1.86**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 56

Q8. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
ACCESS TO TREATMENT/ WAITING TIME	191	81	44	105	31	82	188
	19%d	21%d	18%	18%	14%	20%d	19%
Long waiting lists/ times	191	81	44	105	31	82	188
	19%d	21%d	18%	18%	14%	20%d	19%
CHOICE	40	18	9	25	5	19	40
	4%	5%	4%	4%	2%	5%	4%
Not enough patient choice about care/ treatment	25	10	7	17	4	9	26
	2%	3%	3%	3%	2%	2%	3%
Not enough patient say/involvement in decisions about healthcare services	20	10	3	12	2	11	19
	2%	2%	1%	2%	1%	3%	2%
EXTERNAL FACTORS	141	52	37	80	26	65	142
	14%	13%	15%	14%	12%	16%	14%
Bird flu	1	1	-	1	-	1	1
	*	*	-	*	-	*	*
Foreigners/immigrants	52	23	7	33	4	27	55
	5%d	6%d	3%	6%bd	2%	6%bd	5%
Flu pandemic	1	-	-	1	-	-	1
	*	-	-	*	-	-	*
Overstretched/aging population	65	19	21	36	13	25	66
	6%	5%	8%a	6%	6%	6%	7%
Public health problems (smoking, obesity, sexual health, etc)	22	11	9	6	6	14	20
	2%c	3%c	4%c	1%	3%	3%c	2%
Trivial use/abuse	25	9	8	10	6	13	23
	2%	2%	3%	2%	3%	3%	2%
MANAGEMENT/ BUREAUCRACY	281	95	102	146	72	120	284
	28%a	24%	42%zacde	26%	33%zac	29%a	28%
Bureaucracy/top heavy management	143	53	48	79	25	71	146
	14%	13%	20%zacd	14%	12%	17%zad	14%
Political influence/ government targets	69	20	28	28	20	27	71
	7%c	5%	12%zace	5%	9%ac	6%	7%
Privatisation	65	16	26	39	18	21	63
	6%a	4%	11%zae	7%a	8%ae	5%	6%
Problems prioritising treatment/patient groups	22	7	13	9	11	9	23
	2%	2%	5%zace	2%	5%zace	2%	2%
Big changes to services/ NHS reforms	53	18	21	24	17	20	54
	5%	5%	9%zace	4%	8%ac	5%	5%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 56

Q8. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Weighted Total	1015	395	242	568	217	420	1015
RESOURCES/INVESTMENT	598 59%	241 61%	143 59%	324 57%	136 63%	257 61%	601 59%
Lack of resources/ investment	394 39%c	148 37%	98 40%	203 36%	90 42%	167 40%	396 39%
Hospital closures/lack of hospitals/ facilities	45 4%	17 4%	11 4%	24 4%	8 4%	20 5%	44 4%
Not enough doctors/ nurses/understaffed	204 20%	81 20%	46 19%	119 21%	50 23%	79 19%	204 20%
Poor pay for NHS staff	31 3%	11 3%	10 4%	17 3%	9 4%	14 3%	31 3%
Poor quality staff education/training	48 5%	24 6%c	14 6%	22 4%	8 4%	28 7%zc	47 5%
Overworked staff	83 8%	38 10%	22 9%	50 9%	18 8%	38 9%	82 8%
Shortage of beds	49 5%	22 6%	10 4%	33 6%	7 3%	29 7%zd	48 5%
Shortage of NHS dentists	14 1%	4 1%	4 2%	6 1%	- -	7 2%	13 1%
Staff retention	23 2%a	4 1%	11 4%zace	12 2%	8 4%a	7 2%	23 2%
TREATMENT QUALITY/ IMPROVEMENTS	112 11%	44 11%	31 13%	63 11%	24 11%	51 12%	114 11%
Low quality of services/treatment/ care	76 8%	29 7%	20 8%	42 7%	15 7%	32 8%	76 7%
Poor quality care of the elderly	31 3%	17 4%	13 6%z	19 3%	12 5%z	19 5%z	32 3%
Poor standards of cleanliness/superbugs/ MRSA	22 2%	9 2%	6 3%	14 2%	4 2%	11 3%	23 2%
Bad press/the media	1 *	- -	1 *	1 *	- -	1 *	1 *
Cancellation of appointments/operations	1 *	- -	- -	- -	- -	- -	1 *
Cutbacks	2 *	1 *	- -	2 *	1 *	- -	2 *
Enable patients to see a doctor 24-7/out-of-hours service	3 *	2 *	1 *	1 *	1 *	2 *	3 *
GP appointment system/ long wait to get an appointment	5 1%	3 1%	1 *	3 1%	2 1%	3 1%	5 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Table 56

Q8. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Weighted Total	**1015**	395	242	568	217	420	1015
High cost of drugs/ equipment/availability	**2** *****	1 *	- -	- -	- -	- -	2 *
Lack of aftercare	**2** *****	- -	1 *	1 *	1 *1%*	1 *	2 *
Lack of communication between departments	**6** ***1%***	2 *1%*	1 *1%*	3 *1%*	1 *	3 *1%*	5 *
Lack of focus on the patient	**2** *****	- -	2 **1%zc**	- -	1 *1%*	1 *	2 *
Language problems/ foreign staff	**4** *****	2 *	1 *	2 *	2 *1%*	2 *	4 *
Litigation	**2** *****	- -	1 *	- -	- -	1 *	2 *
Management/too inefficient	**2** *****	1 *	1 *	- -	- -	2 *	2 *
Misuse of funds/money not going to the right places	**4** *****	1 *	1 *	2 *	1 *1%*	1 *	3 *
Need new/updated equipment/technology	**2** *****	- -	1 *	1 *	- -	1 *	2 *
Not being able to see/ spend too much time with a GP/the same GP twice	**3** *****	- -	- -	2 *	- -	- -	2 *
Opening times of GP/ doctor's surgery	**1** *****	1 *	- -	1 *	1 *	1 *	1 *
Overpaid management/GPs	**1** *****	- -	- -	1 *	- -	- -	1 *
Patients having to pay/ pay for prescriptions/ general costs	**1** *****	- -	- -	1 *	- -	- -	1 *
Poor administration/ organisation/lost records	**2** *****	- -	1 *	2 *	- -	1 *	2 *
Poor/expensive hospital parking	**1** *****	- -	- -	- -	- -	- -	1 *
Poor food/catering	**3** *****	2 *1%*	- -	2 *	- -	2 *1%*	3 *
Postcode lottery	**1** *****	- -	- -	1 *	- -	- -	1 *
Security	**1** *****	1 *	- -	1 *	- -	1 *	1 *
Should bring back matrons	**2** *****	1 *	1 *1%*	1 *	- -	2 *1%*	2 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 56

Q8. Overall, what do you see as the biggest problems facing the NHS? What else?

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Weighted Total	**1015**	395	242	568	217	420	1015
Too much admin/reduce amount spent on admin	**1** *****	- -	1 *	- -	1 *	- -	1 *
Too much centralisation	**1** *****	- -	1 *1%*	- -	1 *1%*	- -	1 *
Too many people using who are not entitled/ have not paid N.I	**3** *****	2 *	- -	3 *1%*	- -	2 *	3 *
Too unwieldy/too large to manage	**4** *****	1 *	3 *1%*	2 *	2 *1%*	2 *	4 *
Other	**6** ***1%***	1 *	3 **1%c**	1 *	3 **2%ac**	2 *1%*	5 *
Don't know	**77** **8%ad**	22 *6%*	13 *5%*	51 **9%zabde**	9 *4%*	25 *6%*	73 *7%*
None of these	**28** ***3%***	12 *3%*	3 *1%*	24 **4%zb**	5 *2%*	10 *2%*	28 *3%*
Mean number of mentions	**1.86**	**1.83**	**2.20zacde**	**1.79**	**1.90**	**1.97ac**	**1.86**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 57

Q9. 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
A great deal	32	13	19	2	5	13	7	5	16	9	3	5	20	6	2	5	33
	3%	3%	4%	2%	3%	4%	5%	2%	7%zijk	3%	1%	2%	4%	2%	2%	3%	3%
A fair amount	261	140	120	25	41	89	53	52	64	84	59	54	148	61	16	36	265
	26%ck	28%	23%	17%	25%	25%	36%zcdeg	26%	29%	27%	27%	21%	27%	27%	20%	21%	26%
Not very much	488	237	250	79	69	176	68	96	112	162	110	104	277	111	31	69	481
	48%ko	48%	48%	52%	42%	50%	46%	48%	50%k	52%k	51%k	40%	51%zo	49%	40%	41%	47%
Nothing at all	188	80	108	32	37	61	16	42	26	51	38	74	71	43	25	49	192
	19%fhl	16%	21%	21%f	23%f	17%	11%	21%f	12%	16%	17%	28%zhij	13%	19%l	32%zlm	29%zlm	19%
Don't know	46	24	22	12	11	13	4	7	6	8	8	24	22	7	5	12	44
	5%i	5%	4%	8%	7%	4%	3%	3%	3%	3%	4%	9%zhij	4%	3%	6%	7%	4%
Great deal/fair amount	293	153	140	28	45	102	60	57	80	93	61	59	169	67	18	40	298
	29%ck	31%	27%	18%	28%	29%c	41%zcdeg	28%c	36%zk	30%	28%	23%	31%	29%	23%	24%	29%
Not very much/nothing at all	676	317	359	112	106	237	84	137	138	213	148	178	348	154	55	118	673
	67%f	64%	69%	74%f	65%	67%f	57%	68%f	62%	68%	68%	68%	65%	67%	71%	69%	66%
Net	-383	-164	-219	-84	-61	-135	-24	-80	-58	-120	-86	-119	-180	-87	-38	-78	-375
	-38%	-33%	-42%	-56%	-38%	-38%	-16%	-40%	-26%	-38%	-40%	-46%	-33%	-38%	-49%	-46%	-37%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 58

Q9. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
A great deal	**32**	4	8	20	1	6	15	12	5	18	3	8	25	-	4	2	-	22	10	31	1	22	11	33
	3%	*2%*	*4%*	*3%*	*6%*	*3%*	*3%*	*4%*	*8%z*	*6%z*	*17%*	*4%*	*3%*	*-*	*5%*	*6%*	*-*	*4%*	*2%*	*3%*	*1%*	*3%*	*4%*	*3%*
A fair amount	**261**	30	49	176	6	51	140	70	30	103	3	49	227	3	19	7	5	155	106	238	23	180	70	265
	26%ag	*18%*	*25%*	*28%a*	*34%*	*25%*	*29%zg*	*21%*	*54%zik*	*32%z*	*17%*	*26%*	*26%*	*23%*	*22%*	*21%*	*29%*	*28%*	*23%*	*26%*	*22%*	*26%*	*26%*	*26%*
Not very much	**488**	73	81	326	8	107	221	159	19	162	11	96	434	8	27	12	6	260	228	436	52	330	134	481
	48%bhn	*43%*	*41%*	*51%zb*	*44%*	*51%*	*47%*	*48%*	*34%*	*50%h*	*56%*	*51%h*	*50%zn*	*63%*	*32%*	*35%*	*35%*	*47%*	*49%*	*48%*	*51%*	*48%*	*49%*	*47%*
Nothing at all	**188**	49	42	95	2	36	77	76	2	41	2	29	146	2	24	12	4	97	91	171	17	121	51	192
	19%chil	*30%zc*	*21%c*	*15%*	*12%*	*17%*	*16%*	*23%zf*	*4%*	*12%*	*10%*	*15%h*	*17%*	*14%*	*27%zl*	*35%zl*	*27%*	*18%*	*20%*	*19%*	*17%*	*18%*	*19%*	*19%*
Don't know	**46**	11	16	18	1	8	22	16	-	2	-	5	31	-	13	1	1	18	28	38	8	37	7	44
	5%cilqv	*7%c*	*8%zc*	*3%*	*5%*	*4%*	*5%*	*5%*	*-*	*1%*	*-*	*3%*	*4%*	*-*	*15%zl*	*3%*	*9%*	*3%*	*6%zq*	*4%*	*8%*	*5%*	*2%*	*4%*
Great deal/fair amount	**293**	**33**	**57**	**196**	**7**	**57**	**155**	**81**	**34**	**121**	**7**	**57**	**252**	**3**	**23**	**10**	**5**	**177**	**116**	**269**	**24**	**202**	**81**	**298**
	29%agr	***20%***	***29%***	***31%a***	***39%***	***27%***	***33%zg***	***25%***	***62%zik***	***37%z***	***34%***	***31%***	***29%***	***23%***	***26%***	***27%***	***29%***	***32%zr***	***25%***	***29%***	***24%***	***29%***	***30%***	***29%***
Not very much/nothing at all	**676**	**122**	**123**	**421**	**10**	**143**	**298**	**235**	**21**	**203**	**13**	**125**	**580**	**9**	**51**	**25**	**10**	**357**	**319**	**607**	**69**	**451**	**186**	**673**
	67%fhi	***73%b***	***63%***	***66%***	***56%***	***69%***	***63%***	***71%f***	***38%***	***62%h***	***66%***	***67%h***	***67%***	***77%***	***59%***	***70%***	***62%***	***65%***	***69%***	***66%***	***68%***	***65%***	***68%***	***66%***
Net	**-383**	**-88**	**-66**	**-226**	**-3**	**-86**	**-144**	**-153**	**13**	**-81**	**-6**	**-67**	**-328**	**-7**	**-28**	**-15**	**-5**	**-180**	**-203**	**-338**	**-45**	**-249**	**-105**	**-375**
	-38%	***-53%***	***-34%***	***-36%***	***-16%***	***-41%***	***-30%***	***-46%***	***24%***	***-25%***	***-31%***	***-36%***	***-38%***	***-53%***	***-33%***	***-43%***	***-33%***	***-33%***	***-44%***	***-37%***	***-45%***	***-36%***	***-38%***	***-37%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 59

Q9. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
A great deal	32	1	6	7	6	4	3	5	-	2	20	10	13	4	13	33
	3%	1%	5%h	4%h	11%zaefhi	3%	2%	5%h	-	2%	3%	6%zj	4%	2%	4%	3%
A fair amount	261	22	33	27	12	34	51	30	24	28	175	47	113	52	92	265
	26%cm	24%	29%c	18%	24%	25%	31%c	28%	22%	28%	25%	29%	31%zm	19%	29%m	26%
Not very much	488	54	52	64	20	60	82	49	60	47	343	77	171	135	157	481
	48%	61%zbcdei	46%	43%	40%	44%	49%	47%	57%c	46%	49%	47%	48%	49%	49%	47%
Nothing at all	188	10	20	32	12	27	24	20	19	24	129	25	52	68	45	192
	19%ln	12%	18%	21%	23%	20%	15%	19%	18%	23%a	18%	15%	15%	25%zln	14%	19%
Don't know	46	1	2	20	1	10	5	1	4	2	35	5	10	17	12	44
	5%	1%	2%	14%zabdfghi	2%	8%bgi	3%	1%	3%	2%	5%	3%	3%	6%l	4%	4%
Great deal/fair amount	293	23	38	34	18	38	54	35	24	30	195	58	126	56	105	298
	29%m	26%	34%c	22%	35%	28%	33%	33%	22%	29%	28%	35%	35%zm	20%	33%m	29%
Not very much/nothing at all	676	64	72	96	32	87	106	69	78	71	471	102	224	203	202	673
	67%l	73%	64%	64%	63%	64%	64%	66%	74%	69%	67%	62%	62%	74%zln	63%	66%
Net	-383	-42	-34	-62	-14	-49	-52	-34	-55	-41	-276	-45	-98	-147	-97	-375
	-38%	-48%	-30%	-42%	-28%	-36%	-31%	-33%	-52%	-40%	-39%	-27%	-27%	-53%	-30%	-37%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 60

Q9. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
A great deal	32	30	6	12	17	6	9	3	3	4	8	24	9	21	6	26	33
	3%	4%	3%	3%	7%zabcfh	4%	3%	4%	2%	11%zabcfh	4%	5%z	5%	5%z	4%	3%	3%
A fair amount	261	205	51	119	59	50	82	20	53	9	67	159	47	151	45	214	265
	26%	26%	28%	30%zad	24%	33%zad	29%	32%	27%	27%	29%	35%z	28%	34%z	27%	26%	26%
Not very much	488	376	85	187	120	66	138	29	96	11	93	220	75	222	78	397	481
	48%ij	48%i	46%	47%i	48%i	43%	48%i	47%	49%i	31%	41%	48%	44%	50%	48%	48%	47%
Nothing at all	188	152	41	64	46	30	51	11	38	9	44	48	27	45	26	157	192
	19%km	19%	22%c	16%	19%	20%	18%	17%	20%	28%	19%k	11%	16%	10%	16%	19%	19%
Don't know	46	27	1	12	5	2	5	-	4	1	17	7	13	3	9	37	44
	5%abdefkm	3%b	1%	3%	2%	1%	2%	-	2%	4%	7%zk	2%	7%m	1%	5%	4%	4%
Great deal/fair amount	293	235	57	131	77	56	91	23	56	13	75	184	56	172	51	240	298
	29%	30%	31%	33%z	31%	36%z	32%	37%	29%	37%	33%	40%z	33%	39%z	31%	29%	29%
Not very much/nothing at all	676	528	126	252	166	95	188	40	134	20	137	268	102	267	104	554	673
	67%jklm	67%	69%	64%	67%	62%	66%	63%	69%	59%	60%	58%	60%	60%	64%	67%	66%
Net	-383	-293	-69	-120	-90	-40	-98	-17	-78	-7	-62	-85	-46	-95	-53	-315	-375
	-38%	-37%	-38%	-30%	-36%	-26%	-34%	-27%	-40%	-21%	-27%	-18%	-27%	-21%	-32%	-38%	-37%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 61

Q9. How much do you feel you know about the changes the government is making to the NHS?

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
A great deal	**32**	14	14	10	12	18	33
	3%c	**3%c**	**6%zc**	*2%*	**6%zc**	**4%c**	*3%*
A fair amount	**261**	108	87	116	81	115	265
	26%c	**27%c**	**36%zace**	*20%*	**37%zace**	**27%c**	*26%*
Not very much	**488**	196	114	268	98	207	481
	48%	*50%*	*47%*	*47%*	*45%*	*49%*	*47%*
Nothing at all	**188**	66	26	130	22	73	192
	19%bd	**17%bd**	*11%*	**23%zabde**	*10%*	**17%bd**	*19%*
Don't know	**46**	11	1	43	3	8	44
	5%abde	**3%b**	*	**8%zabde**	*1%*	*2%*	*4%*
Great deal/fair amount	**293**	**122**	**101**	**126**	**94**	**132**	**298**
	29%c	**31%c**	**42%zace**	***22%***	**43%zace**	**31%c**	***29%***
Not very much/nothing at all	**676**	**262**	**140**	**399**	**120**	**280**	**673**
	67%bd	**66%bd**	***58%***	**70%zbd**	***55%***	**67%bd**	***66%***
Net	**-383**	**-140**	**-39**	**-272**	**-26**	**-148**	**-375**
	-38%	***-35%***	***-16%***	***-48%***	***-12%***	***-35%***	***-37%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 62

Q10. Thinking about the different ways in which you have heard or seen information about the changes being made to the NHS, have you heard or read anything recently from any of these sources?

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Friends or relatives who work in the NHS	**172** **17%cgkm**	75 *15%*	97 *19%*	13 *9%*	24 *15%*	77 **22%zcg**	35 **24%zcg**	21 *10%*	59 **27%zijk**	56 **18%k**	36 **16%k**	22 *8%*	110 **20%zmn**	30 *13%*	8 *10%*	25 *14%*	168 *17%*
Friends or relatives who have used NHS services	**109** ***11%***	51 *10%*	58 *11%*	9 *6%*	14 *9%*	42 *12%*	17 *11%*	27 **13%c**	27 *12%*	29 *9%*	20 *9%*	33 *12%*	50 *9%*	29 *13%*	13 *17%*	17 *10%*	113 *11%*
Medical professionals who work in the NHS	**118** **12%cko**	51 *10%*	67 *13%*	7 *5%*	15 *9%*	55 **16%zcdg**	22 **15%c**	18 *9%*	41 **18%zjk**	47 **15%zjk**	19 *9%*	11 *4%*	82 **15%zmo**	22 **10%o**	7 *8%*	7 *4%*	116 *11%*
National newspapers	**368** **36%cdkno**	192 *39%*	177 *34%*	41 *27%*	43 *26%*	115 *33%*	79 **53%zcde**	90 **45%zcde**	112 **50%zijk**	128 **41%k**	80 **37%k**	49 *19%*	197 **37%o**	108 **47%zlno**	20 *26%*	44 *25%*	375 *37%*
Local newspapers	**184** **18%k**	91 *18%*	93 *18%*	18 *12%*	21 *13%*	70 *20%*	34 **23%cd**	41 **20%c**	45 **20%k**	59 *19%*	46 **21%k**	35 *13%*	98 *18%*	47 *21%*	13 *17%*	26 *15%*	190 *19%*
TV or radio	**597** **59%kno**	294 *59%*	302 *58%*	77 *51%*	85 *52%*	200 *57%*	108 **73%zcdeg**	126 **63%c**	142 **64%k**	197 **63%k**	139 **64%k**	119 *46%*	337 **63%zno**	151 **66%zno**	29 *37%*	80 *47%*	601 *59%*
Leaflets delivered to your door	**37** ***4%***	14 *3%*	23 *4%*	7 *5%*	4 *3%*	16 *5%*	4 *3%*	6 *3%*	6 *3%*	8 *2%*	14 **6%zi**	10 *4%*	16 *3%*	6 *3%*	5 *7%*	9 *6%*	36 *4%*
The Internet	**155** **15%bgkm**	96 **19%zb**	58 *11%*	36 **24%zfg**	33 **20%g**	56 **16%g**	18 **12%g**	11 *6%*	45 **20%zk**	59 **19%k**	33 **15%k**	18 *7%*	98 **18%zm**	13 *6%*	8 *10%*	35 **21%zm**	147 *14%*
Letters/information sent directly to you from your GP practice	**46** ***4%***	22 *4%*	24 *5%*	5 *3%*	8 *5%*	14 *4%*	10 *6%*	9 *4%*	14 *6%*	16 *5%*	8 *3%*	8 *3%*	24 *5%*	10 *5%*	2 *2%*	9 *5%*	47 *5%*
Charities	**23** ***2%***	13 *3%*	11 *2%*	3 *2%*	4 *2%*	7 *2%*	3 *2%*	6 *3%*	9 *4%*	6 *2%*	4 *2%*	4 *2%*	11 *2%*	6 *3%*	- -	7 *4%*	23 *2%*
Local patient support groups e.g. Patient Advice and Liaison Service (PALS)	**22** **2%a**	5 *1%*	17 **3%za**	- -	2 *1%*	9 *2%*	5 **3%c**	6 **3%c**	7 *3%*	6 *2%*	6 *3%*	3 *1%*	11 *2%*	8 *4%*	- -	3 *2%*	23 *2%*
None of these	**202** **20%fghilm**	94 *19%*	108 *21%*	44 **29%zfg**	43 **27%zfg**	71 **20%f**	14 *9%*	31 *15%*	30 *13%*	46 *15%*	40 *18%*	86 **33%zhij**	91 *17%*	31 *14%*	24 **31%zlm**	56 **33%zlm**	197 *19%*
Don't know	**16** **2%l**	9 *2%*	7 *1%*	6 **4%ze**	3 *2%*	3 *1%*	1 *1%*	3 *2%*	- -	6 *2%*	1 *	10 **4%zhj**	4 *1%*	3 *1%*	3 **4%l**	5 **3%l**	16 *2%*
Any source	**796** **78%cdkno**	**392** ***79%***	**404** ***78%***	**101** ***67%***	**116** ***71%***	**278** **79%c**	**133** **90%zcdeg**	**166** **83%cd**	**193** **87%zk**	**261** **83%zk**	**177** **81%k**	**165** ***63%***	**443** **82%zno**	**193** **85%zno**	**50** ***65%***	**110** ***64%***	**801** ***79%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q10. Thinking about the different ways in which you have heard or seen information about the changes being made to the NHS, have you heard or read anything recently from any of these sources?

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Friends or relatives who work in the NHS	**172**	14	30	125	3	24	92	57	29	125	6	47	148	2	17	3	1	105	67	155	18	118	51	168
	17%ae	*9%*	*15%*	**20%za**	*18%*	*11%*	**19%e**	*17%*	**52%zik**	**38%zk**	*30%*	**25%z**	*17%*	*17%*	*20%*	*9%*	*6%*	*19%*	*15%*	*17%*	*17%*	*17%*	*19%*	*17%*
Friends or relatives who have used NHS services	**109**	15	22	71	-	24	55	31	7	43	2	32	92	1	11	3	2	66	43	103	6	66	38	113
	11%	*9%*	*11%*	*11%*	-	*11%*	*11%*	*9%*	*13%*	*13%*	*12%*	**17%z**	*11%*	*7%*	*13%*	*9%*	*11%*	*12%*	*9%*	*11%*	*5%*	*9%*	**14%u**	*11%*
Medical professionals who work in the NHS	**118**	3	18	94	3	19	58	40	29	73	5	31	104	-	12	1	-	79	39	111	7	83	32	116
	12%ar	*2%*	**9%a**	**15%za**	*16%*	*9%*	*12%*	*12%*	**52%zik**	**22%z**	*26%*	**17%z**	*12%*	-	*14%*	*3%*	-	**14%zr**	*8%*	*12%*	*7%*	*12%*	*12%*	*11%*
National newspapers	**368**	39	52	269	8	94	178	96	24	141	7	81	328	6	14	18	2	221	148	339	29	258	97	375
	36%abgnr	*24%*	*26%*	**42%zab**	*46%*	**45%zfg**	**37%g**	*29%*	*43%*	**43%z**	*38%*	**44%z**	**38%zn**	*45%*	*16%*	**50%n**	*14%*	**40%zr**	*32%*	*37%*	*29%*	*37%*	*35%*	*37%*
Local newspapers	**184**	26	29	125	4	39	99	47	16	74	7	43	161	3	11	6	1	116	68	171	13	121	60	190
	18%gr	*16%*	*15%*	*20%*	*22%*	*19%*	**21%g**	*14%*	**29%z**	**23%z**	*33%*	*23%*	*19%*	*27%*	*13%*	*18%*	*6%*	**21%zr**	*15%*	*19%*	*13%*	*18%*	*22%*	*19%*
TV or radio	**597**	84	93	410	11	127	303	166	39	207	13	119	517	8	40	23	6	321	276	543	53	404	163	601
	59%abgn	*50%*	*47%*	**65%zab**	*61%*	**61%g**	**64%zg**	*50%*	*71%*	**63%z**	*66%*	*64%*	**60%n**	*67%*	*47%*	*65%*	*40%*	*58%*	*59%*	*59%*	*52%*	*59%*	*60%*	*59%*
Leaflets delivered to your door	**37**	8	5	23	2	4	19	14	2	14	1	10	30	-	7	1	-	25	12	35	2	30	7	36
	4%	*5%*	*2%*	*4%*	*9%*	*2%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*3%*	-	*8%*	*3%*	-	*5%*	*2%*	*4%*	*2%*	*4%*	*2%*	*4%*
The Internet	**155**	17	36	95	6	12	84	59	13	65	1	32	119	3	21	8	2	92	62	142	13	106	41	147
	15%ael	*10%*	**19%a**	*15%*	*35%*	*6%*	**18%e**	**18%e**	*24%*	**20%z**	*7%*	*17%*	*14%*	*27%*	**24%zl**	*23%*	*10%*	*17%*	*13%*	*16%*	*12%*	*15%*	*15%*	*14%*
Letters/information sent directly to you from your GP practice	**46**	4	5	36	-	10	21	14	4	21	2	12	42	-	1	2	1	32	13	44	1	31	13	47
	4%r	*3%*	*3%*	**6%z**	-	*5%*	*4%*	*4%*	*7%*	*6%*	*10%*	*6%*	*5%*	-	*1%*	*5%*	*8%*	**6%zr**	*3%*	*5%*	*1%*	*5%*	*5%*	*5%*
Charities	**23**	3	6	15	-	5	14	4	-	10	2	9	19	1	1	1	1	18	6	23	-	18	4	23
	2%r	*2%*	*3%*	*2%*	-	*2%*	*3%*	*1%*	-	*3%*	*13%*	**5%z**	*2%*	*10%*	*1%*	*3%*	*8%*	**3%r**	*1%*	*3%*	-	*3%*	*2%*	*2%*
Local patient support groups e.g. Patient Advice and Liaison Service (PALS)	**22**	2	1	20	-	6	11	5	2	11	2	10	19	-	-	2	1	17	5	22	-	17	5	23
	2%r	*1%*	*1%*	**3%z**	-	*3%*	*2%*	*2%*	*4%*	*3%*	*10%*	**5%z**	*2%*	-	-	**6%n**	*8%*	**3%zr**	*1%*	*2%*	-	*2%*	*2%*	*2%*
None of these	**202**	52	58	88	4	32	79	92	1	44	2	29	161	-	25	9	7	98	104	175	27	131	56	197
	20%cefhil	**31%zc**	**29%zc**	*14%*	*23%*	*15%*	*17%*	**28%zef**	*2%*	**14%h**	*12%*	**16%h**	*19%*	-	**29%zl**	*24%*	*46%*	*18%*	*22%*	*19%*	*26%*	*19%*	*20%*	*19%*
Don't know	**16**	4	7	5	-	3	9	4	-	2	-	3	13	-	3	-	-	9	8	15	1	14	1	16
	2%c	*3%*	**4%zc**	*1%*	-	*2%*	*2%*	*1%*	-	*1%*	-	*2%*	*2%*	-	*4%*	-	-	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*
Any source	**796**	**110**	**131**	**541**	**13**	**172**	**387**	**237**	**55**	**280**	**17**	**153**	**689**	**12**	**58**	**27**	**9**	**444**	**352**	**722**	**74**	**545**	**217**	**801**
	78%abgn	***66%***	***67%***	**85%zab**	***77%***	**83%zg**	**81%zg**	***71%***	**98%zik**	**86%z**	***88%***	***82%***	**80%zn**	***100%***	***67%***	***76%***	***54%***	***80%***	***76%***	***79%***	***72%***	***79%***	***79%***	***79%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q10. Thinking about the different ways in which you have heard or seen information about the changes being made to the NHS, have you heard or read anything recently from any of these sources?

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Friends or relatives who work in the NHS	172	30	19	12	7	17	24	30	19	14	108	39	83	22	61	168
	17%cjm	34%zbcdefhi	17%c	8%	14%	13%	15%	28%zcefi	18%c	13%	15%	23%zj	23%zm	8%	19%m	17%
Friends or relatives who have used NHS services	109	15	19	7	6	16	17	16	5	8	65	29	49	18	35	113
	11%cjm	17%ch	17%zchi	4%	12%	12%c	10%	15%ch	5%	8%	9%	17%zj	14%zm	6%	11%	11%
Medical professionals who work in the NHS	118	19	19	6	3	11	19	24	10	7	65	34	53	20	44	116
	12%cjm	21%zcdehi	16%cei	4%	6%	8%	12%c	23%zcdefhi	10%	7%	9%	21%zj	15%zm	7%	14%m	11%
National newspapers	368	40	50	49	13	42	62	40	38	34	265	59	141	85	130	375
	36%m	45%d	45%zcde	33%	25%	31%	38%	38%	36%	33%	38%	36%	39%m	31%	41%zm	37%
Local newspapers	184	23	29	21	9	20	22	25	15	20	125	38	80	35	66	190
	18%m	26%cef	26%zcefh	14%	19%	15%	13%	24%f	14%	19%	18%	23%	22%zm	13%	21%m	19%
TV or radio	597	45	72	88	22	75	109	66	54	66	412	105	227	146	203	601
	59%dm	51%	64%d	59%	44%	55%	66%zadh	63%d	52%	63%d	59%	64%	63%zm	53%	64%zm	59%
Leaflets delivered to your door	37	5	4	6	1	7	6	3	5	1	28	6	15	11	8	36
	4%	5%	4%	4%	2%	5%	4%	3%	5%	1%	4%	4%	4%	4%	2%	4%
The Internet	155	25	26	28	2	16	22	12	6	17	97	31	68	31	54	147
	15%dhm	28%zdefgh	23%zdefgh	19%dh	4%	12%	13%	12%	6%	16%dh	14%	19%	19%zm	11%	17%m	14%
Letters/information sent directly to you from your GP practice	46	2	9	1	1	12	6	6	4	5	33	6	18	11	17	47
	4%c	2%	8%zc	1%	2%	9%zcf	3%	5%c	4%	4%c	5%	4%	5%	4%	5%	5%
Charities	23	6	2	-	-	4	6	2	2	2	16	4	13	3	8	23
	2%	7%zc	1%	-	-	3%c	3%c	2%	2%	2%	2%	3%	4%m	1%	2%	2%
Local patient support groups e.g. Patient Advice and Liaison Service (PALS)	22	5	4	-	1	4	3	2	3	1	15	5	10	2	10	23
	2%m	5%c	3%c	-	2%	3%c	2%	2%	3%c	1%	2%	3%	3%	1%	3%m	2%
None of these	202	17	14	35	16	27	26	21	25	20	141	25	58	84	39	197
	20%bln	20%	13%	23%b	32%zbf	20%	16%	20%	24%b	19%	20%	15%	16%	30%zln	12%	19%
Don't know	16	-	3	5	1	4	1	1	-	1	12	2	4	2	5	16
	2%	-	2%	4%	2%	3%	1%	1%	-	1%	2%	1%	1%	1%	2%	2%
Any source	796	71	95	110	33	103	138	83	81	82	548	138	297	191	276	801
	78%dm	80%	85%cd	73%	66%	77%	84%cd	79%	76%	80%	78%	83%	83%zm	69%	86%zm	79%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q10. Thinking about the different ways in which you have heard or seen information about the changes being made to the NHS, have you heard or read anything recently from any of these sources?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Friends or relatives who work in the NHS	172 17%j	139 18%	33 18%	83 21%za	55 22%za	36 24%za	64 23%za	18 29%za	38 20%	10 30%z	27 12%	120 26%zj	28 17%	108 24%zl	28 17%	143 17%	168 17%
Friends or relatives who have used NHS services	109 11%	85 11%	23 13%	54 14%za	34 14%	30 19%zac	44 16%za	7 11%	27 14%	5 14%	24 11%	68 15%z	18 11%	61 14%z	18 11%	91 11%	113 11%
Medical professionals who work in the NHS	118 12%j	101 13%z	21 11%	62 16%za	39 16%z	26 17%z	47 17%za	9 14%	24 12%	4 10%	18 8%	84 18%zj	15 9%	80 18%zl	19 11%	98 12%	116 11%
National newspapers	368 36%jq	301 38%z	75 41%	156 40%	103 42%	74 48%zacfh	112 40%	29 45%	68 35%	18 53%zh	70 31%	207 45%zj	63 37%	206 47%zl	76 47%zq	290 35%	375 37%
Local newspapers	184 18%jq	145 18%	37 20%	88 22%za	49 20%	35 23%	70 25%za	15 24%	41 21%	6 18%	29 13%	118 26%zj	24 14%	108 24%zl	41 25%zq	140 17%	190 19%
TV or radio	597 59%	486 61%z	111 60%	235 59%	141 57%	91 59%	175 61%	40 63%	114 59%	19 57%	123 54%	306 67%zj	94 55%	311 70%zl	106 65%	482 58%	601 59%
Leaflets delivered to your door	37 4%	30 4%	5 3%	18 5%	17 7%abg	8 5%	12 4%	- -	13 7%abg	2 6%	13 6%k	12 3%	9 5%	12 3%	7 4%	30 4%	36 4%
The Internet	155 15%q	130 16%	25 13%	61 16%	50 20%zbc	37 24%zabcf	44 16%	25 39%zabcdefh i	40 21%zb	5 16%	40 18%	86 19%z	33 19%	82 19%z	35 21%zq	115 14%	147 14%
Letters/information sent directly to you from your GP practice	46 4%	40 5%	11 6%	23 6%	17 7%h	15 10%zach	21 7%zah	6 10%zh	6 3%	5 13%zah	11 5%	23 5%	11 7%	22 5%	11 7%	34 4%	47 5%
Charities	23 2%q	20 3%	2 1%	14 4%zb	8 3%	7 5%zb	10 4%b	2 3%	7 3%	3 9%zab	6 3%	15 3%	7 4%	11 3%	8 5%zq	15 2%	23 2%
Local patient support groups e.g. Patient Advice and Liaison Service (PALS)	22 2%	20 3%	6 3%	14 3%z	9 3%	10 6%zah	11 4%z	3 5%	3 2%	6 16%zabcdefh	6 2%	15 3%	8 5%z	11 2%	4 2%	18 2%	23 2%
None of these	202 20%ckmp	150 19%c	38 20%	63 16%	42 17%	27 18%	57 20%	13 20%	32 16%	9 25%	52 23%k	50 11%	31 18%m	34 8%	21 13%	172 21%p	197 19%
Don't know	16 2%m	11 1%	2 1%	7 2%	4 2%	2 1%	2 1%	- -	3 2%	1 3%	3 1%	5 1%	2 1%	1 *	3 2%	13 2%	16 2%
Any source	796 78%	629 80%	144 78%	325 82%z	202 81%	124 81%	226 79%	50 80%	159 82%	25 72%	173 76%	404 88%zj	137 80%	407 92%zl	139 85%zq	645 78%	801 79%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 66

Q10. Thinking about the different ways in which you have heard or seen information about the changes being made to the NHS, have you heard or read anything recently from any of these sources?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Friends or relatives who work in the NHS	**172**	56	67	76	58	67	168
	17%c	*14%*	**28%zace**	*13%*	**27%zace**	*16%*	*17%*
Friends or relatives who have used NHS services	**109**	48	37	57	35	44	113
	11%	*12%*	**15%zce**	*10%*	**16%zce**	*11%*	*11%*
Medical professionals who work in the NHS	**118**	39	46	46	33	45	116
	12%c	*10%*	**19%zace**	*8%*	**15%ac**	*11%*	*11%*
National newspapers	**368**	183	139	180	124	207	375
	36%c	**46%zc**	**57%zace**	*32%*	**57%zace**	**49%zc**	*37%*
Local newspapers	**184**	92	59	98	58	90	190
	18%	**23%zc**	**24%zc**	*17%*	**27%zc**	**21%zc**	*19%*
TV or radio	**597**	245	160	313	155	256	601
	59%c	**62%c**	**66%zc**	*55%*	**71%zace**	**61%c**	*59%*
Leaflets delivered to your door	**37**	19	8	19	8	18	36
	4%	*5%*	*3%*	*3%*	*4%*	*4%*	*4%*
The Internet	**155**	62	64	38	61	66	147
	15%c	**16%c**	**27%zace**	*7%*	**28%zace**	**16%c**	*14%*
Letters/information sent directly to you from your GP practice	**46**	16	14	21	12	20	47
	4%	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*
Charities	**23**	9	11	7	9	14	23
	2%c	*2%*	**5%zc**	*1%*	**4%c**	**3%ac**	*2%*
Local patient support groups e.g. Patient Advice and Liaison Service (PALS)	**22**	5	9	11	8	5	23
	2%e	*1%*	**4%ae**	*2%*	**4%ae**	*1%*	*2%*
None of these	**202**	63	25	137	22	69	197
	20%abde	**16%bd**	*10%*	**24%zabde**	*10%*	**16%bd**	*19%*
Don't know	**16**	4	-	14	-	4	16
	2%	*1%*	-	**2%zabde**	-	*1%*	*2%*
Any source	**796**	**327**	**217**	**417**	**195**	**346**	**801**
	78%c	**83%zc**	**90%zace**	***73%***	**90%zace**	**82%zc**	***79%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 67

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	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	**147**	93	54	27	30	56	19	14	45	54	30	18	89	16	9	33	147
Weighted Total	**155**	96*	58*	36**	33**	56*	18**	11**	45*	59*	33**	18**	98*	13**	8**	35*	147
NHS/government websites	**29**	21	8	6	11	7	3	2	8	13	4	4	21	3	1	4	26
	19%	*22%*	*14%*	*16%*	*34%*	*13%*	*15%*	*14%*	*17%*	*23%*	*12%*	*25%*	*21%*	*26%*	*13%*	*12%*	*18%*
NHS Direct	**14**	11	3	1	1	8	3	1	4	2	4	4	10	2	-	2	15
	9%i	*12%*	*5%*	*3%*	*4%*	*14%*	*14%*	*13%*	*9%*	*3%*	*13%*	*23%*	*10%*	*17%*	-	*6%*	*10%*
NHS Choices (www.nhs.uk)	**6**	2	5	-	2	2	2	-	3	1	2	1	4	1	1	1	6
	4%a	*2%*	*8%*	-	*7%*	*4%*	*11%*	-	*6%*	*2%*	*6%*	*5%*	*4%*	*7%*	*14%*	*3%*	*4%*
Patient UK (Patient.co.uk)	**1**	-	1	-	-	1	-	-	1	-	-	-	-	-	-	1	1
	1%	-	*1%*	-	-	*1%*	-	-	*2%*	-	-	-	-	-	-	*2%*	*1%*
BBC website	**68**	42	25	23	15	22	5	4	23	28	12	4	47	3	2	16	60
	44%	*44%*	*43%*	*64%*	*45%*	*39%*	*27%*	*31%*	*51%*	*48%*	*36%*	*24%*	*47%*	*26%*	*22%*	*45%*	*41%*
The Times website	**6**	2	3	4	-	1	-	1	2	2	2	-	2	1	-	3	5
	4%	*2%*	*6%*	*11%*	-	*1%*	-	*8%*	*5%*	*3%*	*5%*	-	*2%*	*7%*	-	*9%*	*3%*
The Guardian website	**19**	13	6	8	4	5	2	1	7	8	2	2	10	-	-	9	18
	12%	*14%*	*10%*	*21%*	*13%*	*8%*	*9%*	*8%*	*16%*	*14%*	*6%*	*12%*	*10%*	-	-	***27%zl***	*12%*
The Telegraph website	**9**	9	-	1	2	2	2	2	3	2	1	2	4	1	2	2	10
	6%	***9%zb***	-	*4%*	*5%*	*3%*	*12%*	*19%*	*7%*	*4%*	*3%*	*14%*	*4%*	*11%*	*19%*	*6%*	*7%*
The Sun website	**2**	-	2	2	-	1	-	-	-	-	2	1	2	-	-	-	2
	2%	-	*4%*	*5%*	-	*1%*	-	-	-	-	*5%*	*5%*	*2%*	-	-	-	*1%*
Mail Online	**3**	1	2	-	-	2	-	1	2	1	-	1	1	1	2	-	4
	2%	*1%*	*3%*	-	-	*4%*	-	*6%*	*3%*	*1%*	-	*4%*	*1%*	*5%*	*20%*	-	*3%*
Other newspaper websites	**7**	4	3	1	1	4	-	-	2	1	-	3	4	-	-	3	6
	4%	*4%*	*4%*	*3%*	*4%*	*8%*	-	-	*5%*	*2%*	-	*18%*	*4%*	-	-	*8%*	*4%*
MSN Health	**3**	1	2	2	1	-	-	-	-	-	2	1	3	-	-	-	2
	2%	*1%*	*3%*	*5%*	*3%*	-	-	-	-	-	*5%*	*5%*	*3%*	-	-	-	*1%*
Net Doctor (www.netdoctor.co.uk)	**1**	1	-	-	-	1	-	-	-	-	1	-	1	-	-	-	1
	1%	*1%*	-	-	-	*2%*	-	-	-	-	*3%*	-	*1%*	-	-	-	*1%*
Blogs	**5**	4	1	4	-	1	-	-	1	1	1	1	1	-	-	3	4
	3%	*4%*	*2%*	*10%*	-	*2%*	-	-	*3%*	*2%*	*4%*	*6%*	*1%*	-	-	***10%zl***	*3%*
Social media (Facebook/ Twitter)	**4**	3	1	1	-	2	-	1	1	1	-	2	-	1	1	2	4
	3%	*3%*	*1%*	*4%*	-	*3%*	-	*8%*	*3%*	*1%*	-	*10%*	-	*6%*	*10%*	***7%l***	*3%*
Unnamed website/ Google search / the 'internet'	**30**	21	9	4	7	12	6	1	8	11	5	7	19	1	3	8	29
	20%	*22%*	*16%*	*11%*	*21%*	*22%*	*33%*	*7%*	*17%*	*19%*	*14%*	*38%*	*19%*	*6%*	*34%*	*23%*	*20%*
Websites of health professions	**2**	-	2	-	-	2	-	-	1	1	-	-	1	-	-	1	2
	1%	-	*4%*	-	-	*4%*	-	-	*2%*	*2%*	-	-	*1%*	-	-	*2%*	*1%*
Political party websites	**3**	3	-	3	-	-	-	-	-	1	2	-	2	-	-	1	2
	2%	*3%*	-	*8%*	-	-	-	-	-	*2%*	*5%*	-	*2%*	-	-	*3%*	*1%*
Other news websites	**3**	3	-	-	1	1	-	1	-	1	2	-	2	1	-	-	3
	2%	*3%*	-	-	*3%*	*2%*	-	*8%*	-	*1%*	*5%*	-	*2%*	*7%*	-	-	*2%*
Other	**7**	4	3	2	-	2	2	-	4	2	1	-	4	-	-	3	7
	4%	*4%*	*5%*	*7%*	-	*4%*	*14%*	-	*8%*	*3%*	*3%*	-	*4%*	-	-	*9%*	*5%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 67

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	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	**155**	96*	58*	36**	33**	56*	18**	11**	45*	59*	33**	18**	98*	13**	8**	35*	147
Don't know	**7**	4	3	-	3	2	1	2	2	1	4	1	3	3	-	2	8
	5%	*5%*	*5%*	-	*9%*	*3%*	*5%*	*14%*	*4%*	*2%*	*11%*	*5%*	*3%*	*19%*	-	*5%*	*5%*
None of these	**5**	2	3	1	1	2	1	-	1	2	2	-	3	1	-	1	5
	3%	*2%*	*5%*	*3%*	*3%*	*4%*	*4%*	-	*2%*	*3%*	*6%*	-	*3%*	*6%*	-	*3%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 68

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

		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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**147**	16	35	91	5	14	78	55	12	62	1	31	114	3	20	7	1	89	58	135	12	100	40	147
Weighted Total	**155**	17**	36*	95*	6**	12**	84*	59*	13**	65*	1**	32**	119	3**	21**	8**	2**	92*	62*	142	13**	106*	41*	147
NHS/government websites	**29**	5	6	18	1	2	16	12	3	10	1	8	21	1	5	1	-	15	14	27	2	21	7	26
	19%	*27%*	*16%*	*19%*	*16%*	*13%*	*19%*	*20%*	*26%*	*16%*	*100%*	*23%*	*18%*	*31%*	*25%*	*13%*	-	*17%*	*22%*	*19%*	*18%*	*20%*	*17%*	*18%*
NHS Direct	**14**	2	5	6	1	2	3	9	1	9	-	2	10	-	3	1	-	10	4	12	2	11	2	15
	9%i	*12%*	*13%*	*6%*	*18%*	*19%*	*3%*	**15%f**	*7%*	*15%*	-	*5%*	*9%*	-	*13%*	*15%*	-	*10%*	*7%*	*9%*	*13%*	*10%*	*5%*	*10%*
NHS Choices (www.nhs.uk)	**6**	-	2	5	-	-	5	2	-	3	1	-	4	-	2	-	-	4	2	6	-	5	1	6
	4%	-	*5%*	*5%*	-	-	*6%*	*3%*	-	*5%*	*100%*	-	*3%*	-	*11%*	-	-	*5%*	*3%*	*5%*	-	*5%*	*3%*	*4%*
Patient UK (Patient.co.uk)	**1**	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1	1
	1%	-	*2%*	-	-	-	-	*1%*	-	*1%*	-	-	-	-	*4%*	-	-	*1%*	-	*1%*	-	-	*2%*	*1%*
BBC website	**68**	6	15	44	3	3	44	21	7	32	-	16	52	1	8	4	2	41	27	60	8	45	21	60
	44%	*37%*	*40%*	*46%*	*49%*	*22%*	**52%z**	*36%*	*52%*	*50%*	-	*48%*	*44%*	*31%*	*39%*	*48%*	*100%*	*44%*	*43%*	*42%*	*61%*	*42%*	*52%*	*41%*
The Times website	**6**	-	2	4	-	1	3	2	-	1	-	2	3	-	1	2	-	4	1	6	-	5	1	5
	4%	-	*5%*	*4%*	-	*8%*	*3%*	*4%*	-	*1%*	-	*6%*	*3%*	-	*4%*	*20%*	-	*5%*	*2%*	*4%*	-	*5%*	*2%*	*3%*
The Guardian website	**19**	1	8	9	1	-	9	11	1	8	-	3	16	-	1	2	-	11	8	17	2	14	5	18
	12%	*7%*	*21%*	*9%*	*22%*	-	*10%*	*18%*	*8%*	*13%*	-	*9%*	*14%*	-	*4%*	*28%*	-	*12%*	*13%*	*12%*	*18%*	*14%*	*12%*	*12%*
The Telegraph website	**9**	-	3	6	-	1	7	1	-	3	-	-	7	-	2	-	-	4	5	9	-	5	4	10
	6%g	-	*9%*	*6%*	-	*12%*	*8%*	*1%*	-	*5%*	-	-	*6%*	-	*9%*	-	-	*5%*	*8%*	*6%*	-	*5%*	*9%*	*7%*
The Sun website	**2**	1	-	2	-	-	2	1	-	1	-	-	1	-	-	2	-	2	-	2	-	2	-	2
	2%	*5%*	-	*2%*	-	-	*2%*	*1%*	-	*1%*	-	-	*1%*	-	-	*20%*	-	*3%*	-	*2%*	-	*2%*	-	*1%*
Mail Online	**3**	-	1	2	-	1	2	1	-	1	-	-	2	-	1	-	-	3	-	3	-	1	2	4
	2%	-	*2%*	*2%*	-	*6%*	*2%*	*1%*	-	*2%*	-	-	*2%*	-	*4%*	-	-	*3%*	-	*2%*	-	*1%*	*4%*	*3%*
Other newspaper websites	**7**	2	2	3	-	-	5	1	1	3	-	5	7	-	-	-	-	5	1	7	-	7	-	6
	4%	*13%*	*5%*	*3%*	-	-	*6%*	*2%*	*10%*	*5%*	-	*14%*	*6%*	-	-	-	-	*6%*	*2%*	*5%*	-	*6%*	-	*4%*
MSN Health	**3**	-	1	2	-	-	3	-	-	-	-	1	1	-	-	2	-	3	-	3	-	3	-	2
	2%	-	*3%*	*2%*	-	-	*3%*	-	-	-	-	*3%*	*1%*	-	-	*20%*	-	*3%*	-	*2%*	-	*2%*	-	*1%*
Net Doctor (www.netdoctor.co.uk)	**1**	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	1	-	-	1	1
	1%	*6%*	-	-	-	-	-	*2%*	-	-	-	-	*1%*	-	-	-	-	*1%*	-	*1%*	-	-	*3%*	*1%*
Blogs	**5**	1	-	4	-	-	1	4	-	1	-	3	5	-	-	-	-	2	3	5	-	3	1	4
	3%	*6%*	-	*4%*	-	-	*1%*	*6%*	-	*2%*	-	*10%*	*4%*	-	-	-	-	*2%*	*4%*	*3%*	-	*3%*	*3%*	*3%*
Social media (Facebook/ Twitter)	**4**	1	1	2	-	1	3	-	-	2	-	1	4	-	-	-	-	2	2	4	-	4	-	4
	3%	*6%*	*2%*	*2%*	-	*7%*	*4%*	-	-	*3%*	-	*3%*	*3%*	-	-	-	-	*3%*	*3%*	*3%*	-	*4%*	-	*3%*
Unnamed website/ Google search / the 'internet'	**30**	7	7	14	2	3	19	8	2	12	1	6	26	-	4	-	-	20	10	28	2	25	4	29
	20%v	*42%*	*19%*	*15%*	*35%*	*26%*	*23%*	*14%*	*15%*	*18%*	*100%*	*20%*	*22%*	-	*21%*	-	-	*22%*	*16%*	*20%*	*16%*	*23%*	*9%*	*20%*
Websites of health professions	**2**	-	2	-	-	-	-	2	-	2	-	-	-	1	1	-	-	2	-	2	-	1	1	2
	1%	-	**6%c**	-	-	-	-	*3%*	-	*3%*	-	-	-	*39%*	*4%*	-	-	*2%*	-	*1%*	-	*1%*	*2%*	*1%*
Political party websites	**3**	-	1	2	-	-	3	-	-	1	-	-	3	-	-	-	-	-	3	3	-	3	-	2
	2%	-	*3%*	*2%*	-	-	*3%*	-	-	*2%*	-	-	*2%*	-	-	-	-	-	*4%*	*2%*	-	*3%*	-	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

		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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Weighted Total	**155**	17**	36*	95*	6**	12**	84*	59*	13**	65*	1**	32**	119	3**	21**	8**	2**	92*	62*	142	13**	106*	41*	147
Other news websites	**3**	-	-	3	-	1	2	-	-	1	-	-	3	-	-	-	-	2	1	3	-	2	1	3
	2%	-	-	*3%*	-	*8%*	*2%*	-	-	*1%*	-	-	*2%*	-	-	-	-	*2%*	*1%*	*2%*	-	*2%*	*2%*	*2%*
Other	**7**	-	2	5	-	-	4	3	-	3	-	2	4	-	2	1	-	7	-	7	-	5	2	7
	4%	-	*5%*	*5%*	-	-	*4%*	*6%*	-	*5%*	-	*6%*	*3%*	-	*9%*	*10%*	-	***7%r***	-	*5%*	-	*5%*	*4%*	*5%*
Don't know	**7**	1	2	4	-	-	3	4	-	2	-	1	3	1	2	1	-	3	4	7	-	5	1	8
	5%l	*5%*	*5%*	*5%*	-	-	*4%*	*6%*	-	*3%*	-	*2%*	*3%*	*30%*	*9%*	*11%*	-	*4%*	*6%*	*5%*	-	*5%*	*2%*	*5%*
None of these	**5**	-	1	4	-	1	2	2	1	2	-	2	4	-	1	-	-	2	3	5	-	2	1	5
	3%	-	*3%*	*4%*	-	*7%*	*3%*	*3%*	*7%*	*3%*	-	*6%*	*3%*	-	*4%*	-	-	*2%*	*5%*	*3%*	-	*2%*	*3%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	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	**147**	20	30	24	2	17	19	11	6	18	91	30	61	30	54	147
Weighted Total	**155**	25**	26**	28**	2**	16**	22**	12**	6**	17**	97*	31**	68*	31**	54*	147
NHS/government websites	**29**	9	2	6	1	2	3	3	2	1	19	7	15	5	9	26
	19%	*37%*	*7%*	*21%*	*59%*	*10%*	*16%*	*25%*	*33%*	*6%*	*20%*	*23%*	*23%*	*18%*	*16%*	*18%*
NHS Direct	**14**	1	5	1	-	4	-	1	-	2	11	2	5	2	7	15
	9%	*5%*	*19%*	*4%*	-	*24%*	-	*9%*	-	*10%*	*11%*	*5%*	*7%*	*8%*	*13%*	*10%*
NHS Choices (www.nhs.uk)	**6**	4	2	-	-	1	-	-	-	-	4	1	2	2	2	6
	4%	*15%*	*7%*	-	-	*5%*	-	-	-	-	*5%*	*4%*	*3%*	*7%*	*4%*	*4%*
Patient UK (Patient.co.uk)	**1**	-	1	-	-	-	-	-	-	-	-	1	1	-	-	1
	1%	-	*3%*	-	-	-	-	-	-	-	-	*3%*	*1%*	-	-	*1%*
BBC website	**68**	10	7	18	-	5	16	3	2	7	46	12	33	14	19	60
	44%	*40%*	*25%*	*63%*	-	*33%*	*74%*	*27%*	*34%*	*39%*	*48%*	*39%*	*49%*	*46%*	*34%*	*41%*
The Times website	**6**	-	1	3	-	-	1	-	-	1	4	1	2	1	3	5
	4%	-	*3%*	*10%*	-	-	*4%*	-	-	*6%*	*4%*	*3%*	*2%*	*4%*	*5%*	*3%*
The Guardian website	**19**	1	1	5	-	3	2	2	-	5	6	7	10	1	7	18
	12%i	*5%*	*3%*	*17%*	-	*19%*	*10%*	*20%*	-	*27%*	*7%*	*24%*	*15%*	*3%*	*14%*	*12%*
The Telegraph website	**9**	-	3	1	-	2	1	1	-	1	6	2	2	2	5	10
	6%	-	*11%*	*4%*	-	*10%*	*5%*	*11%*	-	*5%*	*6%*	*6%*	*3%*	*7%*	*9%*	*7%*
The Sun website	**2**	-	1	2	-	-	-	-	-	-	2	-	-	1	2	2
	2%	-	*3%*	*6%*	-	-	-	-	-	-	*2%*	-	-	*3%*	*3%*	*1%*
Mail Online	**3**	-	1	-	-	1	-	-	-	1	2	-	1	-	2	4
	2%	-	*5%*	-	-	*5%*	-	-	-	*4%*	*2%*	-	*2%*	-	*3%*	*3%*
Other newspaper websites	**7**	4	-	-	-	1	1	-	-	1	4	2	-	-	7	6
	4%	*14%*	-	-	-	*5%*	*6%*	-	-	*6%*	*4%*	*8%*	-	-	***12%zl***	*4%*
MSN Health	**3**	-	-	2	-	1	-	-	-	-	2	-	-	1	2	2
	2%	-	-	*6%*	-	*6%*	-	-	-	-	*2%*	-	-	*3%*	*3%*	*1%*
Net Doctor (www.netdoctor.co.uk)	**1**	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	1%	-	-	-	-	-	-	-	*17%*	-	*1%*	-	*2%*	-	-	*1%*
Blogs	**5**	1	-	1	-	-	-	-	-	2	3	-	-	2	2	4
	3%	*4%*	-	*5%*	-	-	-	-	-	*14%*	*4%*	-	-	*8%*	*4%*	*3%*
Social media (Facebook/ Twitter)	**4**	1	-	-	1	1	1	-	-	-	4	-	1	-	3	4
	3%	*4%*	-	-	*41%*	*5%*	*6%*	-	-	-	*4%*	-	*2%*	-	*5%*	*3%*
Unnamed website/ Google search / the 'internet'	**30**	8	5	3	-	3	5	4	2	2	21	5	15	6	10	29
	20%	*30%*	*17%*	*10%*	-	*15%*	*24%*	*34%*	*32%*	*11%*	*21%*	*15%*	*22%*	*19%*	*18%*	*20%*
Websites of health professions	**2**	1	1	-	-	-	-	-	-	-	-	2	2	-	-	2
	1%	*5%*	*3%*	-	-	-	-	-	-	-	-	*7%*	*3%*	-	-	*1%*
Political party websites	**3**	2	-	-	-	-	-	-	-	1	3	-	3	-	-	2
	2%	*7%*	-	-	-	-	-	-	-	*6%*	*3%*	-	*4%*	-	-	*1%*
Other news websites	**3**	1	2	-	-	-	-	-	-	-	2	1	1	-	2	3
	2%	*4%*	*7%*	-	-	-	-	-	-	-	*2%*	*3%*	*1%*	-	*3%*	*2%*
Other	**7**	-	2	-	-	2	-	1	-	2	4	2	3	-	4	7
	4%	-	*6%*	-	-	*14%*	-	*9%*	-	*11%*	*4%*	*6%*	*4%*	-	*7%*	*5%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 69

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	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	**155**	25**	26**	28**	2**	16**	22**	12**	6**	17**	97*	31**	68*	31**	54*	147
Don't know	**7**	-	3	3	-	2	-	-	-	-	5	2	3	2	3	8
	5%	-	*10%*	*10%*	-	*11%*	-	-	-	-	*5%*	*5%*	*4%*	*6%*	*5%*	*5%*
None of these	**5**	-	3	-	-	-	1	-	-	1	3	1	-	1	4	5
	3%	-	*11%*	-	-	-	*5%*	-	-	*6%*	*3%*	*3%*	-	*4%*	***7%l***	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 70

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**147**	124	25	62	48	37	45	24	39	6	37	84	30	78	32	110	147
Weighted Total	**155**	130	25**	61*	50*	37*	44*	25**	40*	5**	40*	86*	33**	82*	35*	115	147
NHS/government websites	**29**	25	4	9	7	5	10	6	4	1	9	19	10	15	7	21	26
	19%	*19%*	*18%*	*15%*	*14%*	*13%*	*23%*	*23%*	*11%*	*18%*	*22%*	*22%*	*30%*	*19%*	*21%*	*18%*	*18%*
NHS Direct	**14**	11	1	7	6	3	5	3	6	1	3	8	1	7	3	11	15
	9%	*9%*	*4%*	*12%*	*12%*	*8%*	*11%*	*12%*	*15%*	*14%*	*6%*	*10%*	*2%*	*8%*	*8%*	*10%*	*10%*
NHS Choices (www.nhs.uk)	**6**	6	1	4	2	2	1	2	2	-	1	3	-	4	3	3	6
	4%	*5%*	*5%*	*7%*	*4%*	*6%*	*3%*	*8%*	*5%*	*-*	*2%*	*4%*	*-*	*5%*	*9%*	*3%*	*4%*
Patient UK (Patient.co.uk)	**1**	1	1	1	1	1	1	1	-	-	-	1	-	1	-	1	1
	1%	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*-*	*-*	*-*	*1%*	*-*	*1%*	*-*	*1%*	*1%*
BBC website	**68**	52	7	22	27	15	17	13	18	-	18	39	11	40	20	48	60
	44%a	*40%*	*30%*	*36%*	***55%acf***	*42%*	*39%*	*52%*	*44%*	*-*	*46%*	*46%*	*33%*	*49%*	*57%*	*42%*	*41%*
The Times website	**6**	5	2	1	3	1	4	2	-	-	4	2	3	2	3	2	5
	4%	*4%*	*10%*	*1%*	*5%*	*2%*	***9%zac***	*7%*	*-*	*-*	*10%*	*2%*	*8%*	*2%*	*9%*	*2%*	*3%*
The Guardian website	**19**	16	4	6	7	7	6	8	4	1	2	13	3	13	6	13	18
	12%	*12%*	*15%*	*9%*	*14%*	***19%c***	*14%*	*32%*	*10%*	*17%*	*6%*	*15%*	*10%*	*16%*	*17%*	*12%*	*12%*
The Telegraph website	**9**	8	1	4	1	2	1	2	3	-	2	5	3	3	2	7	10
	6%	*6%*	*3%*	*7%*	*2%*	*4%*	*2%*	*9%*	*8%*	*-*	*5%*	*6%*	*9%*	*4%*	*5%*	*6%*	*7%*
The Sun website	**2**	2	2	1	1	1	1	-	1	-	2	-	2	-	-	2	2
	2%	*2%*	*7%*	*1%*	*2%*	*2%*	*2%*	*-*	*2%*	*-*	*4%*	*-*	*7%*	*-*	*-*	*2%*	*1%*
Mail Online	**3**	3	1	3	-	-	1	-	-	-	-	3	-	2	-	3	4
	2%	*2%*	*4%*	*5%*	*-*	*-*	*2%*	*-*	*-*	*-*	*-*	*4%*	*-*	*2%*	*-*	*3%*	*3%*
Other newspaper websites	**7**	5	2	3	4	2	4	3	2	1	1	6	2	5	2	4	6
	4%	*4%*	*8%*	*5%*	*8%*	*7%*	*9%*	*12%*	*5%*	*18%*	*3%*	*7%*	*6%*	*6%*	*7%*	*4%*	*4%*
MSN Health	**3**	3	2	1	-	-	1	-	-	-	2	1	2	1	-	3	2
	2%	*2%*	*7%*	*2%*	*-*	*-*	*2%*	*-*	*-*	*-*	*4%*	*1%*	*5%*	*1%*	*-*	*2%*	*1%*
Net Doctor (www.netdoctor.co.uk)	**1**	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	1
	1%	*1%*	*4%*	*-*	*-*	*-*	*-*	*-*	*3%*	*-*	*-*	*-*	*-*	*-*	*-*	*1%*	*1%*
Blogs	**5**	5	1	1	2	-	5	-	-	1	2	2	-	2	1	3	4
	3%	*4%*	*5%*	*2%*	*4%*	*-*	***11%zach***	*-*	*-*	*18%*	*6%*	*3%*	*-*	*3%*	*4%*	*3%*	*3%*
Social media (Facebook/ Twitter)	**4**	4	-	-	2	-	2	-	1	1	2	2	-	3	1	3	4
	3%	*3%*	*-*	*-*	*5%*	*-*	*4%*	*-*	*3%*	*18%*	*5%*	*2%*	*-*	*3%*	*4%*	*2%*	*3%*
Unnamed website/ Google search / the 'internet'	**30**	27	6	13	14	9	6	4	12	3	7	16	5	16	4	23	29
	20%	*21%*	*25%*	*21%*	***27%f***	*24%*	*13%*	*15%*	***31%f***	*54%*	*18%*	*19%*	*16%*	*20%*	*11%*	*20%*	*20%*
Websites of health professions	**2**	2	1	2	1	1	1	1	-	-	-	2	1	1	1	1	2
	1%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*-*	*-*	*-*	*2%*	*4%*	*1%*	*4%*	*1%*	*1%*
Political party websites	**3**	3	-	-	-	1	-	-	1	-	-	3	-	3	-	3	2
	2%	*2%*	*-*	*-*	*-*	*3%*	*-*	*-*	*3%*	*-*	*-*	*3%*	*-*	*3%*	*-*	*2%*	*1%*
Other news websites	**3**	3	-	2	2	1	1	-	-	-	-	3	-	2	-	3	3
	2%	*2%*	*-*	*3%*	*3%*	*2%*	*2%*	*-*	*-*	*-*	*-*	*3%*	*-*	*2%*	*-*	*2%*	*2%*
Other	**7**	7	1	6	1	2	2	1	2	1	1	4	1	3	2	5	7
	4%	*5%*	*4%*	***10%zd***	*2%*	*5%*	*5%*	*5%*	*5%*	*17%*	*2%*	*4%*	*3%*	*3%*	*5%*	*4%*	*5%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/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 70

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Weighted Total	**155**	130	25**	61*	50*	37*	44*	25**	40*	5**	40*	86*	33**	82*	35*	115	147
Don't know	**7**	7	3	3	3	3	3	-	4	1	5	3	3	4	2	5	8
	5%	*6%*	*11%*	*6%*	*7%*	*9%*	*6%*	-	*9%*	*15%*	*11%*	*3%*	*8%*	*4%*	*6%*	*4%*	*5%*
None of these	**5**	5	1	1	-	2	2	-	-	-	-	2	2	2	1	4	5
	3%	*4%*	*4%*	*1%*	-	*6%*	*4%*	-	-	-	-	*2%*	*6%*	*2%*	*2%*	*4%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/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 71

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**147**	59	62	37	58	63	147
Weighted Total	**155**	62*	64*	38*	61*	66*	147
NHS/government websites	**29**	16	9	9	10	12	26
	19%	***25%be***	*13%*	*23%*	*16%*	*17%*	*18%*
NHS Direct	**14**	7	4	3	4	7	15
	9%	*12%*	*7%*	*7%*	*6%*	*11%*	*10%*
NHS Choices (www.nhs.uk)	**6**	3	2	2	4	1	6
	4%	***5%e***	*3%*	*6%*	*6%*	*1%*	*4%*
Patient UK (Patient.co.uk)	**1**	-	1	-	1	1	1
	1%	-	*1%*	-	*1%*	*1%*	*1%*
BBC website	**68**	24	36	8	29	27	60
	44%c	***38%c***	***57%zace***	*22%*	***47%c***	***41%c***	*41%*
The Times website	**6**	3	4	-	2	6	5
	4%	*4%*	*6%*	-	*3%*	***9%z***	*3%*
The Guardian website	**19**	2	19	2	19	5	18
	12%a	*3%*	***30%zace***	*6%*	***31%zace***	*8%*	*12%*
The Telegraph website	**9**	2	9	-	6	9	10
	6%	*4%*	***14%zac***	-	*9%*	***14%zac***	*7%*
The Sun website	**2**	2	1	-	-	2	2
	2%	*4%*	*1%*	-	-	*4%*	*1%*
Mail Online	**3**	3	1	-	1	3	4
	2%	*5%*	*2%*	-	*2%*	*5%*	*3%*
Other newspaper websites	**7**	3	4	3	6	2	6
	4%	*6%*	*7%*	*9%*	***9%z***	*3%*	*4%*
MSN Health	**3**	2	-	1	-	2	2
	2%	*3%*	-	*2%*	-	*2%*	*1%*
Net Doctor (www.netdoctor.co.uk)	**1**	-	-	-	-	-	1
	1%	-	-	-	-	-	*1%*
Blogs	**5**	3	2	2	5	4	4
	3%	*5%*	*4%*	*6%*	***8%z***	*6%*	*3%*
Social media (Facebook/ Twitter)	**4**	3	2	2	3	2	4
	3%	*5%*	*3%*	*5%*	*5%*	*3%*	*3%*
Unnamed website/ Google search / the 'internet'	**30**	11	14	13	18	12	29
	20%	*17%*	*22%*	***34%za***	***29%z***	*18%*	*20%*
Websites of health professions	**2**	1	1	1	2	2	2
	1%	*2%*	*1%*	*3%*	*3%*	*3%*	*1%*
Political party websites	**3**	2	3	-	3	3	2
	2%	*3%*	*4%*	-	*5%*	*4%*	*1%*
Other news websites	**3**	-	1	-	1	-	3
	2%	-	*1%*	-	*1%*	-	*2%*
Other	**7**	4	3	2	3	3	7
	4%	*7%*	*5%*	*5%*	*5%*	*5%*	*5%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used. * small base

Table 71

Q11. Where on the internet have you seen information about the changes being made to the NHS? Where else?

Base : All respondents who have seen information about the changes being made to the NHS on the internet

	Wtd. Total (z)	Newspaper readership					Unwtd total
		Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Weighted Total	**155**	62*	64*	38*	61*	66*	147
Don't know	**7**	4	-	5	3	1	8
	5%	***6%e***	-	***13%zbde***	*4%*	*1%*	*5%*
None of these	**5**	-	-	3	-	-	5
	3%	-	-	***8%abde***	-	-	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 72

Q12. 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Cuts	**345**	**176**	**169**	**53**	**50**	**124**	**50**	**67**	**88**	**107**	**71**	**79**	**203**	**75**	**21**	**46**	**340**
	34%o	**36%**	**32%**	**35%**	**31%**	**35%**	**34%**	**33%**	**39%k**	**34%**	**33%**	**30%**	**38%zo**	**33%**	**27%**	**27%**	**33%**
Necessary/positive cuts (general mention)	**32**	14	17	4	6	9	4	8	9	9	7	7	18	8	2	4	31
	3%	3%	3%	3%	4%	3%	3%	4%	4%	3%	3%	3%	3%	3%	2%	2%	3%
Negative/ damaging/ too many cuts (general mention)	**151**	75	76	22	27	53	23	26	34	37	36	44	99	29	10	14	149
	15%o	15%	15%	14%	16%	15%	15%	13%	15%	12%	16%	17%	18%zmo	13%	13%	8%	15%
Cuts in managers	**53**	27	26	8	8	21	9	7	12	19	11	11	34	7	5	8	50
	5%m	5%	5%	6%	5%	6%	6%	3%	5%	6%	5%	4%	6%	3%	6%	4%	5%
Cuts in bureaucracy	**61**	36	24	8	14	17	10	12	19	25	10	7	37	12	3	8	59
	6%k	7%	5%	5%	8%	5%	7%	6%	8%k	8%k	4%	3%	7%	5%	4%	5%	6%
Hospital closures	**72**	37	35	7	13	28	15	10	23	20	16	13	44	12	4	12	70
	7%	7%	7%	4%	8%	8%	10%	5%	10%k	6%	8%	5%	8%	5%	5%	7%	7%
Cuts in frontline services	**124**	61	63	20	13	48	18	23	33	42	29	20	71	26	6	21	123
	12%k	12%	12%	13%	8%	14%	12%	12%	15%k	13%k	13%	8%	13%	11%	7%	12%	12%
Cuts in quangos	**9**	6	3	1	1	2	2	3	3	3	-	3	5	3	2	-	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	-	1%
Organisational Change	**376**	**193**	**183**	**38**	**44**	**139**	**72**	**81**	**115**	**135**	**79**	**47**	**219**	**93**	**18**	**46**	**375**
	37%cdkno	**39%**	**35%**	**25%**	**27%**	**40%cd**	**48%zcd**	**40%cd**	**51%zjk**	**43%zk**	**36%k**	**18%**	**41%zno**	**41%no**	**24%**	**27%**	**37%**
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	**190**	104	87	21	17	73	41	39	66	66	38	19	113	49	5	23	189
	19%dkn	21%	17%	14%	10%	21%d	27%zcd	19%d	30%zijk	21%k	18%k	7%	21%no	22%no	7%	13%	19%
Organisational changes/ reconfiguration (general mention)	**112**	56	56	8	12	39	25	27	37	45	22	9	66	28	4	14	110
	11%ck	11%	11%	5%	8%	11%	17%zcd	13%c	16%zk	14%zk	10%k	3%	12%	12%	6%	8%	11%
Privatisation/ more services provided by private sector	**152**	77	74	14	21	64	27	26	39	59	28	25	88	29	10	25	153
	15%k	16%	14%	9%	13%	18%zc	18%c	13%	17%k	19%zk	13%	10%	16%	13%	12%	14%	15%
More care available outside of hospital	**24**	7	17	4	2	10	4	3	9	6	6	3	14	4	2	4	23
	2%a	1%	3%	3%	2%	3%	3%	2%	4%	2%	3%	1%	3%	2%	3%	2%	2%
More services provided by charity sector	**18**	10	8	-	2	11	2	3	6	5	4	3	15	3	1	-	18
	2%	2%	2%	-	2%	3%z	2%	1%	3%	2%	2%	1%	3%zo	1%	1%	-	2%
Access to Services	**42**	**19**	**23**	**5**	**6**	**15**	**8**	**7**	**17**	**9**	**9**	**7**	**24**	**8**	**2**	**8**	**42**
	4%	**4%**	**4%**	**4%**	**4%**	**4%**	**6%**	**3%**	**8%zik**	**3%**	**4%**	**3%**	**4%**	**3%**	**2%**	**5%**	**4%**
Faster access to hospitals/ shorter hospital waiting times	**12**	4	8	3	2	4	1	2	6	1	2	2	8	2	-	2	11
	1%	1%	2%	2%	1%	1%	1%	1%	3%zi	*	1%	1%	1%	1%	-	1%	1%
Faster access to GPs/ shorter GP waiting times	**10**	7	4	-	1	5	3	1	6	2	2	1	7	2	-	2	11
	1%	1%	1%	-	1%	1%	2%	1%	2%zk	1%	1%	*	1%	1%	-	1%	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q12. 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	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Longer waiting times	22 2%	11 2%	11 2%	2 2%	3 2%	8 2%	4 3%	4 2%	7 3%	6 2%	5 2%	4 1%	11 2%	5 2%	2 2%	4 3%	22 2%
Choice of Services	58 6%	23 5%	35 7%	6 4%	9 6%	23 7%	10 7%	9 5%	18 8%	16 5%	13 6%	11 4%	39 7%	12 5%	2 2%	5 3%	56 6%
More choice for patients (general mention)	7 1%	2 *	5 1%	- -	- -	2 1%	4 3%zd	1 *	3 1%	3 1%	1 *	- -	4 1%	2 1%	- -	1 1%	7 1%
Patients can choose their GP/GP surgery	22 2%	7 1%	15 3%	3 2%	- -	10 3%d	2 1%	7 3%d	9 4%k	5 2%	5 2%	3 1%	10 2%	8 3%	1 1%	3 2%	22 2%
More choice for patients over where they get treated	20 2%k	7 1%	12 2%	- -	4 3%	9 3%	3 2%	3 1%	7 3%k	5 2%	6 3%k	1 *	14 3%o	4 2%	2 2%o	- -	19 2%
Patients having more say in their healthcare	22 2%	9 2%	13 3%	3 2%	5 3%	10 3%	1 1%	3 2%	6 3%	4 1%	5 2%	7 3%	17 3%z	3 1%	- -	2 1%	21 2%
Other	82 8%ko	40 8%	42 8%	7 5%	11 7%	32 9%	14 9%	18 9%	21 9%k	33 11%k	21 10%k	7 3%	54 10%zo	19 8%o	4 5%	5 3%	82 8%
Budget ring-fenced/ protected spending	19 2%k	10 2%	8 2%	- -	1 1%	9 3%	6 4%zcd	2 1%	5 2%	9 3%k	3 2%	1 *	12 2%	4 2%	1 1%	1 1%	20 2%
Encouraging people to take responsibility for their own health	12 1%	5 1%	7 1%	2 1%	- -	5 2%	3 2%	2 1%	2 1%	7 2%z	2 1%	1 *	9 2%	2 1%	1 1%	- -	11 1%
Better quality services for patients	9 1%	5 1%	4 1%	- -	1 1%	3 1%	1 1%	4 2%z	1 1%	3 1%	4 2%	1 *	4 1%	4 2%	1 1%	- -	10 1%
New non-emergency telephone number '111'	2 *	- -	2 *	- -	- -	1 *	- -	1 *	1 1%	1 *	- -	- -	1 *	1 *	- -	- -	2 *
Allocation of funds/ saving money	5 1%	2 *	3 1%	1 1%	- -	1 *	1 1%	2 1%	2 1%	1 *	1 *	1 1%	3 1%	2 1%	- -	- -	5 *
Better management/ efficiency	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 1%	- -	1 *	- -	- -	- -	1 *
Funding cuts	6 1%	2 *	3 1%	- -	2 1%	3 1%	- -	- -	1 1%	4 1%	1 *	- -	6 1%	- -	- -	- -	5 *
GPs responsible for their own budgets	3 *	2 *	1 *	2 1%	- -	1 *	- -	- -	- -	1 *	2 1%	- -	3 1%	- -	- -	- -	2 *
More funding	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *
Reduction in staff	8 1%b	7 1%b	1 *	1 1%	4 2%e	1 *	1 1%	1 *	2 1%	2 1%	2 1%	1 1%	6 1%	- -	- -	1 1%	7 1%
Staff pensions	3 *	1 *	2 *	- -	1 1%	1 *	1 1%	- -	- -	2 1%	1 *	- -	3 1%	- -	- -	- -	3 *
Other	22 2%k	9 2%	13 3%	1 1%	6 3%	9 2%	1 1%	6 3%	10 4%zk	7 2%	5 2%	1 *	13 2%	6 3%	1 1%	3 2%	23 2%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q12. 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	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Not heard of any changes	**78**	35	44	17	15	29	7	10	9	23	16	30	39	12	14	15	76
	8%ghm	*7%*	*8%*	**11%g**	*10%*	*8%*	*5%*	*5%*	*4%*	*7%*	*7%*	**12%zh**	*7%*	*5%*	**18%zlmo**	*9%*	*7%*
Don't know	**288**	123	165	55	57	87	30	59	40	80	61	107	123	65	27	74	290
	28%afhl	*25%*	**32%za**	**36%ef**	**35%zef**	*25%*	*20%*	*29%*	*18%*	*25%*	**28%h**	**41%zhij**	*23%*	*28%*	**34%l**	**43%zlm**	*29%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 73

Q12. As far as you know, what do the government's changes to the NHS involve? What else?

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: White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital use: Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS use: NHS user (s)	Non NHS user (t)	People are treated with dignity and respect: Agree (u)	Disagree (v)	Unwtd total (w)
Unweighted Total	1015	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	1015	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Cuts	**345**	**60**	**51**	**228**	**5**	**70**	**165**	**110**	**27**	**132**	**9**	**78**	**292**	**6**	**30**	**12**	**3**	**207**	**137**	**318**	**26**	**234**	**100**	**340**
	34%bn	***36%***	***26%***	**36%b**	***29%***	***34%***	***35%***	***33%***	**48%z**	**40%z**	***44%***	**42%z**	***34%***	***46%***	***35%***	***34%***	***19%***	**38%zn**	***30%***	***35%***	***26%***	***34%***	***37%***	***33%***
Necessary/positive cuts (general mention)	**32**	5	3	23	-	7	10	15	3	14	-	10	23	-	5	3	-	22	9	30	2	24	8	31
	3%l	*3%*	*2%*	*4%*	-	*3%*	*2%*	*4%*	*5%*	*4%*	-	*6%*	*3%*	-	*6%*	**10%zl**	-	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*
Negative/ damaging/ too many cuts (general mention)	**151**	38	23	87	4	27	80	45	13	62	5	38	131	3	8	6	1	90	61	139	12	95	51	149
	15%	**23%zbc**	*12%*	*14%*	*23%*	*13%*	*17%*	*14%*	*23%*	**19%z**	*28%*	**20%z**	*15%*	*26%*	*9%*	*17%*	*6%*	*16%*	*13%*	*15%*	*12%*	*14%*	*19%*	*15%*
Cuts in managers	**53**	8	7	37	1	8	26	19	6	19	2	11	39	1	11	1	1	31	22	49	5	41	13	50
	5%l	*5%*	*4%*	*6%*	*6%*	*4%*	*5%*	*6%*	*11%*	*6%*	*11%*	*6%*	*4%*	*8%*	**13%zl**	*3%*	*8%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*
Cuts in bureaucracy	**61**	6	9	45	-	13	27	20	5	17	-	8	50	2	5	2	2	34	27	54	7	49	8	59
	6%v	*4%*	*5%*	*7%*	-	*6%*	*6%*	*6%*	*8%*	*5%*	-	*4%*	*6%*	*16%*	*6%*	*6%*	*13%*	*6%*	*6%*	*6%*	*7%*	**7%zv**	*3%*	*6%*
Hospital closures	**72**	8	8	56	-	10	42	20	6	29	3	20	61	1	6	2	1	48	24	71	1	40	28	70
	7%rtu	*5%*	*4%*	**9%zb**	-	*5%*	*9%*	*6%*	*11%*	*9%*	*18%*	*11%*	*7%*	*11%*	*7%*	*5%*	*6%*	**9%zr**	*5%*	**8%zt**	*1%*	*6%*	**10%zu**	*7%*
Cuts in frontline services	**124**	30	19	72	2	25	70	29	8	53	7	31	110	1	8	4	-	80	44	116	8	83	37	123
	12%gr	**18%zbc**	*10%*	*11%*	*12%*	*12%*	**15%zg**	*9%*	*14%*	**16%z**	*35%*	*17%*	*13%*	*8%*	*9%*	*11%*	-	**14%zr**	*9%*	*13%*	*8%*	*12%*	*14%*	*12%*
Cuts in quangos	**9**	-	3	5	-	3	3	3	-	2	-	1	8	-	-	1	-	6	3	8	1	7	2	9
	1%	-	*2%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	-	*	*1%*	-	-	*4%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Organisational Change	**376**	**39**	**57**	**272**	**8**	**85**	**199**	**92**	**38**	**156**	**7**	**74**	**339**	**3**	**19**	**9**	**5**	**209**	**167**	**344**	**32**	**257**	**104**	**375**
	37%abgn	***23%***	***29%***	**43%zab**	***48%***	**41%g**	**42%zg**	***28%***	**69%zik**	**48%zk**	***38%***	***40%***	**39%zn**	***27%***	***22%***	***26%***	***32%***	***38%***	***36%***	***38%***	***31%***	***37%***	***38%***	***37%***
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	**190**	17	27	142	4	42	94	54	17	75	6	41	171	3	10	4	2	109	81	174	16	128	55	189
	19%a	*10%*	*14%*	**22%zab**	*26%*	*20%*	*20%*	*16%*	**30%z**	**23%z**	*31%*	*22%*	**20%z**	*27%*	*12%*	*11%*	*11%*	*20%*	*18%*	*19%*	*16%*	*19%*	*20%*	*19%*
Organisational changes/ reconfiguration (general mention)	**112**	6	14	88	4	25	65	22	14	54	1	19	102	-	4	3	2	64	49	101	11	75	34	110
	11%abgn	*4%*	*7%*	**14%zab**	*22%*	**12%g**	**14%zg**	*7%*	**26%zk**	**17%zk**	*7%*	*10%*	**12%n**	-	*5%*	*9%*	*15%*	*12%*	*10%*	*11%*	*11%*	*11%*	*13%*	*11%*
Privatisation/ more services provided by private sector	**152**	20	28	100	3	29	87	36	13	66	1	34	138	1	8	3	2	89	63	141	11	105	39	153
	15%g	*12%*	*14%*	*16%*	*19%*	*14%*	**18%zg**	*11%*	*24%*	**20%z**	*6%*	*18%*	**16%z**	*10%*	*9%*	*9%*	*11%*	*16%*	*14%*	*15%*	*11%*	*15%*	*14%*	*15%*
More care available outside of hospital	**24**	3	3	17	-	3	14	6	3	10	-	8	22	-	1	-	1	15	9	24	-	13	9	23
	2%	*2%*	*2%*	*3%*	-	*2%*	*3%*	*2%*	*6%*	*3%*	-	*4%*	*3%*	-	*1%*	-	*6%*	*3%*	*2%*	*3%*	-	*2%*	*3%*	*2%*
More services provided by charity sector	**18**	1	2	15	-	4	7	7	1	5	1	7	15	-	2	1	-	9	9	17	1	12	6	18
	2%	*1%*	*1%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*5%*	**4%zi**	*2%*	-	*3%*	*3%*	-	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Access to Services	**42**	**8**	**8**	**26**	**-**	**7**	**14**	**21**	**6**	**12**	**-**	**5**	**35**	**-**	**4**	**2**	**1**	**28**	**14**	**39**	**3**	**31**	**11**	**42**
	4%	***5%***	***4%***	***4%***	-	***3%***	***3%***	**6%zf**	**11%zik**	***4%***	-	***3%***	***4%***	-	***5%***	***5%***	***6%***	***5%***	***3%***	***4%***	***3%***	***4%***	***4%***	***4%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q12. As far as you know, what do the government's changes to the NHS involve? What else?

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: White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital use: Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS use: NHS user (s)	Non NHS user (t)	People are treated with dignity and respect: Agree (u)	Disagree (v)	Unwtd total (w)
Weighted Total	1015	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Faster access to hospitals/ shorter hospital waiting times	12 1%	2 1%	1 1%	9 1%	- -	1 *	6 1%	5 2%	2 4%i	3 1%	- -	2 1%	11 1%	- -	- -	1 3%	- -	9 2%	3 1%	11 1%	1 1%	8 1%	4 2%	11 1%
Faster access to GPs/ shorter GP waiting times	10 1%r	1 *	4 2%	6 1%	- -	1 1%	4 1%	5 1%	2 3%	3 1%	- -	2 1%	10 1%	- -	- -	1 2%	- -	9 2%	2 *	10 1%	- -	10 1%zv	- -	11 1%
Longer waiting times	22 2%	5 3%	3 1%	14 2%	- -	5 2%	6 1%	11 3%	2 4%k	6 2%	- -	1 1%	17 2%	- -	4 5%	- -	1 6%	12 2%	10 2%	19 2%	2 2%	15 2%	7 3%	22 2%
Choice of Services	58 6%a	1 1%	9 4%a	47 7%za	1 6%	9 4%	29 6%	20 6%	8 14%zi	17 5%	1 5%	13 7%	53 6%	- -	4 4%	- -	1 6%	29 5%	28 6%	49 5%	9 8%	41 6%	13 5%	56 6%
More choice for patients (general mention)	7 1%	- -	- -	7 1%	- -	1 *	5 1%	1 *	1 1%	1 *	- -	2 1%	7 1%	- -	- -	- -	- -	3 1%	4 1%	5 *	2 2%	4 1%	2 1%	7 1%
Patients can choose their GP/GP surgery	22 2%	1 1%	1 1%	19 3%z	- -	7 3%	8 2%	7 2%	1 2%	5 2%	- -	7 4%	20 2%	- -	1 1%	- -	1 6%	13 2%	9 2%	21 2%	1 1%	16 2%	6 2%	22 2%
More choice for patients over where they get treated	20 2%qs	1 1%	2 1%	15 2%	1 6%	3 1%	9 2%	8 2%	2 4%	8 3%	- -	5 3%	20 2%	- -	- -	- -	- -	6 1%	14 3%q	14 2%	5 5%zs	14 2%	4 2%	19 2%
Patients having more say in their healthcare	22 2%	- -	5 2%a	18 3%a	- -	3 2%	9 2%	10 3%	5 8%zik	6 2%	1 5%	5 2%	19 2%	- -	3 3%	- -	1 6%	14 3%	8 2%	20 2%	2 2%	18 3%	3 1%	21 2%
Other	82 8%	9 5%	13 7%	60 9%	- -	16 8%	40 8%	26 8%	7 13%	36 11%z	4 19%	16 9%	68 8%	- -	8 10%	6 18%zl	- -	51 9%	31 7%	73 8%	9 8%	58 8%	22 8%	82 8%
Budget ring-fenced/ protected spending	19 2%	2 1%	4 2%	13 2%	- -	4 2%	7 2%	7 2%	3 5%	7 2%	- -	5 3%	17 2%	- -	1 1%	1 3%	- -	11 2%	7 2%	19 2%	- -	13 2%	5 2%	20 2%
Encouraging people to take responsibility for their own health	12 1%	2 1%	1 1%	10 1%	- -	2 1%	7 1%	3 1%	1 2%	3 1%	- -	4 2%	9 1%	- -	2 2%	1 3%	- -	6 1%	6 1%	10 1%	2 2%	8 1%	4 2%	11 1%
Better quality services for patients	9 1%r	2 1%	1 1%	7 1%	- -	2 1%	6 1%	2 1%	- -	4 1%	1 7%	2 1%	8 1%	- -	1 2%	- -	- -	9 2%zr	1 *	9 1%	- -	5 1%	4 1%	10 1%
New non-emergency telephone number '111'	2 *	- -	- -	2 *	- -	1 *	- -	1 *	- -	- -	- -	1 1%	2 *	- -	- -	- -	- -	2 *	- -	2 *	- -	- -	2 1%u	2 *
Allocation of funds/ saving money	5 1%	- -	2 1%	3 *	- -	2 1%	2 *	1 *	- -	3 1%	2 12%	3 2%z	5 1%	- -	- -	- -	- -	4 1%	1 *	5 1%	- -	5 1%	- -	5 *
Better management/ efficiency	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 1%	1 *	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	1 *	1 *
Funding cuts	6 1%l	1 1%	1 1%	3 *	- -	- -	1 *	4 1%	- -	5 1%z	- -	- -	3 *	- -	1 1%	1 3%zl	- -	3 1%	2 *	5 *	1 1%	4 1%	2 1%	5 *
GPs responsible for their own budgets	3 *	- -	- -	3 *	- -	- -	3 1%	- -	- -	- -	- -	- -	3 *	- -	- -	- -	- -	1 *	2 *	3 *	- -	3 *	- -	2 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q12. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
More funding	**1**	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1	-	1	-	1
	*****	-	-	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	*	-	*	-	*
Reduction in staff	**8**	1	1	5	-	-	5	3	2	5	-	1	6	-	2	-	-	2	6	4	3	5	2	7
	1%s	1%	1%	1%	-	-	1%	1%	4%zk	1%	-	*	1%	-	3%	-	-	*	1%	*	3%zs	1%	1%	1%
Staff pensions	**3**	-	2	1	-	-	1	2	1	3	-	-	2	-	1	-	-	3	-	3	-	3	-	3
	*****	-	1%	*	-	-	*	1%	2%	1%z	-	-	*	-	1%	-	-	1%	-	*	-	*	-	*
Other	**22**	1	3	18	-	6	9	8	1	13	1	1	15	-	4	3	-	15	8	19	3	16	5	23
	2%l	1%	1%	3%	-	3%	2%	2%	2%	4%zk	7%	*	2%	-	5%	9%zl	-	3%	2%	2%	3%	2%	2%	2%
Not heard of any changes	**78**	16	19	42	1	11	28	39	-	13	-	12	66	-	10	2	1	39	40	65	14	42	32	76
	8%hisu	10%	10%	7%	6%	5%	6%	12%zef	-	4%	-	7%	8%	-	11%	5%	6%	7%	9%	7%	13%zs	6%	12%zu	7%
Don't know	**288**	61	73	149	6	57	136	95	3	61	3	47	235	4	28	12	8	144	145	254	34	201	64	290
	28%chiv	36%zc	37%zc	23%	34%	27%	29%	29%	6%	19%h	18%	25%h	27%	35%	33%	35%	50%	26%	31%	28%	33%	29%	23%	29%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
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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/p - z/q/r - z/s/t - z/u/v - z/w
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 74

Q12. 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)
Unweighted Total	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Cuts	345	25	28	49	18	29	71	37	45	43	236	60	127	84	123	340
	34%be	29%	25%	33%e	35%	21%	43%zabe	36%e	43%zbe	42%be	34%	36%	35%	30%	38%zm	33%
Necessary/positive cuts (general mention)	32	1	4	6	-	1	11	2	6	1	23	5	16	9	6	31
	3%	1%	3%	4%	-	1%	6%zei	2%	6%ei	1%	3%	3%	5%	3%	2%	3%
Negative/ damaging/ too many cuts (general mention)	151	15	16	11	14	5	30	12	17	31	99	34	59	28	61	149
	15%cem	17%ce	14%e	8%	27%zbceg	4%	18%ce	12%e	16%ce	30%zabcefgh	14%	21%zj	16%m	10%	19%zm	15%
Cuts in managers	53	2	5	9	-	2	21	3	9	1	39	8	15	19	17	50
	5%ei	3%	5%	6%i	-	2%	13%zabcdegi	3%	9%dei	1%	6%	5%	4%	7%	5%	5%
Cuts in bureaucracy	61	6	4	13	-	5	11	8	8	6	38	9	17	19	21	59
	6%	7%	4%	8%d	-	3%	7%	7%	8%	6%	5%	5%	5%	7%	6%	6%
Hospital closures	72	6	5	15	4	3	30	1	2	5	46	17	24	17	29	70
	7%egh	7%	5%	10%egh	8%g	2%	18%zabeghi	1%	2%	5%	7%	10%	7%	6%	9%	7%
Cuts in frontline services	124	8	10	18	1	18	23	15	13	16	79	24	53	22	44	123
	12%dm	9%	9%	12%d	2%	14%d	14%d	15%d	13%d	16%d	11%	15%	15%m	8%	14%m	12%
Cuts in quangos	9	-	-	3	-	3	1	1	1	-	7	-	7	1	1	9
	1%	-	-	2%	-	2%	1%	1%	1%	-	1%	-	2%zn	*	*	1%
Organisational Change	376	43	41	44	20	34	79	49	42	24	250	79	154	72	138	375
	37%ceim	49%zcei	36%ei	29%	39%i	25%	48%zcei	47%zcei	40%ei	23%	36%	48%zj	43%zm	26%	43%zm	37%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	190	24	20	22	7	16	35	30	22	14	129	40	78	40	70	189
	19%em	27%cei	18%	15%	13%	12%	21%e	29%zcdei	21%e	14%	18%	24%	22%m	14%	22%m	19%
Organisational changes/ reconfiguration (general mention)	112	20	8	10	-	8	32	12	17	6	69	29	45	20	42	110
	11%deim	23%zbcdei	7%	7%	-	6%	19%zbcdei	11%d	16%bcdei	6%	10%	18%zj	12%m	7%	13%m	11%
Privatisation/ more services provided by private sector	152	15	24	19	15	17	30	13	11	8	100	30	64	21	63	153
	15%im	18%i	22%zcehi	12%	29%zceghi	12%	18%i	12%	11%	8%	14%	18%	18%m	8%	20%zm	15%
More care available outside of hospital	24	1	1	4	-	-	11	1	4	2	13	9	7	6	11	23
	2%	1%	1%	2%	-	-	7%zbeg	1%	4%e	2%	2%	5%zj	2%	2%	3%	2%
More services provided by charity sector	18	-	1	2	3	-	8	-	3	1	12	4	9	3	7	18
	2%	-	1%	1%	6%zabegi	-	5%zeg	-	3%e	1%	2%	3%	3%	1%	2%	2%
Access to Services	42	1	3	9	1	7	10	3	3	4	22	15	18	9	15	42
	4%j	1%	3%	6%	2%	6%	6%	2%	3%	4%	3%	9%zj	5%	3%	5%	4%
Faster access to hospitals/ shorter hospital waiting times	12	-	-	2	-	4	4	1	-	1	7	3	4	3	5	11
	1%	-	-	1%	-	3%	2%	1%	-	1%	1%	2%	1%	1%	2%	1%
Faster access to GPs/ shorter GP waiting times	10	-	1	3	-	1	1	1	1	2	6	2	5	3	3	11
	1%	-	1%	2%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q12. 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	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Longer waiting times	22	1	1	6	1	3	5	-	2	2	11	10	9	5	8	22
	2%j	1%	1%	4%g	2%	2%	3%	-	2%	2%	1%	6%zj	3%	2%	2%	2%
Choice of Services	58	3	2	5	-	4	25	5	9	5	39	12	19	16	22	56
	6%b	3%	1%	3%	-	3%	15%zabcdegi	5%	9%bd	5%	6%	7%	5%	6%	7%	6%
More choice for patients (general mention)	7	-	-	1	-	1	4	-	-	1	2	4	2	2	3	7
	1%j	-	-	1%	-	1%	2%z	-	-	1%	*	2%zj	*	1%	1%	1%
Patients can choose their GP/GP surgery	22	-	-	2	-	2	10	2	5	1	16	6	8	5	9	22
	2%	-	-	1%	-	1%	6%zabcei	2%	4%b	1%	2%	4%	2%	2%	3%	2%
More choice for patients over where they get treated	20	1	-	2	-	1	10	-	3	2	14	3	7	6	6	19
	2%	1%	-	1%	-	1%	6%zbceg	-	3%	2%	2%	2%	2%	2%	2%	2%
Patients having more say in their healthcare	22	3	2	2	-	3	6	4	2	2	17	2	9	4	10	21
	2%	3%	1%	1%	-	2%	3%	4%	2%	2%	2%	1%	2%	1%	3%	2%
Other	82	11	13	12	1	7	17	7	8	7	57	15	40	20	20	82
	8%	13%	11%	8%	3%	5%	10%	7%	7%	6%	8%	9%	11%zn	7%	6%	8%
Budget ring-fenced/ protected spending	19	1	2	4	-	4	1	1	3	3	15	3	11	3	4	20
	2%	1%	2%	3%	-	3%	1%	1%	3%	3%	2%	2%	3%z	1%	1%	2%
Encouraging people to take responsibility for their own health	12	-	-	2	-	-	8	1	1	-	7	5	6	4	2	11
	1%	-	-	1%	-	-	5%zbei	1%	1%	-	1%	3%	2%	2%	1%	1%
Better quality services for patients	9	1	1	-	-	1	4	2	-	1	5	4	3	4	2	10
	1%	2%	1%	-	-	1%	2%	2%	-	1%	1%	2%	1%	2%	1%	1%
New non-emergency telephone number '111'	2	-	-	-	-	-	2	-	-	-	1	1	1	-	1	2
	*	-	-	-	-	-	1%z	-	-	-	*	1%	*	-	*	*
Allocation of funds/ saving money	5	1	1	-	1	1	-	1	-	-	3	-	3	1	-	5
	1%	1%	1%	-	3%zf	1%	-	1%	-	-	*	-	1%	*	-	*
Better management/ efficiency	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1	1
	*	-	-	-	-	-	1%	-	-	-	*	-	-	-	*	*
Funding cuts	6	1	-	3	-	-	-	-	-	1	4	-	2	1	1	5
	1%	1%	-	2%z	-	-	-	-	-	1%	1%	-	1%	*	*	*
GPs responsible for their own budgets	3	2	-	-	-	-	-	-	1	-	3	-	2	1	-	2
	*	2%z	-	-	-	-	-	-	1%	-	*	-	*	*	-	*
More funding	1	-	-	-	-	-	-	-	-	1	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	1%	*	-	*	-	-	*
Reduction in staff	8	1	2	3	-	-	-	1	-	-	6	-	4	1	1	7
	1%	1%	2%	2%	-	-	-	1%	-	-	1%	-	1%	*	*	1%
Staff pensions	3	1	1	-	-	1	-	-	-	-	3	-	1	1	1	3
	*	1%	1%	-	-	1%	-	-	-	-	*	-	*	*	*	*
Other	22	5	7	2	-	-	3	1	3	1	15	5	8	5	9	23
	2%	5%e	7%zcefgi	2%	-	-	2%	1%	3%	1%	2%	3%	2%	2%	3%	2%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q12. 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	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Not heard of any changes	**78**	8	7	9	-	8	8	10	18	11	53	13	20	39	13	76
	8%dln	**10%d**	*6%*	*6%*	-	*6%*	*5%*	**9%d**	**17%zbcdef**	**10%d**	*8%*	*8%*	*5%*	**14%zln**	*4%*	*7%*
Don't know	**288**	24	35	59	17	58	35	21	11	29	205	32	85	90	81	290
	28%fhkl	**27%h**	**31%h**	**39%zfgh**	**33%h**	**43%zabfghi**	**21%h**	*20%*	*11%*	**28%h**	**29%k**	*19%*	*24%*	**33%l**	*25%*	*29%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 75

Q12. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Cuts	345	270	69	150	96	54	101	22	75	11	62	202	40	222	64	274	340
	34%jl	34%	38%	38%za	39%	35%	36%	35%	38%	32%	27%	44%zj	24%	50%zl	39%	33%	33%
Necessary/positive cuts (general mention)	32	27	8	15	10	6	9	6	10	2	5	15	4	19	8	24	31
	3%	3%	4%	4%	4%	4%	3%	10%zacdef	5%	5%	2%	3%	2%	4%	5%	3%	3%
Negative/ damaging/ too many cuts (general mention)	151	115	29	69	45	27	48	5	32	6	16	106	6	115	19	133	149
	15%jl	15%	16%	17%ag	18%g	17%g	17%g	8%	16%	18%	7%	23%zj	4%	26%zl	11%	16%	15%
Cuts in managers	53	45	7	23	16	10	11	4	14	1	15	24	9	24	14	37	50
	5%q	6%	4%	6%	6%	6%	4%	7%	7%	3%	7%	5%	5%	5%	9%zq	4%	5%
Cuts in bureaucracy	61	47	10	26	15	7	15	7	9	1	16	30	12	31	16	44	59
	6%q	6%	6%	7%	6%	5%	5%	11%	5%	2%	7%	7%	7%	7%	10%zq	5%	6%
Hospital closures	72	57	14	27	21	11	27	6	18	3	15	42	7	48	15	55	70
	7%	7%	8%	7%	8%	7%	9%	9%	9%	8%	6%	9%z	4%	11%zl	9%	7%	7%
Cuts in frontline services	124	100	21	59	40	22	42	3	30	7	18	82	10	84	27	93	123
	12%jl	13%	11%	15%zg	16%zg	14%g	15%g	5%	16%g	21%g	8%	18%zj	6%	19%zl	17%	11%	12%
Cuts in quangos	9	4	4	1	1	-	1	-	2	1	2	4	2	6	3	6	9
	1%ac	*	2%ac	*	1%	-	*	-	1%	4%acdef	1%	1%	1%	1%	2%	1%	1%
Organisational Change	376	310	58	159	94	69	117	31	74	13	58	235	47	226	74	297	375
	37%jl	39%zb	31%	40%b	38%	45%zb	41%b	50%zb	38%	37%	25%	51%zj	28%	51%zl	45%zq	36%	37%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	190	163	25	86	46	35	63	23	31	6	26	116	28	109	41	148	189
	19%bj	21%zb	13%	22%b	19%	23%b	22%bh	36%zabcdefhi	16%	17%	11%	25%zj	17%	25%zl	25%zq	18%	19%
Organisational changes/ reconfiguration (general mention)	112	91	20	53	25	24	27	9	26	4	18	71	13	68	21	89	110
	11%	11%	11%	13%f	10%	15%f	10%	15%	14%	13%	8%	15%zj	7%	15%zl	13%	11%	11%
Privatisation/ more services provided by private sector	152	122	19	62	44	27	52	12	38	6	21	104	12	106	26	124	153
	15%jl	15%b	10%	16%b	18%b	17%b	18%b	19%	20%zb	18%	9%	23%zj	7%	24%zl	16%	15%	15%
More care available outside of hospital	24	24	2	10	10	3	13	5	3	-	6	15	2	10	12	12	23
	2%q	3%z	1%	3%	4%zb	2%	5%zbh	8%zabceh	2%	-	2%	3%	1%	2%	7%zq	1%	2%
More services provided by charity sector	18	15	4	7	8	4	7	2	7	-	6	12	2	15	8	10	18
	2%q	2%	2%	2%	3%	3%	2%	3%	4%z	-	3%	3%	1%	3%z	5%zq	1%	2%
Access to Services	42	31	7	19	13	5	8	3	7	2	9	22	13	20	8	35	42
	4%	4%	4%	5%	5%	3%	3%	4%	4%	5%	4%	5%	8%z	5%	5%	4%	4%
Faster access to hospitals/ shorter hospital waiting times	12	10	2	7	3	2	2	1	1	-	3	3	4	5	2	10	11
	1%	1%	1%	2%	1%	2%	1%	2%	1%	-	1%	1%	2%	1%	1%	1%	1%
Faster access to GPs/ shorter GP waiting times	10	8	3	5	4	-	2	-	3	1	2	5	3	3	3	7	11
	1%	1%	1%	1%	2%	-	1%	-	1%	2%	1%	1%	2%	1%	2%	1%	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 75

Q12. 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		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)	Yes (p)	No (q)	(r)
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Longer waiting times	**22**	15	3	9	7	3	4	2	3	1	3	14	6	14	4	17	22
	2%	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*
Choice of Services	**58**	**46**	**10**	**20**	**11**	**5**	**20**	**5**	**9**	**1**	**13**	**27**	**15**	**20**	**12**	**44**	**56**
	6%	***6%***	***6%***	***5%***	***4%***	***3%***	***7%***	***7%***	***4%***	***3%***	***6%***	***6%***	***9%***	***5%***	***8%***	***5%***	***6%***
More choice for patients (general mention)	**7**	4	1	1	1	-	2	-	-	-	1	3	3	3	3	4	7
	1%	*	*1%*	*	*	-	*1%*	-	-	-	*	*1%*	*2%*	*1%*	*2%*	*	*1%*
Patients can choose their GP/GP surgery	**22**	20	4	9	5	2	8	3	5	-	5	11	5	6	6	16	22
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*4%*	*2%*	-	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*
More choice for patients over where they get treated	**20**	14	-	5	2	2	8	2	2	-	4	10	5	7	5	13	19
	2%	*2%*	-	*1%*	*1%*	*2%*	**3%bcd**	**3%b**	*1%*	-	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*
Patients having more say in their healthcare	**22**	18	5	10	7	3	9	3	6	1	6	10	8	9	2	20	21
	2%	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	**5%z**	*2%*	*1%*	*2%*	*2%*
Other	**82**	**65**	**19**	**36**	**28**	**13**	**27**	**7**	**16**	**1**	**13**	**49**	**15**	**45**	**21**	**59**	**82**
	8%q	***8%***	***10%***	***9%***	**11%z**	***8%***	***9%***	***12%***	***8%***	***3%***	***6%***	**11%zj**	***9%***	**10%z**	**13%zq**	***7%***	***8%***
Budget ring-fenced/ protected spending	**19**	15	7	6	3	2	7	2	4	-	3	11	3	12	9	9	20
	2%q	*2%*	**4%zcd**	*1%*	*1%*	*1%*	*3%*	*3%*	*2%*	-	*1%*	*2%*	*2%*	*3%*	**5%zq**	*1%*	*2%*
Encouraging people to take responsibility for their own health	**12**	9	-	4	5	1	3	-	3	-	1	8	1	8	6	6	11
	1%q	*1%*	-	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*	*2%*	*1%*	*2%*	**4%zq**	*1%*	*1%*
Better quality services for patients	**9**	9	4	7	2	2	1	1	2	-	3	3	3	4	3	6	10
	1%	*1%*	**2%z**	**2%zf**	*1%*	*1%*	*	*2%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*
New non-emergency telephone number '111'	**2**	2	-	1	2	1	1	-	1	-	-	1	-	2	2	-	2
	*******	*	-	*	*1%*	*1%*	*	-	*1%*	-	-	*	-	*	**1%zq**	-	*
Allocation of funds/ saving money	**5**	5	2	3	3	1	1	1	2	-	1	3	1	3	1	4	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*
Better management/ efficiency	**1**	1	-	-	-	1	-	-	-	-	-	1	-	1	-	1	1
	*******	*	-	-	-	*1%*	-	-	-	-	-	*	-	*	-	*	*
Funding cuts	**6**	3	-	1	3	1	2	-	-	-	-	3	2	1	2	3	5
	1%	*	-	*	**1%ac**	*1%*	*1%*	-	-	-	-	*1%*	*1%*	*	*1%*	*	*
GPs responsible for their own budgets	**3**	3	1	1	1	1	1	-	-	-	1	2	-	2	-	3	2
	*******	*	*1%*	*	*	*1%*	*	-	-	-	*1%*	*	-	*	-	*	*
More funding	**1**	1	-	-	-	-	-	-	-	-	-	1	-	1	-	1	1
	*******	*	-	-	-	-	-	-	-	-	-	*	-	*	-	*	*
Reduction in staff	**8**	3	-	1	1	-	1	-	1	-	1	5	-	4	-	8	7
	1%a	*	-	*	*	-	*	-	*1%*	-	*	*1%*	-	*1%*	-	*1%*	*1%*
Staff pensions	**3**	3	1	1	3	1	1	-	-	-	2	-	1	2	1	2	3
	*******	*	*1%*	*	**1%zac**	*1%*	*	-	-	-	**1%k**	-	*1%*	*	*1%*	*	*
Other	**22**	18	4	13	9	3	10	4	4	1	2	16	4	11	3	19	23
	2%	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*6%*	*2%*	*3%*	*1%*	**3%z**	*3%*	*2%*	*2%*	*2%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
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Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 75

Q12. 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		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)	Yes (p)	No (q)	(r)
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Not heard of any changes	**78**	57	15	26	25	10	24	2	16	2	29	6	19	9	8	68	76
	8%km	*7%*	*8%*	*7%*	**10%c**	*7%*	*8%*	*3%*	*8%*	*6%*	**13%zk**	*1%*	**11%m**	*2%*	*5%*	*8%*	*7%*
Don't know	**288**	215	52	101	59	43	59	15	49	12	86	78	56	50	38	242	290
	28%fkm	**27%f**	**28%f**	*26%*	*24%*	*28%*	*21%*	*23%*	*25%*	**35%f**	**38%zk**	*17%*	**33%m**	*11%*	*23%*	*29%*	*29%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 76

Q12. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Cuts	345	135	108	175	93	146	340
	34%c	34%	45%zace	31%	43%zace	35%	33%
Necessary/positive cuts (general mention)	32	21	9	16	9	18	31
	3%	5%zc	4%	3%	4%	4%	3%
Negative/ damaging/ too many cuts (general mention)	151	58	39	78	41	58	149
	15%	15%	16%	14%	19%ce	14%	15%
Cuts in managers	53	21	21	24	17	22	50
	5%	5%	9%zce	4%	8%c	5%	5%
Cuts in bureaucracy	61	26	25	30	21	30	59
	6%	7%	10%zc	5%	10%zc	7%	6%
Hospital closures	72	26	19	42	15	24	70
	7%	7%	8%	7%	7%	6%	7%
Cuts in frontline services	124	47	41	63	36	52	123
	12%	12%	17%zce	11%	17%zac	12%	12%
Cuts in quangos	9	2	4	5	1	5	9
	1%	1%	2%	1%	*	1%a	1%
Organisational Change	376	132	131	178	101	156	375
	37%c	34%	54%zacde	31%	47%zace	37%ac	37%
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	190	69	78	84	62	84	189
	19%c	18%	32%zace	15%	29%zace	20%c	19%
Organisational changes/ reconfiguration (general mention)	112	41	45	46	34	48	110
	11%c	10%	18%zace	8%	16%zac	11%c	11%
Privatisation/ more services provided by private sector	152	53	47	72	47	57	153
	15%c	14%	19%zace	13%	22%zace	14%	15%
More care available outside of hospital	24	9	7	11	5	8	23
	2%	2%	3%	2%	2%	2%	2%
More services provided by charity sector	18	5	7	7	5	5	18
	2%	1%	3%e	1%	2%	1%	2%
Access to Services	42	13	12	21	6	20	42
	4%	3%	5%d	4%	3%	5%a	4%
Faster access to hospitals/ shorter hospital waiting times	12	2	4	7	2	5	11
	1%	*	2%	1%	1%	1%a	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 76

Q12. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Weighted Total	1015	395	242	568	217	420	1015
Faster access to GPs/ shorter GP waiting times	10 1%	6 1%	3 1%	4 1%	2 1%	8 2%zc	11 1%
Longer waiting times	22 2%	7 2%	5 2%	11 2%	2 1%	10 2%	22 2%
Choice of Services	**58** **6%c**	**21** **5%**	**12** **5%**	**23** **4%**	**9** **4%**	**20** **5%**	**56** **6%**
More choice for patients (general mention)	7 1%	3 1%	2 1%	3 1%	- -	4 1%	7 1%
Patients can choose their GP/GP surgery	22 2%	12 3%c	5 2%	9 2%	3 1%	12 3%	22 2%
More choice for patients over where they get treated	20 2%c	8 2%c	8 3%c	5 1%	6 3%c	8 2%c	19 2%
Patients having more say in their healthcare	22 2%e	6 1%	2 1%	12 2%	2 1%	5 1%	21 2%
Other	**82** **8%**	**43** **11%zc**	**28** **11%zc**	**41** **7%**	**26** **12%zc**	**44** **11%zc**	**82** **8%**
Budget ring-fenced/ protected spending	19 2%	9 2%	7 3%	10 2%	6 3%	8 2%	20 2%
Encouraging people to take responsibility for their own health	12 1%	5 1%	6 2%c	5 1%	3 1%	7 2%	11 1%
Better quality services for patients	9 1%	8 2%z	1 *	8 1%	2 1%	7 2%	10 1%
New non-emergency telephone number '111'	2 *	1 *	1 *	1 *	- -	2 *	2 *
Allocation of funds/ saving money	5 1%	5 1%z	2 1%	3 1%	2 1%	4 1%	5 *
Better management/ efficiency	1 *	- -	- -	1 *	- -	- -	1 *
Funding cuts	6 1%	3 1%	- -	2 *	1 *	2 1%	5 *
GPs responsible for their own budgets	3 *	3 1%c	2 1%c	- -	2 1%c	3 1%c	2 *
More funding	1 *	1 *	- -	1 *	1 *	- -	1 *
Reduction in staff	8 1%	4 1%e	2 1%	3 1%	4 2%zce	1 *	7 1%
Staff pensions	3 *	- -	1 *	1 *	1 *	1 *	3 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Table 76

Q12. As far as you know, what do the government's changes to the NHS involve? What else?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Weighted Total	**1015**	395	242	568	217	420	1015
Other	**22**	9	8	11	8	12	23
	2%	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*
Not heard of any changes	**78**	31	9	54	7	34	76
	8%bd	**8%bd**	*4%*	**10%zbd**	*3%*	**8%bd**	*7%*
Don't know	**288**	110	37	191	43	108	290
	28%bd	**28%bd**	*15%*	**34%zabde**	*20%*	**26%bd**	*29%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 77

Q13. 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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Much better	**22**	9	13	7	2	5	1	7	4	11	-	7	11	7	-	4	22
	2%j	*2%*	*3%*	*5%*	*1%*	*1%*	*1%*	*4%*	*2%*	**4%j**	-	**3%j**	*2%*	*3%*	-	*2%*	*2%*
A little better	**148**	80	68	25	31	44	22	26	28	51	35	35	75	29	16	28	146
	15%	*16%*	*13%*	*17%*	*19%*	*12%*	*15%*	*13%*	*12%*	*16%*	*16%*	*14%*	*14%*	*13%*	*20%*	*17%*	*14%*
Neither better nor worse	**198**	97	101	36	25	65	27	44	48	58	40	51	106	49	12	31	197
	20%	*20%*	*19%*	*24%*	*15%*	*19%*	*19%*	*22%*	*22%*	*19%*	*18%*	*20%*	*20%*	*21%*	*15%*	*18%*	*19%*
A little worse	**235**	121	113	29	38	81	44	43	62	76	56	41	139	53	9	34	234
	23%kn	*25%*	*22%*	*19%*	*23%*	*23%*	**30%z**	*22%*	**28%k**	**24%k**	**26%k**	*16%*	**26%n**	**23%n**	*12%*	*20%*	*23%*
Much worse	**206**	97	109	21	28	85	35	38	48	58	44	56	117	42	17	30	209
	20%	*20%*	*21%*	*14%*	*17%*	**24%zc**	**24%c**	*19%*	*22%*	*19%*	*20%*	*21%*	*22%*	*18%*	*22%*	*18%*	*21%*
Don't know	**205**	90	115	33	39	72	19	43	33	59	42	70	90	48	24	43	207
	20%fhl	*18%*	*22%*	*22%*	**24%f**	**20%f**	*13%*	**21%f**	*15%*	*19%*	*19%*	**27%zhi**	*17%*	*21%*	**32%zl**	**25%l**	*20%*
Better	**171**	**89**	**81**	**32**	**33**	**49**	**23**	**33**	**31**	**62**	**35**	**43**	**86**	**37**	**16**	**32**	**168**
	17%	***18%***	***16%***	***21%***	***21%***	***14%***	***16%***	***17%***	***14%***	***20%***	***16%***	***16%***	***16%***	***16%***	***20%***	***19%***	***17%***
Worse	**441**	**219**	**223**	**50**	**65**	**166**	**79**	**81**	**110**	**134**	**101**	**96**	**256**	**95**	**26**	**64**	**443**
	43%ck	***44%***	***43%***	***33%***	***40%***	**47%c**	**53%zcdg**	***40%***	**49%k**	***43%***	**46%k**	***37%***	**48%zno**	***42%***	***34%***	***37%***	***44%***
Net better	**-271**	**-129**	**-141**	**-18**	**-32**	**-117**	**-56**	**-48**	**-79**	**-72**	**-66**	**-54**	**-170**	**-58**	**-10**	**-31**	**-275**
	-27%	***-26%***	***-27%***	***-12%***	***-20%***	***-33%***	***-37%***	***-24%***	***-35%***	***-23%***	***-30%***	***-21%***	***-32%***	***-26%***	***-13%***	***-18%***	***-27%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 78

Q13. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Much better	**22**	4	7	10	2	5	13	3	1	6	1	5	15	-	4	2	2	12	10	20	2	18	2	22
	2%clv	*2%*	*4%*	*2%*	*9%*	*3%*	*3%*	*1%*	*2%*	*2%*	*7%*	*3%*	*2%*	*-*	*4%*	*5%*	*10%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*
A little better	**148**	30	38	78	3	30	61	57	3	42	3	22	112	4	19	9	4	82	66	133	15	120	23	146
	15%clv	*18%*	**19%zc**	*12%*	*15%*	*15%*	*13%*	*17%*	*6%*	*13%*	*14%*	*12%*	*13%*	*32%*	**22%l**	**27%zl**	*23%*	*15%*	*14%*	*15%*	*15%*	**17%zv**	*9%*	*14%*
Neither better nor worse	**198**	26	40	128	4	43	97	58	9	60	4	35	174	1	14	7	2	101	96	174	24	139	52	197
	20%	*16%*	*21%*	*20%*	*22%*	*21%*	*20%*	*18%*	*17%*	*18%*	*19%*	*19%*	*20%*	*7%*	*16%*	*20%*	*11%*	*18%*	*21%*	*19%*	*23%*	*20%*	*19%*	*19%*
A little worse	**235**	31	32	169	3	43	121	70	19	100	8	51	206	5	12	9	1	133	102	215	20	162	63	234
	23%bn	*18%*	*16%*	**27%zab**	*20%*	*21%*	*26%*	*21%*	**35%z**	**31%z**	*42%*	*27%*	**24%n**	*44%*	*14%*	*25%*	*7%*	*24%*	*22%*	*24%*	*20%*	*23%*	*23%*	*23%*
Much worse	**206**	32	33	138	3	41	95	70	18	79	2	40	176	1	21	4	3	123	84	194	13	118	83	209
	20%tu	*19%*	*17%*	*22%*	*18%*	*20%*	*20%*	*21%*	**33%z**	*24%*	*12%*	*22%*	*20%*	*9%*	*25%*	*11%*	*17%*	*22%*	*18%*	**21%zt**	*12%*	*17%*	**30%zu**	*21%*
Don't know	**205**	44	46	113	3	46	87	73	4	39	1	34	179	1	16	4	5	100	105	177	28	134	51	207
	20%chi	**26%zc**	*24%*	*18%*	*15%*	*22%*	*18%*	*22%*	*8%*	*12%*	*5%*	**18%i**	*21%*	*8%*	*19%*	*12%*	*32%*	*18%*	*23%*	*19%*	*28%*	*19%*	*18%*	*20%*
Better	**171**	**34**	**45**	**87**	**4**	**36**	**75**	**60**	**4**	**48**	**4**	**27**	**128**	**4**	**22**	**11**	**5**	**94**	**76**	**153**	**17**	**137**	**25**	**168**
	17%clv	**20%c**	**23%zc**	***14%***	***25%***	***17%***	***16%***	***18%***	***8%***	***15%***	***21%***	***14%***	***15%***	***32%***	**26%zl**	**32%zl**	***33%***	***17%***	***16%***	***17%***	***17%***	**20%zv**	***9%***	***17%***
Worse	**441**	**63**	**65**	**307**	**7**	**84**	**217**	**141**	**38**	**179**	**11**	**91**	**383**	**6**	**33**	**13**	**4**	**256**	**185**	**409**	**32**	**280**	**145**	**443**
	43%brtu	***38%***	***33%***	**48%zab**	***38%***	***40%***	***46%***	***42%***	**68%zk**	**55%z**	***54%***	***49%***	***44%***	***53%***	***39%***	***37%***	***24%***	**46%zr**	***40%***	**45%zt**	***32%***	***41%***	**53%zu**	***44%***
Net better	**-271**	**-29**	**-19**	**-220**	**-2**	**-48**	**-142**	**-81**	**-34**	**-131**	**-6**	**-64**	**-255**	**-2**	**-11**	**-2**	**1**	**-162**	**-109**	**-255**	**-15**	**-143**	**-120**	**-275**
	-27%	***-18%***	***-10%***	***-35%***	***-13%***	***-23%***	***-30%***	***-24%***	***-60%***	***-40%***	***-33%***	***-35%***	***-30%***	***-20%***	***-12%***	***-5%***	***9%***	***-29%***	***-24%***	***-28%***	***-15%***	***-21%***	***-44%***	***-27%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 79

Q13. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Much better	22	2	4	7	1	2	3	1	1	1	20	-	14	4	4	22
	2%	2%	4%	5%z	3%	1%	2%	1%	1%	1%	3%zk	-	4%zn	2%	1%	2%
A little better	148	18	16	30	5	17	23	11	17	11	114	15	59	44	41	146
	15%k	20%	14%	20%zgi	11%	13%	14%	10%	16%	11%	16%zk	9%	16%	16%	13%	14%
Neither better nor worse	198	13	25	34	3	27	33	14	31	18	156	20	61	93	31	197
	20%dkn	15%	22%d	22%d	5%	20%d	20%d	14%	29%zadgi	18%d	22%zk	12%	17%n	34%zln	10%	19%
A little worse	235	26	24	26	7	29	35	31	25	30	151	37	94	35	97	234
	23%m	30%c	21%	17%	14%	21%	21%	30%cd	24%	29%cd	22%	22%	26%m	13%	30%zm	23%
Much worse	206	13	24	26	21	33	36	22	15	16	124	55	86	16	98	209
	20%jm	15%	21%	17%	42%zabcefghi	25%	22%	21%	15%	16%	18%	33%zj	24%zm	6%	31%zm	21%
Don't know	205	16	20	27	13	26	35	26	16	26	137	38	45	84	49	207
	20%ln	18%	18%	18%	26%	19%	21%	24%	15%	25%	20%	23%	13%	30%zln	15%	20%
Better	171	20	20	38	7	19	26	11	18	12	133	15	73	48	44	168
	17%k	22%	18%	25%zefgi	13%	14%	16%	11%	17%	12%	19%zk	9%	20%zn	17%	14%	17%
Worse	441	39	48	52	28	62	72	53	41	47	275	92	180	52	195	443
	43%cjm	45%	42%	34%	56%c	46%	43%	51%c	39%	45%	39%	56%zj	50%zm	19%	61%zlm	44%
Net better	-271	-20	-28	-14	-22	-43	-46	-42	-23	-34	-142	-77	-107	-4	-151	-275
	-27%	-22%	-25%	-9%	-43%	-32%	-28%	-40%	-22%	-33%	-20%	-46%	-30%	-1%	-47%	-27%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 80

Q13. 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									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Much better	**22**	18	3	4	9	3	7	3	1	2	12	3	22	-	2	19	22
	2%ckm	**2%c**	*2%*	*1%*	**4%ch**	*2%*	*2%*	**5%ch**	*1%*	**5%ch**	**5%zk**	*1%*	**13%zm**	-	*1%*	*2%*	*2%*
A little better	**148**	113	28	56	36	24	39	13	20	6	65	30	148	-	25	120	146
	15%km	*14%*	*15%*	*14%*	*14%*	*16%*	*14%*	**21%h**	*11%*	*17%*	**28%zk**	*7%*	**87%zm**	-	*15%*	*14%*	*14%*
Neither better nor worse	**198**	151	29	79	38	21	56	11	37	7	55	62	-	-	32	161	197
	20%dklm	*19%*	*16%*	**20%de**	*15%*	*14%*	*20%*	*17%*	*19%*	*19%*	**24%k**	*13%*	-	-	*20%*	*19%*	*19%*
A little worse	**235**	178	45	96	66	48	55	15	57	5	33	147	-	235	42	191	234
	23%jl	*23%*	*24%*	**24%f**	**27%f**	**32%zacfi**	*19%*	*23%*	**29%zaf**	*15%*	*14%*	**32%zj**	-	**53%zl**	*26%*	*23%*	*23%*
Much worse	**206**	170	44	89	61	34	73	16	44	9	16	166	-	206	34	170	209
	20%jl	*21%*	*24%*	*23%*	*24%*	*22%*	**26%za**	*26%*	*23%*	*27%*	*7%*	**36%zj**	-	**47%zl**	*21%*	*20%*	*21%*
Don't know	**205**	160	36	71	39	23	54	5	34	6	48	51	-	-	29	171	207
	20%dgklm	**20%dg**	**19%g**	**18%g**	*16%*	*15%*	**19%g**	*8%*	*18%*	*17%*	**21%k**	*11%*	-	-	*18%*	*21%*	*20%*
Better	**171**	**132**	**31**	**60**	**45**	**27**	**46**	**16**	**22**	**8**	**77**	**33**	**171**	**-**	**27**	**139**	**168**
	17%hkm	**17%h**	***17%***	***15%***	**18%h**	**18%h**	***16%***	**26%ch**	***11%***	***22%***	**34%zk**	***7%***	**100%zm**	**-**	***16%***	***17%***	***17%***
Worse	**441**	**348**	**88**	**186**	**127**	**82**	**128**	**31**	**101**	**14**	**49**	**312**	**-**	**441**	**76**	**361**	**443**
	43%jl	***44%***	***48%***	***47%***	**51%za**	**54%zaf**	***45%***	***49%***	**52%za**	***42%***	***21%***	**68%zj**	**-**	**100%zl**	***46%***	***43%***	***44%***
Net better	**-271**	**-216**	**-57**	**-125**	**-82**	**-55**	**-82**	**-15**	**-80**	**-7**	**28**	**-279**	**171**	**-441**	**-49**	**-222**	**-275**
	-27%	***-27%***	***-31%***	***-32%***	***-33%***	***-36%***	***-29%***	***-23%***	***-41%***	***-20%***	***12%***	***-61%***	***100%***	***-100%***	***-30%***	***-27%***	***-27%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 81

Q13. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Much better	22	12	5	9	2	15	22
	2%	3%cd	2%d	2%	1%	4%zcd	2%
A little better	148	68	39	82	28	77	146
	15%	17%	16%	15%	13%	18%zcd	14%
Neither better nor worse	198	90	39	109	30	99	197
	20%d	23%zbd	16%	19%	14%	24%zbcd	19%
A little worse	235	80	76	117	70	87	234
	23%c	20%	31%zace	21%	32%zace	21%	23%
Much worse	206	76	54	120	61	69	209
	20%e	19%e	22%e	21%e	28%zabce	16%	21%
Don't know	205	68	29	131	26	74	207
	20%abd	17%bd	12%	23%zabde	12%	17%bd	20%
Better	171	81	44	91	29	92	168
	17%	20%zcd	18%d	16%	13%	22%zcd	17%
Worse	441	157	130	237	131	156	443
	43%e	40%	54%zace	42%	61%zabce	37%	44%
Net better	-271	-76	-86	-145	-102	-64	-275
	-27%	-19%	-36%	-26%	-47%	-15%	-27%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 82

Q13. 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)	As far as you know, what do the government's changes to the NHS involve? What else?				Unwtd total
		Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run (a)	Negative cuts (b)	Cuts in managers / bureaucracy (c)	Privatisation (d)	(k)
Unweighted Total	1015	189	266	89	153	1015
Weighted Total	1015	190	270	93*	152	1015
Much better	22	3	1	4	3	22
	2%b	1%	*	4%b	2%	2%
A little better	148	26	20	14	9	146
	15%bd	14%bd	7%	15%bd	6%	14%
Neither better nor worse	198	36	43	28	29	197
	20%	19%	16%	31%zabd	19%	19%
A little worse	235	58	92	22	39	234
	23%	30%z	34%zd	24%	26%	23%
Much worse	206	51	96	18	67	209
	20%	27%z	36%zac	19%	44%zabc	21%
Don't know	205	16	17	7	5	207
	20%abcd	8%d	6%	7%	3%	20%
Better	**171**	**28**	**21**	**18**	**12**	**168**
	17%bd	**15%bd**	**8%**	**19%bd**	**8%**	**17%**
Worse	**441**	**109**	**188**	**40**	**106**	**443**
	43%	**58%zc**	**70%zac**	**43%**	**70%zac**	**44%**
Net better	**-271**	**-81**	**-166**	**-22**	**-94**	**-275**
	-27%	**-43%**	**-62%**	**-24%**	**-62%**	**-27%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/k
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 83

Q13. 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	649	345	304	58	80	238	110	162	176	207	141	125	349	182	39	79	649
Weighted Total	649	337	311	79*	90*	236	111	132	174	211	141	124	377	152	38*	83*	649
Much better	13	7	5	2	1	5	-	4	2	5	-	5	6	4	-	2	13
	2%	2%	2%	3%	1%	2%	-	3%	1%	2%	-	4%j	2%	3%	-	2%	2%
A little better	83	50	33	7	13	30	16	16	18	31	17	17	47	19	7	9	83
	13%	15%	10%	9%	14%	13%	15%	12%	11%	15%	12%	13%	12%	13%	19%	11%	13%
Neither better nor worse	127	65	62	20	15	43	20	30	38	43	27	19	73	33	3	18	126
	20%	19%	20%	25%	16%	18%	18%	22%	22%	20%	19%	16%	19%	22%	8%	22%	19%
A little worse	191	102	90	23	29	65	38	36	55	63	46	27	116	44	8	23	189
	30%k	30%	29%	28%	33%	28%	34%	28%	32%	30%	33%	22%	31%	29%	22%	28%	29%
Much worse	191	93	98	21	28	75	32	35	46	56	43	47	112	39	15	25	193
	29%	28%	31%	26%	31%	32%	29%	27%	27%	27%	30%	38%zhi	30%	26%	41%	30%	30%
Don't know	44	20	24	6	4	18	5	10	14	13	8	9	22	12	4	5	45
	7%	6%	8%	8%	5%	8%	4%	8%	8%	6%	6%	7%	6%	8%	11%	6%	7%
Better	**95**	**57**	**38**	**9**	**14**	**35**	**16**	**20**	**20**	**36**	**17**	**22**	**53**	**24**	**7**	**11**	**96**
	15%	**17%**	**12%**	**12%**	**15%**	**15%**	**15%**	**15%**	**12%**	**17%**	**12%**	**18%**	**14%**	**16%**	**19%**	**14%**	**15%**
Worse	**383**	**195**	**188**	**43**	**57**	**140**	**70**	**72**	**101**	**119**	**89**	**74**	**228**	**83**	**23**	**48**	**382**
	59%	**58%**	**60%**	**55%**	**64%**	**59%**	**63%**	**54%**	**58%**	**56%**	**63%**	**60%**	**61%**	**55%**	**62%**	**58%**	**59%**
Net better	**-288**	**-138**	**-150**	**-34**	**-43**	**-105**	**-53**	**-51**	**-81**	**-83**	**-72**	**-52**	**-175**	**-59**	**-16**	**-37**	**-286**
	-44%	**-41%**	**-48%**	**-43%**	**-48%**	**-44%**	**-48%**	**-39%**	**-47%**	**-39%**	**-51%**	**-42%**	**-46%**	**-39%**	**-43%**	**-45%**	**-44%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 84

Q13. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**649**	89	99	451	10	167	294	188	49	246	15	128	567	7	45	21	7	375	274	595	54	446	178	649
Weighted Total	**649**	90*	105*	444	10**	140	310	199	53*	252	16**	128	563	8**	48*	21**	7**	369	279	594	54*	447	177	649
Much better	**13**	2	5	5	-	4	6	2	1	2	1	4	10	-	2	-	-	8	5	11	2	10	2	13
	2%c	*2%*	**5%zc**	*1%*	*-*	*3%*	*2%*	*1%*	*2%*	*1%*	*9%*	*3%*	*2%*	*-*	*4%*	*-*	*-*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*
A little better	**83**	16	16	51	-	21	33	28	2	31	3	12	66	2	7	5	2	48	34	77	5	67	13	83
	13%hv	*18%*	*15%*	*11%*	*-*	*15%*	*11%*	*14%*	*4%*	*12%*	*17%*	*10%*	*12%*	*29%*	*14%*	*24%*	*32%*	*13%*	*12%*	*13%*	*10%*	**15%zv**	*7%*	*13%*
Neither better nor worse	**127**	14	22	87	4	28	67	32	8	44	2	25	113	-	8	4	2	69	59	115	12	92	32	126
	20%	*16%*	*21%*	*20%*	*37%*	*20%*	*21%*	*16%*	*14%*	*17%*	*15%*	*19%*	*20%*	*-*	*17%*	*18%*	*26%*	*19%*	*21%*	*19%*	*23%*	*21%*	*18%*	*19%*
A little worse	**191**	25	22	141	3	37	97	58	19	86	7	38	168	4	10	7	1	113	79	174	17	136	47	189
	30%b	*28%*	*21%*	**32%b**	*33%*	*26%*	*31%*	*29%*	*37%*	*34%*	*45%*	*30%*	*30%*	*45%*	*21%*	*35%*	*16%*	*31%*	*28%*	*29%*	*32%*	*30%*	*27%*	*29%*
Much worse	**191**	26	32	130	3	37	86	68	18	78	2	40	164	1	19	4	2	113	78	180	12	112	74	193
	29%u	*29%*	*31%*	*29%*	*30%*	*26%*	*28%*	*34%*	*35%*	*31%*	*14%*	*32%*	*29%*	*14%*	*40%*	*19%*	*26%*	*31%*	*28%*	*30%*	*22%*	*25%*	**42%zu**	*30%*
Don't know	**44**	7	7	30	-	12	22	10	4	12	-	8	40	1	2	1	-	19	25	38	6	31	10	45
	7%	*8%*	*7%*	*7%*	*-*	*9%*	*7%*	*5%*	*8%*	*5%*	*-*	*6%*	*7%*	*13%*	*3%*	*4%*	*-*	*5%*	*9%*	*6%*	*11%*	*7%*	*6%*	*7%*
Better	**95**	**18**	**21**	**56**	**-**	**26**	**39**	**31**	**3**	**33**	**4**	**16**	**77**	**2**	**9**	**5**	**2**	**56**	**39**	**88**	**7**	**77**	**14**	**96**
	15%cv	***20%***	***20%***	***13%***	**-**	***18%***	***13%***	***15%***	***6%***	***13%***	***26%***	***13%***	***14%***	***29%***	***18%***	***24%***	***32%***	***15%***	***14%***	***15%***	***13%***	**17%zv**	***8%***	***15%***
Worse	**383**	**51**	**54**	**271**	**7**	**74**	**183**	**126**	**38**	**163**	**9**	**79**	**333**	**5**	**29**	**11**	**3**	**226**	**157**	**354**	**29**	**248**	**121**	**382**
	59%u	***57%***	***52%***	***61%***	***63%***	***53%***	***59%***	**63%e**	***72%***	**65%z**	***59%***	***62%***	***59%***	***58%***	***61%***	***54%***	***42%***	***61%***	***56%***	***60%***	***53%***	***55%***	**68%zu**	***59%***
Net better	**-288**	**-34**	**-33**	**-214**	**-7**	**-48**	**-144**	**-95**	**-35**	**-130**	**-5**	**-63**	**-256**	**-2**	**-21**	**-6**	**-1**	**-170**	**-117**	**-266**	**-22**	**-171**	**-106**	**-286**
	-44%	***-37%***	***-32%***	***-48%***	***-63%***	***-35%***	***-46%***	***-48%***	***-66%***	***-52%***	***-33%***	***-49%***	***-45%***	***-30%***	***-43%***	***-30%***	***-10%***	***-46%***	***-42%***	***-45%***	***-40%***	***-38%***	***-60%***	***-44%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 85

Q13. 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	649	47	85	78	33	74	116	67	75	74	444	120	254	145	227	649
Weighted Total	649	56*	70*	82*	34*	70*	123	74*	76*	64*	443	120	255	147	226	649
Much better	13	-	2	3	1	1	3	1	1	1	11	-	6	4	3	13
	2%	-	2%	4%	4%	2%	2%	1%	1%	2%	3%	-	2%	2%	1%	2%
A little better	83	11	9	7	2	11	16	9	11	6	61	13	40	18	24	83
	13%	20%	13%	9%	6%	16%	13%	12%	15%	9%	14%	11%	16%	12%	11%	13%
Neither better nor worse	127	8	13	19	3	9	29	12	24	12	102	17	42	63	18	126
	20%n	14%	19%	23%	8%	12%	23%	16%	31%zadeg	19%	23%zk	14%	17%n	43%zln	8%	19%
A little worse	191	23	21	25	6	16	32	27	21	20	126	29	77	29	79	189
	30%m	42%de	29%	31%	18%	23%	26%	37%	28%	31%	28%	24%	30%m	20%	35%zm	29%
Much worse	191	13	23	18	21	30	36	20	14	16	115	51	81	16	90	193
	29%hjm	23%	33%h	22%	62%zabcfghi	43%zachi	30%	27%	19%	25%	26%	43%zj	32%m	11%	40%zm	30%
Don't know	44	1	3	9	1	3	7	5	5	9	29	10	9	17	12	45
	7%l	2%	4%	11%	3%	5%	5%	7%	6%	14%zabf	6%	8%	3%	11%zln	5%	7%
Better	**95**	**11**	**11**	**10**	**3**	**12**	**19**	**9**	**12**	**7**	**72**	**13**	**46**	**22**	**27**	**96**
	15%	**20%**	**15%**	**12%**	**10%**	**17%**	**15%**	**13%**	**16%**	**11%**	**16%**	**11%**	**18%**	**15%**	**12%**	**15%**
Worse	**383**	**36**	**44**	**43**	**27**	**46**	**69**	**47**	**35**	**36**	**241**	**80**	**157**	**45**	**169**	**382**
	59%hjm	**64%**	**62%**	**53%**	**80%zcfhi**	**65%h**	**56%**	**64%h**	**46%**	**56%**	**54%**	**67%zj**	**62%m**	**31%**	**75%zlm**	**59%**
Net better	**-288**	**-25**	**-33**	**-33**	**-24**	**-33**	**-50**	**-38**	**-23**	**-29**	**-168**	**-68**	**-111**	**-23**	**-142**	**-286**
	-44%	**-45%**	**-47%**	**-40%**	**-70%**	**-48%**	**-41%**	**-51%**	**-30%**	**-45%**	**-38%**	**-57%**	**-44%**	**-16%**	**-63%**	**-44%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 86

Q13. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	649	522	122	277	163	98	205	46	123	22	115	376	96	382	115	524	649
Weighted Total	649	518	117	268	165	100*	201	47*	129	21**	114	374	95*	383	118	521	649
Much better	13	9	2	2	6	1	3	2	-	1	8	3	13	-	2	11	13
	2%km	2%	2%	1%	4%ach	1%	1%	4%h	-	4%	7%zk	1%	13%zm	-	2%	2%	2%
A little better	83	64	16	35	19	18	25	10	8	2	34	22	83	-	13	67	83
	13%hkm	12%h	13%h	13%h	11%	18%h	12%h	21%h	7%	10%	30%zk	6%	87%zm	-	11%	13%	13%
Neither better nor worse	127	104	19	51	24	11	43	6	27	5	34	48	-	-	28	95	126
	20%eklm	20%e	16%	19%e	15%	11%	22%de	13%	21%e	25%	30%zk	13%	-	-	24%	18%	19%
A little worse	191	149	37	82	56	36	49	13	47	3	21	127	-	191	32	159	189
	30%fji	29%	31%	30%f	34%f	36%f	24%	28%	36%f	17%	19%	34%zj	-	50%zl	27%	30%	29%
Much worse	191	158	41	83	54	31	68	15	41	8	13	158	-	191	32	158	193
	29%ji	30%	35%	31%	33%	31%	34%	32%	32%	41%	12%	42%zj	-	50%zl	27%	30%	30%
Don't know	44	34	3	16	6	4	13	1	5	1	4	16	-	-	11	33	45
	7%bklm	7%b	2%	6%b	4%	4%	6%b	2%	4%	4%	3%	4%	-	-	9%	6%	7%
Better	**95**	**73**	**18**	**37**	**25**	**19**	**28**	**11**	**8**	**3**	**42**	**26**	**95**	**-**	**15**	**77**	**96**
	15%hkm	**14%h**	**15%h**	**14%h**	**15%h**	**19%h**	**14%h**	**25%acfh**	***7%***	***14%***	**37%zk**	***7%***	**100%zm**	**-**	***13%***	***15%***	***15%***
Worse	**383**	**307**	**78**	**164**	**110**	**67**	**117**	**28**	**88**	**12**	**35**	**285**	**-**	**383**	**64**	**317**	**382**
	59%ji	***59%***	***66%***	***61%***	**67%zaf**	***67%***	***58%***	***61%***	**68%zaf**	***57%***	***30%***	**76%zj**	**-**	**100%zl**	***54%***	***61%***	***59%***
Net better	**-288**	**-234**	**-59**	**-128**	**-85**	**-48**	**-89**	**-17**	**-80**	**-9**	**7**	**-260**	**95**	**-383**	**-49**	**-239**	**-286**
	-44%	***-45%***	***-51%***	***-48%***	***-52%***	***-48%***	***-44%***	***-36%***	***-62%***	***-43%***	***6%***	***-69%***	***100%***	***-100%***	***-41%***	***-46%***	***-44%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/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 87

Q13. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	649	258	193	337	165	280	649
Weighted Total	649	254	196	323	167	278	649
Much better	13	6	4	5	-	9	13
	2%	2%	2%	2%	-	3%d	2%
A little better	83	40	26	36	17	50	83
	13%	16%cd	13%	11%	10%	18%zcd	13%
Neither better nor worse	127	59	35	58	24	68	126
	20%d	23%cd	18%	18%	14%	24%zbcd	19%
A little worse	191	65	70	91	62	74	189
	30%	26%	36%zace	28%	37%zace	26%	29%
Much worse	191	72	51	108	59	62	193
	29%e	28%e	26%	33%zbe	35%abe	22%	30%
Don't know	44	13	11	24	6	16	45
	7%d	5%	5%	7%d	3%	6%	7%
Better	95	46	30	42	17	59	96
	15%	18%cd	15%d	13%	10%	21%zbcd	15%
Worse	383	137	121	199	121	136	382
	59%ae	54%e	62%e	62%ae	72%zabce	49%	59%
Net better	-288	-90	-91	-157	-104	-77	-286
	-44%	-36%	-47%	-49%	-62%	-28%	-44%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 88

Q13. 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)	As far as you know, what do the government's changes to the NHS involve? What else?				Unwtd total
		Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run (a)	Negative cuts (b)	Cuts in managers / bureaucracy (c)	Privatisation (d)	(k)
Unweighted Total	649	189	266	89	153	649
Weighted Total	649	190	270	93*	152	649
Much better	13	3	1	4	3	13
	2%b	1%	*	4%b	2%	2%
A little better	83	26	20	14	9	83
	13%bd	14%bd	7%	15%bd	6%	13%
Neither better nor worse	127	36	43	28	29	126
	20%	19%	16%	31%zabd	19%	19%
A little worse	191	58	92	22	39	189
	30%	30%	34%zd	24%	26%	29%
Much worse	191	51	96	18	67	193
	29%c	27%	36%zac	19%	44%zabc	30%
Don't know	44	16	17	7	5	45
	7%d	8%d	6%	7%	3%	7%
Better	**95**	**28**	**21**	**18**	**12**	**96**
	15%bd	**15%bd**	**8%**	**19%bd**	**8%**	**15%**
Worse	**383**	**109**	**188**	**40**	**106**	**382**
	59%c	**58%c**	**70%zac**	**43%**	**70%zac**	**59%**
Net better	**-288**	**-81**	**-166**	**-22**	**-94**	**-286**
	-44%	**-43%**	**-62%**	**-24%**	**-62%**	**-44%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/k
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 89

Q14. 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Get a lot better	58	30	28	18	14	17	2	7	12	15	12	19	33	9	6	11	53
	6%f	6%	5%	12%zefg	9%fg	5%	1%	3%	5%	5%	5%	7%	6%	4%	7%	7%	5%
Get a little better	370	176	194	61	51	137	52	68	73	117	91	89	197	76	25	73	369
	36%	36%	37%	40%	32%	39%	35%	34%	33%	37%	42%	34%	37%	33%	32%	42%	36%
Stay the same	195	92	103	39	36	59	21	41	40	57	31	68	93	44	22	36	192
	19%j	19%	20%	26%ef	22%	17%	14%	20%	18%	18%	14%	26%zhij	17%	19%	28%zl	21%	19%
Get a little worse	179	94	84	16	25	60	38	40	51	59	41	28	101	50	5	24	181
	18%ckn	19%	16%	10%	16%	17%	25%zcde	20%c	23%zk	19%k	19%k	11%	19%n	22%zno	6%	14%	18%
Get a lot worse	118	58	61	7	15	54	21	22	30	35	25	29	69	25	11	13	121
	12%c	12%	12%	5%	9%	15%zc	14%c	11%c	13%	11%	11%	11%	13%	11%	14%	8%	12%
Don't know	94	44	50	10	20	26	14	23	18	31	19	27	46	24	9	14	99
	9%	9%	10%	7%	13%	7%	10%	11%	8%	10%	9%	10%	9%	11%	12%	8%	10%
Better	428	207	222	79	66	154	54	75	85	132	103	108	229	84	31	84	422
	42%m	42%	43%	52%zfg	41%	44%	37%	37%	38%	42%	47%	42%	43%	37%	40%	49%m	42%
Worse	297	152	145	23	41	113	59	62	81	94	65	58	170	75	16	37	302
	29%cko	31%	28%	15%	25%c	32%c	40%zcd	31%c	36%zk	30%k	30%	22%	31%no	33%no	20%	22%	30%
Net better	131	54	76	56	25	41	-4	13	5	38	37	51	60	9	15	47	120
	13%fghm	11%	15%	37%zdefg	15%fg	12%fg	-3%	6%f	2%	12%h	17%zh	20%zhi	11%m	4%	19%lm	27%zlm	12%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q14. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Get a lot better	**58**	11	16	29	2	4	31	23	1	21	2	10	47	2	6	4	-	33	25	51	7	45	11	53
	6%ce	*7%*	*8%*	*5%*	*9%*	*2%*	**6%e**	**7%e**	*2%*	*6%*	*13%*	*5%*	*5%*	*14%*	*7%*	*12%*	-	*6%*	*5%*	*6%*	*7%*	*6%*	*4%*	*5%*
Get a little better	**370**	70	72	222	6	74	158	138	15	112	2	72	323	4	24	13	6	192	178	332	38	273	81	369
	36%v	*42%*	*37%*	*35%*	*33%*	*36%*	*33%*	**41%zf**	*26%*	*34%*	*11%*	*39%*	*37%*	*29%*	*28%*	*37%*	*40%*	*35%*	*38%*	*36%*	*37%*	**39%zv**	*30%*	*36%*
Stay the same	**195**	32	43	118	4	41	103	52	9	55	4	33	168	3	18	3	3	101	94	172	24	125	63	192
	19%	*19%*	*22%*	*19%*	*20%*	*19%*	**22%g**	*16%*	*16%*	*17%*	*21%*	*18%*	*19%*	*26%*	*21%*	*9%*	*21%*	*18%*	*20%*	*19%*	*24%*	*18%*	*23%*	*19%*
Get a little worse	**179**	16	26	133	5	43	84	51	12	69	4	32	160	1	12	5	1	106	73	171	8	119	51	181
	18%at	*10%*	*13%*	**21%zab**	*27%*	*21%*	*18%*	*15%*	*22%*	*21%*	*23%*	*17%*	*19%*	*7%*	*14%*	*13%*	*6%*	*19%*	*16%*	**19%zt**	*8%*	*17%*	*19%*	*18%*
Get a lot worse	**118**	19	19	80	-	22	55	41	14	52	4	27	95	1	12	6	3	71	48	108	11	67	47	121
	12%u	*12%*	*10%*	*13%*	-	*11%*	*12%*	*12%*	**24%z**	**16%z**	*21%*	*14%*	*11%*	*9%*	*14%*	*17%*	*19%*	*13%*	*10%*	*12%*	*10%*	*10%*	**17%zu**	*12%*
Don't know	**94**	18	21	53	2	24	44	27	5	17	2	13	71	2	14	4	2	49	45	79	14	62	20	99
	9%il	*11%*	*11%*	*8%*	*11%*	*11%*	*9%*	*8%*	*9%*	*5%*	*12%*	*7%*	*8%*	*15%*	**16%zl**	*12%*	*15%*	*9%*	*10%*	*9%*	*14%*	*9%*	*7%*	*10%*
Better	**428**	**81**	**88**	**251**	**7**	**78**	**189**	**161**	**16**	**133**	**5**	**82**	**370**	**5**	**30**	**17**	**6**	**225**	**203**	**384**	**45**	**317**	**92**	**422**
	42%chv	***49%c***	***45%***	***40%***	***42%***	***38%***	***40%***	***49%zef***	***28%***	***41%***	***23%***	***44%h***	***43%***	***43%***	***35%***	***49%***	***40%***	***41%***	***44%***	***42%***	***44%***	***46%zv***	***34%***	***42%***
Worse	**297**	**35**	**45**	**213**	**5**	**65**	**140**	**92**	**26**	**121**	**8**	**59**	**256**	**2**	**24**	**11**	**4**	**177**	**121**	**279**	**18**	**186**	**99**	**302**
	29%abrtu	***21%***	***23%***	***34%zab***	***27%***	***31%***	***29%***	***28%***	***46%zk***	***37%z***	***44%***	***31%***	***30%***	***16%***	***28%***	***30%***	***24%***	***32%zr***	***26%***	***31%zt***	***18%***	***27%***	***36%zu***	***30%***
Net better	**131**	**46**	**44**	**39**	**3**	**13**	**49**	**69**	**-10**	**12**	**-4**	**23**	**114**	**3**	**6**	**7**	**2**	**49**	**82**	**105**	**26**	**131**	**-7**	**120**
	13%cefhiqsv	***28%zc***	***22%zc***	***6%***	***15%***	***6%***	***10%***	***21%zef***	***-18%***	***4%h***	***-20%***	***12%hi***	***13%***	***28%***	***6%***	***19%n***	***15%***	***9%***	***18%zq***	***11%***	***26%zs***	***19%zv***	***-2%***	***12%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q14. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Get a lot better	58	9	3	13	5	8	15	2	3	2	44	9	24	18	15	53
	6%	10%bgi	2%	8%bgi	9%g	6%	9%bgi	2%	3%	2%	6%	5%	7%	7%	5%	5%
Get a little better	370	32	43	44	14	47	58	46	40	46	264	44	129	109	112	369
	36%k	36%	38%	29%	28%	35%	35%	44%c	38%	45%cd	38%k	27%	36%	40%	35%	36%
Stay the same	195	14	18	39	9	24	24	20	27	20	142	25	66	78	42	192
	19%n	16%	16%	26%zbf	17%	18%	15%	19%	26%f	19%	20%	15%	18%	28%zln	13%	19%
Get a little worse	179	19	20	18	6	26	34	24	17	15	120	32	65	32	76	181
	18%m	21%	18%	12%	11%	19%	20%	23%c	16%	14%	17%	19%	18%m	11%	24%zm	18%
Get a lot worse	118	13	17	13	12	17	18	9	15	5	67	35	57	15	41	121
	12%ijm	14%i	15%i	8%	25%zcfgi	13%i	11%	8%	14%i	5%	10%	21%zj	16%zm	5%	13%m	12%
Don't know	94	2	12	24	5	12	16	4	3	16	64	19	18	25	33	99
	9%aghl	2%	11%agh	16%zagh	11%	9%	10%ah	4%	3%	15%zagh	9%	12%	5%	9%	10%l	10%
Better	428	40	46	56	19	55	73	48	43	48	308	53	153	128	127	422
	42%k	46%	41%	38%	37%	41%	44%	46%	41%	47%	44%k	32%	43%	46%	40%	42%
Worse	297	32	37	31	18	44	52	33	32	20	186	68	122	46	117	302
	29%cijm	36%ci	33%ci	21%	36%ci	32%ci	31%ci	31%i	30%	19%	27%	41%zj	34%zm	17%	37%zm	30%
Net better	131	9	9	25	*	11	21	15	11	28	122	-14	31	81	10	120
	13%dkln	10%	8%	17%bde	1%	8%	13%d	14%d	11%d	27%zabcdefgh	17%zk	-9%	9%n	29%zln	3%	12%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q14. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Get a lot better	**58**	45	10	26	23	13	18	7	18	4	26	14	27	11	11	44	53
	6%km	*6%*	*5%*	*7%*	**9%za**	*8%*	*6%*	*10%*	**9%za**	*10%*	**11%zk**	*3%*	**16%zm**	*2%*	*7%*	*5%*	*5%*
Get a little better	**370**	290	76	132	79	54	96	24	63	11	103	123	95	111	61	300	369
	36%km	*37%*	**41%cdh**	*33%*	*32%*	*35%*	*34%*	*38%*	*32%*	*33%*	**45%zk**	*27%*	**55%zm**	*25%*	*37%*	*36%*	*36%*
Stay the same	**195**	151	32	68	39	18	55	9	29	4	51	72	29	67	32	158	192
	19%ekm	**19%e**	*18%*	*17%*	*16%*	*12%*	**20%e**	*14%*	*15%*	*11%*	**22%k**	*16%*	*17%*	*15%*	*20%*	*19%*	*19%*
Get a little worse	**179**	150	26	77	50	31	49	13	38	6	22	118	9	121	25	153	181
	18%jl	**19%z**	*14%*	*19%*	*20%*	*21%*	*17%*	*20%*	*19%*	*16%*	*10%*	**26%zj**	*5%*	**27%zl**	*15%*	*18%*	*18%*
Get a lot worse	**118**	91	25	57	37	22	45	9	30	7	9	93	3	104	20	95	121
	12%jl	*12%*	*13%*	**14%za**	*15%*	*15%*	**16%za**	*14%*	*16%*	*20%*	*4%*	**20%zj**	*2%*	**24%zl**	*12%*	*11%*	*12%*
Don't know	**94**	63	14	36	22	15	20	2	16	3	17	39	7	27	14	80	99
	9%alm	*8%*	*8%*	*9%*	*9%*	*10%*	*7%*	*3%*	*8%*	*9%*	*7%*	*9%*	*4%*	*6%*	*8%*	*10%*	*10%*
Better	**428**	**335**	**86**	**158**	**102**	**66**	**114**	**31**	**80**	**15**	**129**	**136**	**122**	**122**	**72**	**345**	**422**
	42%km	***42%***	**47%c**	***40%***	***41%***	***43%***	***40%***	***49%***	***41%***	***43%***	**56%zk**	***30%***	**71%zm**	***28%***	***44%***	***41%***	***42%***
Worse	**297**	**241**	**51**	**133**	**87**	**54**	**94**	**22**	**68**	**12**	**32**	**211**	**12**	**225**	**45**	**248**	**302**
	29%jl	***31%***	***28%***	**34%z**	**35%z**	***35%***	***33%***	***34%***	***35%***	***36%***	***14%***	**46%zj**	***7%***	**51%zl**	***27%***	***30%***	***30%***
Net better	**131**	**94**	**35**	**24**	**15**	**12**	**20**	**9**	**12**	**2**	**97**	**-75**	**110**	**-103**	**27**	**97**	**120**
	13%cdefhkmq	**12%cdfh**	**19%zacdefh**	***6%***	***6%***	***8%***	***7%***	**15%cdf**	***6%***	***7%***	**43%zk**	***-16%***	**64%zm**	***-23%***	***17%***	***12%***	***12%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 93

Q14. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Get a lot better	58	30	14	25	13	30	53
	6%c	8%c	6%	4%	6%	7%c	5%
Get a little better	370	151	78	210	70	175	369
	36%	38%	32%	37%	32%	42%abd	36%
Stay the same	195	82	41	110	33	81	192
	19%	21%d	17%	19%	15%	19%	19%
Get a little worse	179	63	49	98	44	64	181
	18%	16%	20%e	17%	20%	15%	18%
Get a lot worse	118	40	41	61	44	40	121
	12%	10%	17%zace	11%	20%zace	9%	12%
Don't know	94	29	18	65	13	32	99
	9%	7%	8%	11%zade	6%	8%	10%
Better	428	181	92	234	83	204	422
	42%	46%bd	38%	41%	38%	49%zbcd	42%
Worse	297	103	91	158	88	104	302
	29%e	26%	37%zace	28%	41%zace	25%	30%
Net better	131	78	1	76	-5	101	120
	13%bd	20%zbcd	1%	13%bd	-2%	24%zabcd	12%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 94

Q15. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Get a lot better	51	26	26	14	5	20	3	8	10	13	11	17	29	9	4	10	48
	5%	5%	5%	10%zdf	3%	6%	2%	4%	5%	4%	5%	7%	5%	4%	5%	6%	5%
Get a little better	287	142	145	60	54	94	37	41	56	105	56	69	159	49	11	67	279
	28%gmn	29%	28%	39%zefg	34%g	27%	25%	21%	25%	33%z	26%	27%	30%mn	22%	14%	39%zlmn	27%
Stay the same	195	92	103	37	32	57	26	43	35	55	43	63	90	45	26	34	195
	19%l	19%	20%	25%e	20%	16%	17%	22%	15%	18%	20%	24%zh	17%	20%	34%zlmo	20%	19%
Get a little worse	217	103	114	17	34	77	42	48	59	73	48	38	126	56	9	26	221
	21%ckno	21%	22%	11%	21%c	22%c	28%zc	24%c	26%zk	23%k	22%k	15%	23%no	25%no	12%	15%	22%
Get a lot worse	171	87	83	10	19	75	32	36	47	52	36	36	95	41	14	20	175
	17%c	18%	16%	6%	12%	21%zcd	21%cd	18%c	21%k	16%	16%	14%	18%	18%	18%	12%	17%
Don't know	94	45	49	13	18	29	9	24	16	16	24	38	40	27	13	14	97
	9%j	9%	9%	9%	11%	8%	6%	12%	7%	5%	11%i	14%zhi	7%	12%l	17%zlo	8%	10%
Better	338	167	171	74	60	115	40	50	67	118	67	87	187	58	15	77	327
	33%gmn	34%	33%	49%zefg	37%g	33%g	27%	25%	30%	38%	31%	33%	35%mn	26%	19%	45%zlmn	32%
Worse	388	190	197	26	53	152	74	84	106	125	83	74	221	97	24	46	396
	38%cko	38%	38%	18%	32%c	43%zcd	50%zcd	42%c	47%zk	40%k	38%k	28%	41%o	43%o	30%	27%	39%
Net better	-50	-23	-27	48	7	-37	-34	-34	-39	-7	-16	13	-33	-39	-9	31	-69
	-5%	-5%	-5%	32%defg	4%	-10%	-23%	-17%	-18%	-2%	-7%	5%i	-6%	-17%	-11%	18%n	-7%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 95

Q15. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Get a lot better	**51**	12	16	22	2	6	26	20	1	18	1	11	35	2	7	5	2	29	23	47	5	43	8	48
	5%celv	*7%*	**8%zc**	*3%*	*9%*	*3%*	*5%*	*6%*	*2%*	*5%*	*7%*	*6%*	*4%*	*17%*	*8%*	**15%zl**	*13%*	*5%*	*5%*	*5%*	*5%*	**6%zv**	*3%*	*5%*
Get a little better	**287**	51	62	167	6	44	127	116	11	83	4	58	239	3	29	12	3	171	116	261	25	202	69	279
	28%ef	*30%*	*32%*	*26%*	*36%*	*21%*	*27%*	**35%zef**	*20%*	*25%*	*20%*	*31%*	*28%*	*28%*	*34%*	*35%*	*17%*	**31%zr**	*25%*	*29%*	*25%*	*29%*	*25%*	*27%*
Stay the same	**195**	34	38	120	4	45	98	52	11	51	1	26	173	4	12	3	4	98	97	170	26	139	49	195
	19%ik	*20%*	*19%*	*19%*	*20%*	*22%*	*21%*	*16%*	*20%*	*16%*	*5%*	*14%*	*20%*	*31%*	*14%*	*8%*	*23%*	*18%*	*21%*	*19%*	*25%*	*20%*	*18%*	*19%*
Get a little worse	**217**	26	35	152	4	53	107	57	10	82	7	39	201	1	10	4	-	112	105	193	24	139	67	221
	21%gn	*16%*	*18%*	**24%za**	*22%*	**25%g**	*23%*	*17%*	*18%*	*25%*	*36%*	*21%*	**23%zn**	*7%*	*11%*	*12%*	-	*20%*	*23%*	*21%*	*23%*	*20%*	*25%*	*22%*
Get a lot worse	**171**	22	24	123	1	36	82	53	18	77	4	38	142	1	15	8	5	101	70	160	10	106	59	175
	17%	*13%*	*12%*	**19%zb**	*7%*	*17%*	*17%*	*16%*	**33%z**	**24%z**	*21%*	*20%*	*16%*	*9%*	*17%*	*23%*	*31%*	*18%*	*15%*	*18%*	*10%*	*15%*	**22%zu**	*17%*
Don't know	**94**	23	21	50	1	25	35	34	4	16	2	15	73	1	14	3	2	41	52	82	12	62	21	97
	9%cilq	**14%zc**	*10%*	*8%*	*6%*	**12%f**	*7%*	*10%*	*7%*	*5%*	*11%*	*8%*	*8%*	*8%*	**16%zl**	*7%*	*15%*	*8%*	**11%q**	*9%*	*11%*	*9%*	*8%*	*10%*
Better	**338**	**62**	**79**	**189**	**8**	**49**	**153**	**136**	**12**	**100**	**5**	**69**	**274**	**6**	**36**	**17**	**5**	**199**	**139**	**308**	**30**	**245**	**77**	**327**
	33%celrv	***37%***	**40%zc**	***30%***	***45%***	***24%***	**32%e**	**41%zef**	***22%***	***31%***	***27%***	**37%h**	***32%***	***45%***	***42%***	**50%zl**	***30%***	**36%zr**	***30%***	***34%***	***30%***	**35%zv**	***28%***	***32%***
Worse	**388**	**48**	**59**	**275**	**5**	**89**	**189**	**110**	**28**	**159**	**11**	**77**	**343**	**2**	**24**	**12**	**5**	**213**	**175**	**353**	**34**	**245**	**126**	**396**
	38%abqu	***29%***	***30%***	**43%zab**	***29%***	**43%q**	***40%***	***33%***	***51%***	**49%z**	***57%***	***41%***	**40%z**	***16%***	***29%***	***35%***	***31%***	***39%***	***38%***	***39%***	***34%***	***35%***	**46%zu**	***39%***
Net better	**-50**	**14**	**20**	**-86**	**3**	**-39**	**-36**	**26**	**-16**	**-58**	**-6**	**-8**	**-69**	**4**	**12**	**5**	*****	**-13**	**-36**	**-45**	**-4**	*****	**-49**	**-69**
	-5%	*8%*	*10%*	*-14%*	*16%*	*-19%*	*-8%*	*8%*	*-28%*	*-18%*	*-30%*	*-4%*	*-8%*	*29%*	*13%*	*15%*	*	*-2%*	*-8%*	*-5%*	*-4%*	*	*-18%*	*-7%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 96

Q15. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Get a lot better	**51**	7	2	11	1	6	8	7	8	1	38	11	22	15	13	48
	5%i	**8%i**	*2%*	**7%i**	*3%*	*4%*	*5%*	**6%i**	**7%i**	*1%*	*5%*	*6%*	*6%*	*5%*	*4%*	*5%*
Get a little better	**287**	25	36	46	11	32	58	22	21	36	194	40	107	98	71	279
	28%hn	*29%*	**32%h**	*31%*	*22%*	*23%*	**35%zegh**	*22%*	*20%*	**34%gh**	*28%*	*24%*	**30%n**	**35%zn**	*22%*	*27%*
Stay the same	**195**	18	22	28	7	16	26	24	28	26	142	25	59	75	51	195
	19%e	*20%*	*20%*	*19%*	*13%*	*12%*	*16%*	**23%e**	**26%ef**	**25%e**	*20%*	*15%*	*17%*	**27%zln**	*16%*	*19%*
Get a little worse	**217**	17	22	22	11	36	38	29	17	23	151	28	77	44	88	221
	21%cm	*20%*	*20%*	*15%*	*21%*	**27%c**	*23%*	**28%c**	*16%*	*23%*	*22%*	*17%*	*21%*	*16%*	**28%zm**	*22%*
Get a lot worse	**171**	18	23	17	14	30	24	16	22	7	105	46	69	21	71	175
	17%ijm	**21%i**	**20%i**	*12%*	**28%zcfi**	**22%ci**	**15%i**	**15%i**	**21%ci**	*6%*	*15%*	**28%zj**	**19%m**	*8%*	**22%zm**	*17%*
Don't know	**94**	2	7	25	7	16	11	6	9	11	71	15	25	24	26	97
	9%a	*2%*	*6%*	**16%zabfg**	**14%a**	**12%a**	*7%*	*6%*	*9%*	**11%a**	*10%*	*9%*	*7%*	*9%*	*8%*	*10%*
Better	**338**	**33**	**38**	**57**	**12**	**37**	**66**	**29**	**29**	**37**	**232**	**50**	**129**	**112**	**84**	**327**
	33%n	***37%***	***34%***	***38%***	***25%***	***28%***	**40%eh**	***28%***	***27%***	***35%***	***33%***	***31%***	**36%n**	**41%zn**	***26%***	***32%***
Worse	**388**	**36**	**45**	**40**	**25**	**66**	**62**	**45**	**40**	**30**	**256**	**74**	**146**	**65**	**158**	**396**
	38%cim	**40%c**	**40%c**	***27%***	**49%ci**	**49%zcfi**	**37%c**	**43%ci**	***38%***	***29%***	***37%***	**45%j**	**41%m**	***24%***	**50%zlm**	***39%***
Net better	**-50**	**-3**	**-6**	**17**	**-12**	**-29**	**4**	**-16**	**-11**	**7**	**-24**	**-24**	**-17**	**47**	**-74**	**-69**
	-5%	***-4%***	***-6%***	**12%abdfgh**	***-24%***	***-21%***	**2%a**	***-15%***	***-11%***	**6%ab**	***-3%***	***-14%***	***-5%***	**17%l**	***-23%***	***-7%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 97

Q15. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Get a lot better	**51**	44	10	22	21	6	18	6	10	4	20	12	29	5	8	41	48
	5%km	*6%*	*6%*	*5%*	**9%zace**	*4%*	*6%*	*9%*	*5%*	**12%ze**	**9%zk**	*3%*	**17%zm**	*1%*	*5%*	*5%*	*5%*
Get a little better	**287**	217	60	115	80	49	88	26	61	5	93	92	80	83	51	231	279
	28%km	*27%*	**32%i**	**29%i**	**32%i**	**32%i**	**31%i**	**41%zai**	**31%i**	*14%*	**41%zk**	*20%*	**47%zm**	*19%*	*31%*	*28%*	*27%*
Stay the same	**195**	146	30	73	42	20	43	4	37	8	42	74	28	67	33	158	195
	19%efgkm	**18%g**	*16%*	**18%g**	**17%g**	*13%*	**15%g**	*6%*	**19%g**	**22%g**	*18%*	*16%*	*17%*	*15%*	*20%*	*19%*	*19%*
Get a little worse	**217**	170	33	79	41	38	56	12	33	4	39	121	15	122	32	182	221
	21%dl	**21%d**	*18%*	*20%*	*16%*	**25%dh**	*20%*	*20%*	*17%*	*10%*	*17%*	**26%zj**	*9%*	**28%zl**	*19%*	*22%*	*22%*
Get a lot worse	**171**	140	39	77	46	30	60	11	36	11	17	126	8	140	24	144	175
	17%jl	*18%*	*21%*	*20%*	*18%*	*20%*	**21%z**	*18%*	*19%*	**31%za**	*7%*	**27%zj**	*4%*	**32%zl**	*15%*	*17%*	*17%*
Don't know	**94**	74	12	30	19	10	20	4	18	3	18	34	11	24	15	75	97
	9%m	*9%*	*6%*	*8%*	*8%*	*6%*	*7%*	*6%*	*9%*	*10%*	*8%*	*7%*	*6%*	*6%*	*9%*	*9%*	*10%*
Better	**338**	**260**	**70**	**137**	**101**	**55**	**106**	**32**	**70**	**9**	**113**	**105**	**109**	**88**	**60**	**272**	**327**
	33%km	***33%***	***38%***	***35%***	**41%zac**	***36%***	***37%***	**50%zacefhi**	***36%***	***26%***	**49%zk**	***23%***	**64%zm**	***20%***	***36%***	***33%***	***32%***
Worse	**388**	**310**	**72**	**156**	**87**	**68**	**116**	**24**	**69**	**14**	**56**	**246**	**22**	**261**	**56**	**326**	**396**
	38%jl	***39%***	***39%***	***39%***	***35%***	**45%dh**	***41%***	***37%***	***35%***	***42%***	***24%***	**54%zj**	***13%***	**59%zl**	***34%***	***39%***	***39%***
Net better	**-50**	**-49**	**-2**	**-19**	**14**	**-13**	**-10**	**8**	**2**	**-5**	**57**	**-142**	**87**	**-173**	**4**	**-54**	**-69**
	-5%	***-6%***	***-1%***	***-5%***	**6%befhi**	***-9%***	***-4%***	**13%bdhi**	***1%***	***-15%***	**25%z**	***-31%***	**51%z**	***-39%***	***2%***	***-6%***	***-7%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 98

Q15. 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

		Newspaper readership					Unwtd total
	Wtd. **Total** (z)	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Get a lot better	**51**	25	14	35	15	30	48
	5%	*6%*	*6%*	*6%*	*7%*	***7%z***	*5%*
Get a little better	**287**	120	61	139	54	134	279
	28%c	***31%c***	*25%*	*24%*	*25%*	***32%zbcd***	*27%*
Stay the same	**195**	84	35	117	27	84	195
	19%bd	***21%bd***	*15%*	***21%bd***	*13%*	***20%bd***	*19%*
Get a little worse	**217**	84	65	100	58	92	221
	21%c	***21%c***	***27%zce***	*18%*	***27%zc***	***22%c***	*22%*
Get a lot worse	**171**	56	51	107	50	51	175
	17%e	*14%*	***21%ae***	***19%ae***	***23%zae***	*12%*	*17%*
Don't know	**94**	25	16	71	12	29	97
	9%ade	*6%*	*7%*	***12%zabde***	*6%*	*7%*	*10%*
Better	**338**	**146**	**75**	**174**	**69**	**164**	**327**
	33%c	***37%c***	***31%***	***31%***	***32%***	***39%zbcd***	***32%***
Worse	**388**	**139**	**116**	**206**	**108**	**143**	**396**
	38%e	***35%***	***48%zace***	***36%***	***50%zace***	***34%***	***39%***
Net better	**-50**	**6**	**-42**	**-32**	**-39**	**21**	**-69**
	-5%	***2%***	***-17%***	***-6%***	***-18%***	***5%a***	***-7%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 99

Q16. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	296	154	142	47	31	99	51	68	61	96	64	75	150	74	17	55	300
	29%d	31%	27%	31%d	19%	28%d	35%d	34%d	27%	31%	29%	29%	28%	33%	22%	32%	30%
Tend to agree	423	207	217	59	69	153	62	81	84	148	98	93	241	96	29	57	421
	42%ko	42%	42%	39%	42%	43%	42%	40%	38%	47%zhk	45%k	36%	45%o	42%	37%	33%	41%
Tend to disagree	137	64	73	19	24	50	20	23	33	36	27	42	74	23	16	24	136
	13%	13%	14%	13%	15%	14%	14%	11%	15%	11%	12%	16%	14%	10%	20%m	14%	13%
Strongly disagree	62	24	37	10	20	18	6	7	18	10	14	20	32	11	8	11	60
	6%i	5%	7%	7%	12%zefg	5%	4%	4%	8%i	3%	6%	8%i	6%	5%	11%	6%	6%
Don't know	96	45	51	15	18	32	9	22	27	24	15	30	41	23	8	24	98
	9%l	9%	10%	10%	11%	9%	6%	11%	12%	8%	7%	12%	8%	10%	10%	14%zl	10%
Agree	720	361	359	106	100	252	113	149	145	244	162	168	391	171	46	112	721
	71%dhkn	73%	69%	70%	61%	72%d	76%d	74%d	65%	78%zhk	75%hk	65%	73%n	75%no	59%	65%	71%
Disagree	199	89	110	30	44	68	26	30	51	46	41	62	106	34	24	35	196
	20%gim	18%	21%	20%	27%zfg	19%	18%	15%	23%i	15%	19%	24%i	20%	15%	31%zlm	20%	19%
Net agree	521	272	249	77	55	184	87	119	94	198	122	106	285	136	22	77	525
	51%bdhkn	55%zb	48%	51%d	34%	52%d	59%d	59%zd	42%	63%zhk	56%hk	41%	53%n	60%zno	28%	45%n	52%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 100

Q16. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**296**	52	60	182	4	72	142	82	15	108	8	61	257	1	16	14	9	166	131	272	24	243	44	300
	29%gnv	*31%*	*30%*	*29%*	*21%*	**35%zg**	*30%*	*25%*	*27%*	*33%*	*39%*	*33%*	**30%n**	*7%*	*19%*	**40%n**	*53%*	*30%*	*28%*	*30%*	*24%*	**35%zv**	*16%*	*30%*
Tend to agree	**423**	54	68	296	6	88	196	140	26	138	8	86	371	5	33	11	3	239	184	384	40	302	105	421
	42%ab	*32%*	*34%*	**47%zab**	*35%*	*42%*	*41%*	*42%*	*47%*	*42%*	*41%*	*46%*	*43%*	*42%*	*38%*	*31%*	*21%*	*43%*	*40%*	*42%*	*39%*	*44%*	*38%*	*41%*
Tend to disagree	**137**	32	26	75	4	22	68	48	7	41	1	20	107	5	15	5	3	71	66	120	17	60	68	136
	13%clu	**19%zc**	*13%*	*12%*	*23%*	*10%*	*14%*	*14%*	*12%*	*13%*	*6%*	*11%*	*12%*	*45%*	*17%*	*15%*	*20%*	*13%*	*14%*	*13%*	*17%*	*9%*	**25%zu**	*13%*
Strongly disagree	**62**	14	13	34	1	7	28	27	4	16	1	9	48	1	10	3	-	38	24	60	2	25	33	60
	6%eu	*9%*	*7%*	*5%*	*5%*	*3%*	*6%*	**8%e**	*6%*	*5%*	*5%*	*5%*	*6%*	*7%*	**12%zl**	*7%*	-	*7%*	*5%*	*7%*	*2%*	*4%*	**12%zu**	*6%*
Don't know	**96**	15	30	48	3	20	41	36	5	24	2	11	80	-	12	2	1	38	58	78	19	60	23	98
	9%ckqs	*9%*	**15%zc**	*8%*	*15%*	*9%*	*9%*	*11%*	*8%*	*7%*	*9%*	*6%*	*9%*	-	*14%*	*7%*	*6%*	*7%*	**13%zq**	*9%*	**18%zs**	*9%*	*8%*	*10%*
Agree	**720**	**105**	**127**	**478**	**10**	**160**	**338**	**222**	**41**	**245**	**16**	**147**	**628**	**6**	**49**	**25**	**12**	**405**	**314**	**656**	**64**	**545**	**149**	**721**
	71%abnv	***63%***	***65%***	**75%zab**	***56%***	**77%zg**	***71%***	***67%***	***73%***	**75%z**	***80%***	**79%z**	**73%zn**	***49%***	***57%***	***71%***	***74%***	***73%***	***68%***	***72%***	***63%***	**79%zv**	***54%***	***71%***
Disagree	**199**	**46**	**39**	**109**	**5**	**29**	**96**	**75**	**10**	**57**	**2**	**29**	**156**	**6**	**25**	**8**	**3**	**109**	**90**	**180**	**19**	**85**	**102**	**196**
	20%celu	**28%zc**	***20%***	***17%***	***29%***	***14%***	**20%e**	**22%e**	***18%***	***17%***	***11%***	***15%***	***18%***	***51%***	**29%zl**	***22%***	***20%***	***20%***	***19%***	***20%***	***19%***	***12%***	**37%zu**	***19%***
Net agree	**521**	**59**	**88**	**369**	**5**	**131**	**242**	**147**	**31**	**189**	**13**	**119**	**472**	*	**24**	**17**	**9**	**297**	**224**	**476**	**45**	**460**	**47**	**525**
	51%agnv	***35%***	***45%***	**58%zab**	***27%***	**63%zfg**	***51%***	***44%***	***55%***	**58%z**	***69%***	**64%z**	**55%zn**	***-3%***	***28%***	**49%n**	***54%***	***54%***	***48%***	***52%***	***44%***	**67%zv**	***17%***	***52%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 101

Q16. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**296**	31	36	28	27	39	53	31	22	29	239	34	128	69	90	300
	29%ck	**35%ch**	**32%c**	*19%*	**52%zbcefghi**	*29%*	**32%c**	*29%*	*21%*	*28%*	**34%zk**	*21%*	**36%zmn**	*25%*	*28%*	*30%*
Tend to agree	**423**	33	42	49	11	66	68	54	55	46	301	51	145	128	133	421
	42%cdk	*37%*	*38%*	*33%*	*22%*	**49%cd**	**41%d**	**51%zbcd**	**52%zbcd**	**44%d**	**43%k**	*31%*	*40%*	*46%*	*42%*	*41%*
Tend to disagree	**137**	9	21	35	4	12	23	11	14	9	79	34	43	39	46	136
	13%j	*10%*	**18%ei**	**24%zadefghi**	*7%*	*9%*	*14%*	*11%*	*13%*	*8%*	*11%*	**21%zj**	*12%*	*14%*	*14%*	*13%*
Strongly disagree	**62**	3	2	21	6	6	8	2	5	8	25	29	18	13	26	60
	6%bj	*4%*	*1%*	**14%zabefgh**	**11%bg**	*5%*	*5%*	*2%*	*5%*	**7%b**	*4%*	**18%zj**	*5%*	*5%*	*8%*	*6%*
Don't know	**96**	12	12	16	4	12	13	6	9	12	58	17	27	27	25	98
	9%j	*13%*	*10%*	*11%*	*7%*	*9%*	*8%*	*6%*	*9%*	*11%*	*8%*	*10%*	*7%*	*10%*	*8%*	*10%*
Agree	**720**	**64**	**79**	**77**	**38**	**105**	**121**	**84**	**77**	**75**	**540**	**85**	**273**	**197**	**222**	**721**
	71%ck	**72%c**	**70%c**	***51%***	**75%c**	**78%c**	**73%c**	**81%zc**	**73%c**	**73%c**	**77%zk**	***51%***	**76%z**	***71%***	***70%***	***71%***
Disagree	**199**	**13**	**22**	**57**	**9**	**18**	**31**	**14**	**19**	**16**	**103**	**63**	**60**	**53**	**72**	**196**
	20%ej	***14%***	***20%***	**38%zabdefghi**	***18%***	***13%***	***19%***	***13%***	***18%***	***16%***	***15%***	**39%zj**	***17%***	***19%***	***23%***	***19%***
Net agree	**521**	**51**	**57**	**21**	**28**	**87**	**90**	**70**	**58**	**59**	**437**	**21**	**213**	**144**	**150**	**525**
	51%ck	**58%c**	**50%c**	***14%***	**56%c**	**65%zbc**	**54%c**	**67%zbcf**	**55%c**	**57%c**	**62%zk**	***13%***	**59%zn**	***52%***	***47%***	***52%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 102

Q16. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**296**	244	48	124	79	47	90	28	48	12	83	142	59	129	41	249	300
	29%	**31%zh**	*26%*	**31%h**	**32%h**	*31%*	**32%h**	**45%zabcdefh**	*25%*	*34%*	**36%z**	*31%*	*34%*	*29%*	*25%*	*30%*	*30%*
Tend to agree	**423**	334	88	170	109	72	117	24	95	17	94	179	66	199	65	351	421
	42%	*42%*	*48%*	*43%*	*44%*	*47%*	*41%*	*38%*	**49%zaf**	*49%*	*41%*	*39%*	*39%*	*45%*	*40%*	*42%*	*41%*
Tend to disagree	**137**	102	17	53	30	17	34	7	26	2	27	68	24	51	21	110	136
	13%	*13%*	*9%*	*13%*	*12%*	*11%*	*12%*	*11%*	*13%*	*6%*	*12%*	*15%*	*14%*	*12%*	*13%*	*13%*	*13%*
Strongly disagree	**62**	48	13	23	14	6	19	1	12	1	12	34	8	31	15	47	60
	6%	*6%*	*7%*	*6%*	*5%*	*4%*	*7%*	*1%*	*6%*	*2%*	*5%*	*7%*	*5%*	*7%*	*9%*	*6%*	*6%*
Don't know	**96**	63	17	25	17	12	24	3	13	3	13	36	13	30	21	75	98
	9%acjm	*8%*	*9%*	*6%*	*7%*	*8%*	*8%*	*5%*	*7%*	*10%*	*6%*	*8%*	*8%*	*7%*	*13%*	*9%*	*10%*
Agree	**720**	**577**	**137**	**295**	**188**	**119**	**207**	**52**	**143**	**28**	**177**	**320**	**125**	**329**	**106**	**600**	**721**
	71%	**73%z**	***74%***	**74%z**	***76%***	***77%***	***73%***	**83%z**	***74%***	***82%***	**77%zk**	***70%***	***73%***	**74%z**	***65%***	***72%***	***71%***
Disagree	**199**	**150**	**30**	**76**	**44**	**23**	**54**	**8**	**39**	**3**	**39**	**102**	**32**	**82**	**36**	**157**	**196**
	20%	***19%***	***16%***	***19%***	***18%***	***15%***	***19%***	***12%***	***20%***	***8%***	***17%***	***22%***	***19%***	***19%***	***22%***	***19%***	***19%***
Net agree	**521**	**427**	**106**	**219**	**144**	**96**	**154**	**44**	**104**	**25**	**138**	**218**	**93**	**246**	**70**	**443**	**525**
	51%kp	**54%z**	***58%***	**55%z**	**58%z**	**63%zaf**	***54%***	**70%zacfh**	***54%***	**74%zacdfh**	**60%zk**	***48%***	***54%***	**56%z**	***43%***	**53%zp**	***52%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 103

Q16. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	296	130	76	158	78	137	300
	29%	33%zc	31%	28%	36%zc	32%c	30%
Tend to agree	423	166	95	233	88	169	421
	42%	42%	39%	41%	41%	40%	41%
Tend to disagree	137	48	34	84	26	56	136
	13%	12%	14%	15%	12%	13%	13%
Strongly disagree	62	24	16	32	8	28	60
	6%	6%	7%d	6%	3%	7%	6%
Don't know	96	26	22	61	18	31	98
	9%ae	7%	9%	11%ae	8%	7%	10%
Agree	720	296	171	391	166	305	721
	71%	75%zc	70%	69%	77%zbc	73%	71%
Disagree	199	72	50	116	33	84	196
	20%	18%	20%d	20%	15%	20%	19%
Net agree	521	224	121	276	133	221	525
	51%c	57%zce	50%	49%	61%zbce	53%	52%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 104

Q17. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	181	96	85	29	28	60	21	43	39	58	41	43	101	42	13	25	181
	18%	19%	16%	19%	17%	17%	14%	21%	17%	19%	19%	16%	19%	18%	16%	15%	18%
Tend to agree	487	240	246	66	73	158	84	106	100	163	105	119	252	123	32	80	492
	48%	49%	47%	44%	45%	45%	57%zcde	53%	45%	52%	48%	46%	47%	54%zn	41%	47%	48%
Tend to disagree	177	79	97	23	27	85	19	23	44	47	43	42	98	29	16	33	177
	17%gm	16%	19%	15%	17%	24%zcfg	13%	12%	20%	15%	20%	16%	18%	13%	21%	19%	17%
Strongly disagree	68	31	38	10	13	25	10	9	19	18	14	17	42	11	3	13	66
	7%	6%	7%	7%	8%	7%	7%	4%	9%	6%	7%	7%	8%	5%	4%	7%	7%
Don't know	102	49	54	23	22	24	14	20	21	28	14	39	45	23	14	20	99
	10%ej	10%	10%	15%e	13%e	7%	9%	10%	10%	9%	6%	15%zij	8%	10%	19%zl	12%	10%
Agree	668	336	331	95	100	218	106	149	139	221	146	162	353	165	44	105	673
	66%	68%	64%	63%	62%	62%	71%e	74%zcde	62%	70%zk	67%	62%	66%	72%zno	57%	62%	66%
Disagree	245	110	135	33	40	110	28	32	63	65	58	59	141	40	19	46	243
	24%gm	22%	26%	22%	25%g	31%zfg	19%	16%	28%	21%	26%	23%	26%m	17%	25%	27%m	24%
Net agree	422	226	196	62	60	108	77	117	76	156	88	102	213	125	25	59	430
	42%beh	46%zb	38%	41%e	37%	31%	52%zde	58%zcde	34%	50%zhjk	41%	39%	40%	55%zlno	32%	35%	42%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 105

Q17. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**181**	24	41	110	5	41	84	55	8	69	6	35	158	-	10	7	5	109	71	170	10	151	28	181
	18%tv	*15%*	*21%*	*17%*	*28%*	*20%*	*18%*	*17%*	*14%*	*21%*	*29%*	*19%*	*18%*	-	*12%*	*21%*	*30%*	*20%*	*15%*	**19%zt**	*10%*	**22%zv**	*10%*	*18%*
Tend to agree	**487**	72	80	329	6	116	229	142	26	165	8	89	424	5	36	17	5	278	209	442	44	366	100	492
	48%bgv	*43%*	*41%*	**52%zb**	*34%*	**56%zg**	*48%*	*43%*	*47%*	*51%*	*41%*	*47%*	*49%*	*39%*	*42%*	*49%*	*29%*	*50%*	*45%*	*48%*	*44%*	**53%zv**	*36%*	*48%*
Tend to disagree	**177**	40	30	104	3	24	75	78	11	54	5	39	146	5	18	5	3	90	87	155	22	83	81	177
	17%eu	**24%zbc**	*15%*	*16%*	*18%*	*11%*	*16%*	**24%zef**	*19%*	*17%*	*26%*	*21%*	*17%*	*37%*	*21%*	*15%*	*17%*	*16%*	*19%*	*17%*	*22%*	*12%*	**30%zu**	*17%*
Strongly disagree	**68**	11	16	40	1	8	33	27	7	22	1	11	51	2	12	2	-	35	34	63	5	24	41	66
	7%elu	*7%*	*8%*	*6%*	*6%*	*4%*	*7%*	**8%e**	*13%*	*7%*	*4%*	*6%*	*6%*	*17%*	**14%zl**	*7%*	-	*6%*	*7%*	*7%*	*5%*	*3%*	**15%zu**	*7%*
Don't know	**102**	19	30	51	2	20	53	29	4	16	-	14	85	1	10	3	4	40	62	83	19	67	24	99
	10%ciqs	*11%*	**15%zc**	*8%*	*14%*	*10%*	*11%*	*9%*	*7%*	*5%*	-	*7%*	*10%*	*7%*	*11%*	*9%*	*23%*	*7%*	**13%zq**	*9%*	**19%zs**	*10%*	*9%*	*10%*
Agree	**668**	**97**	**121**	**439**	**11**	**157**	**313**	**197**	**34**	**234**	**14**	**123**	**583**	**5**	**46**	**24**	**10**	**387**	**280**	**613**	**55**	**517**	**128**	**673**
	66%agnrtv	***58%***	***61%***	**69%za**	***62%***	**75%zfq**	***66%***	***59%***	***61%***	**72%z**	***69%***	***66%***	**67%zn**	***39%***	***54%***	***70%***	***59%***	**70%zr**	***60%***	**67%zt**	***54%***	**75%zv**	***47%***	***66%***
Disagree	**245**	**51**	**45**	**144**	**4**	**31**	**108**	**106**	**18**	**76**	**6**	**49**	**196**	**7**	**30**	**8**	**3**	**124**	**121**	**218**	**27**	**107**	**122**	**243**
	24%elu	**31%zc**	***23%***	***23%***	***23%***	***15%***	**23%e**	**32%zef**	***32%***	***23%***	***31%***	***26%***	***23%***	***54%***	**35%zl**	***22%***	***17%***	***23%***	***26%***	***24%***	***27%***	***15%***	**45%zu**	***24%***
Net agree	**422**	**45**	**75**	**295**	**7**	**125**	**205**	**92**	**16**	**158**	**8**	**74**	**386**	**-2**	**16**	**17**	**7**	**263**	**159**	**395**	**28**	**410**	**6**	**430**
	42%agnrtv	***27%***	**38%a**	**47%za**	***39%***	**60%zfg**	**43%g**	***28%***	***29%***	**48%zhk**	***39%***	***40%***	**45%zn**	***-14%***	***19%***	**48%rn**	***42%***	**48%zr**	***34%***	**43%zt**	***27%***	**59%zv**	***2%***	***42%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 106

Q17. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**181**	19	23	16	21	26	27	24	11	14	150	24	77	41	58	181
	18%ch	**21%c**	**21%ch**	*11%*	**41%zabcefghi**	*19%*	*16%*	**23%ch**	*10%*	*14%*	**21%zk**	*14%*	**21%zm**	*15%*	*18%*	*18%*
Tend to agree	**487**	40	58	62	17	60	86	55	52	58	373	47	172	152	140	492
	48%dk	*45%*	**51%d**	*41%*	*33%*	*44%*	**52%d**	**53%d**	*50%*	**56%cd**	**53%zk**	*29%*	*48%*	**55%zn**	*44%*	*48%*
Tend to disagree	**177**	18	20	30	2	25	30	15	19	18	85	56	65	35	66	177
	17%djm	**20%d**	**18%d**	**20%d**	*4%*	**18%d**	**18%d**	*15%*	**18%d**	**18%d**	*12%*	**34%zj**	*18%*	*13%*	**21%m**	*17%*
Strongly disagree	**68**	3	4	19	7	5	7	4	13	7	31	29	26	12	29	66
	7%j	*3%*	*4%*	**12%zabefg**	**14%zabefg**	*3%*	*4%*	*4%*	**12%zabefg**	*7%*	*4%*	**18%zj**	*7%*	*4%*	**9%zm**	*7%*
Don't know	**102**	9	7	23	4	20	16	6	11	6	62	9	19	35	27	99
	10%kl	*10%*	*6%*	**15%zbgi**	*8%*	**15%bgi**	*10%*	*6%*	*10%*	*6%*	*9%*	*6%*	*5%*	**13%l**	*9%*	*10%*
Agree	**668**	**59**	**81**	**78**	**37**	**85**	**112**	**79**	**63**	**72**	**523**	**71**	**249**	**193**	**197**	**673**
	66%ck	**66%c**	**72%c**	***52%***	**74%c**	***63%***	**68%c**	**75%zch**	***60%***	**70%c**	**75%zk**	***43%***	**69%n**	**70%n**	***62%***	***66%***
Disagree	**245**	**20**	**24**	**49**	**9**	**30**	**37**	**20**	**32**	**25**	**116**	**85**	**91**	**48**	**95**	**243**
	24%jm	***23%***	***22%***	**32%zfg**	***18%***	***22%***	***22%***	***19%***	***30%***	***24%***	***17%***	**51%zj**	**25%m**	***17%***	**30%zm**	***24%***
Net agree	**422**	**38**	**57**	**30**	**28**	**56**	**76**	**59**	**32**	**47**	**406**	**-14**	**158**	**146**	**103**	**430**
	42%chkn	**43%c**	**50%zch**	***20%***	**55%ch**	**41%c**	**46%ch**	**56%zceh**	***30%***	**46%ch**	**58%zk**	***-8%***	**44%n**	**53%zln**	***32%***	***42%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 107

Q17. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	181	155	39	84	45	38	56	16	29	7	46	89	33	95	19	157	181
	18%p	20%z	21%	21%zh	18%	25%zh	20%	26%h	15%	20%	20%	19%	19%	22%z	12%	19%p	18%
Tend to agree	487	373	86	191	121	64	137	31	104	15	120	206	88	208	85	395	492
	48%	47%	47%	48%	49%	42%	48%	48%	53%e	43%	53%	45%	52%	47%	52%	48%	48%
Tend to disagree	177	135	33	66	42	35	45	11	26	5	30	92	19	82	30	141	177
	17%l	17%	18%	17%	17%	23%acdfh	16%	17%	13%	13%	13%	20%zj	11%	18%l	19%	17%	17%
Strongly disagree	68	49	15	23	19	3	21	-	17	5	15	41	14	30	12	54	66
	7%eg	6%e	8%eg	6%e	7%eg	2%	7%eg	-	9%eg	13%eg	6%	9%z	8%	7%	7%	7%	7%
Don't know	102	77	11	32	22	13	25	6	18	4	17	31	16	27	17	84	99
	10%bkm	10%	6%	8%	9%	9%	9%	9%	9%	10%	7%	7%	9%	6%	10%	10%	10%
Agree	668	529	125	275	167	102	193	47	132	22	167	294	122	303	104	552	673
	66%	67%	68%	70%z	67%	66%	68%	74%	68%	63%	73%zk	64%	71%	69%	64%	66%	66%
Disagree	245	184	48	89	60	38	66	11	43	9	45	133	33	112	43	195	243
	24%	23%	26%	22%	24%	25%	23%	17%	22%	26%	20%	29%zj	20%	25%	26%	23%	24%
Net agree	422	345	77	186	107	64	127	36	89	13	122	161	88	191	61	357	430
	42%k	44%z	42%	47%z	43%	41%	45%	58%zabdef	46%	37%	53%zk	35%	52%z	43%	38%	43%	42%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 108

Q17. 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

		Newspaper readership					Unwtd total
	Wtd. **Total** (z)	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**181**	75	46	93	50	73	181
	18%	*19%*	*19%*	*16%*	***23%zce***	*17%*	*18%*
Tend to agree	**487**	206	110	268	101	218	492
	48%	***52%zc***	*45%*	*47%*	*46%*	***52%zb***	*48%*
Tend to disagree	**177**	64	44	102	39	72	177
	17%	*16%*	*18%*	*18%*	*18%*	*17%*	*17%*
Strongly disagree	**68**	24	13	41	7	25	66
	7%d	*6%*	*5%*	***7%d***	*3%*	*6%*	*7%*
Don't know	**102**	26	29	64	21	33	99
	10%a	*7%*	***12%ae***	***11%ae***	*10%*	*8%*	*10%*
Agree	**668**	**281**	**156**	**361**	**150**	**291**	**673**
	66%	***71%zbc***	***64%***	***64%***	***69%***	***69%c***	***66%***
Disagree	**245**	**87**	**58**	**142**	**46**	**96**	**243**
	24%	***22%***	***24%***	***25%***	***21%***	***23%***	***24%***
Net agree	**422**	**194**	**99**	**219**	**105**	**195**	**430**
	42%c	***49%zbc***	***41%***	***39%***	***48%zbc***	***46%zc***	***42%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 109

Q18. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	278	160	118	47	42	80	47	62	48	98	60	72	137	71	19	50	277
	27%beh	32%zb	23%	31%	26%	23%	32%e	31%e	22%	31%h	27%	28%	26%	31%	25%	29%	27%
Tend to agree	451	228	223	64	81	152	59	95	107	130	97	117	235	107	36	73	456
	44%	46%	43%	43%	50%	43%	40%	47%	48%	41%	45%	45%	44%	47%	46%	43%	45%
Tend to disagree	161	64	97	28	20	66	23	22	39	45	36	41	98	24	15	24	155
	16%agm	13%	19%za	19%	13%	19%g	16%	11%	17%	14%	17%	16%	18%m	11%	19%	14%	15%
Strongly disagree	85	27	57	9	8	42	12	13	21	25	20	18	49	16	5	15	85
	8%a	6%	11%za	6%	5%	12%zdg	8%	6%	9%	8%	9%	7%	9%	7%	6%	9%	8%
Don't know	41	16	25	3	11	12	7	8	8	15	5	12	19	10	3	9	42
	4%	3%	5%	2%	7%	3%	5%	4%	4%	5%	2%	5%	3%	4%	4%	5%	4%
Agree	729	387	342	111	123	232	106	158	155	228	156	189	373	178	55	123	733
	72%be	78%zb	66%	74%	76%e	66%	72%	79%ze	70%	73%	72%	73%	69%	78%zl	71%	72%	72%
Disagree	246	92	154	37	29	108	35	35	60	70	56	59	147	40	19	39	240
	24%adgm	18%	30%za	25%	18%	31%zdg	24%	17%	27%	22%	26%	23%	27%zm	18%	25%	23%	24%
Net agree	483	296	188	74	94	123	71	123	95	158	100	130	226	138	36	84	493
	48%bel	60%zb	36%	49%e	58%ze	35%	48%e	61%zcef	43%	50%	46%	50%	42%	61%zlno	46%	49%	49%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 110

Q18. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**278**	53	55	165	4	65	140	74	17	104	6	51	245	-	13	11	9	180	98	260	18	249	21	277
	27%gnrtv	*32%*	*28%*	*26%*	*26%*	**31%g**	**29%g**	*22%*	*31%*	**32%z**	*29%*	*27%*	**28%n**	-	*15%*	**32%n**	*53%*	**33%zr**	*21%*	**28%zt**	*18%*	**36%zv**	*8%*	*27%*
Tend to agree	**451**	65	98	283	5	102	196	153	22	131	5	84	390	6	36	13	5	231	220	398	53	344	88	456
	44%v	*39%*	**50%a**	*45%*	*27%*	*49%*	*41%*	*46%*	*40%*	*40%*	*27%*	*45%*	*45%*	*53%*	*41%*	*38%*	*29%*	*42%*	*47%*	*44%*	*52%*	**50%zv**	*32%*	*45%*
Tend to disagree	**161**	28	22	102	7	23	72	66	12	61	5	29	126	5	20	7	2	77	84	145	15	59	92	155
	16%elu	*17%*	*11%*	*16%*	*43%*	*11%*	*15%*	**20%ze**	*22%*	*19%*	*24%*	*15%*	*15%*	*41%*	**24%l**	*20%*	*12%*	*14%*	*18%*	*16%*	*15%*	*9%*	**34%zu**	*15%*
Strongly disagree	**85**	19	10	55	1	10	45	30	4	23	4	20	68	1	11	4	1	51	34	79	6	20	62	85
	8%eu	**11%b**	*5%*	*9%*	*5%*	*5%*	**9%e**	*9%*	*8%*	*7%*	*20%*	*11%*	*8%*	*7%*	*13%*	*11%*	*6%*	*9%*	*7%*	*9%*	*6%*	*3%*	**23%zu**	*8%*
Don't know	**41**	2	10	28	-	9	22	10	-	7	-	4	34	-	6	-	-	12	28	31	10	18	11	42
	4%aiqsu	*1%*	**5%a**	**4%a**	-	*4%*	*5%*	*3%*	-	*2%*	-	*2%*	*4%*	-	*7%*	-	-	*2%*	**6%zq**	*3%*	**9%zs**	*3%*	*4%*	*4%*
Agree	**729**	**118**	**154**	**449**	**9**	**166**	**336**	**227**	**39**	**235**	**11**	**134**	**635**	**6**	**48**	**24**	**13**	**411**	**318**	**658**	**71**	**593**	**109**	**733**
	72%nrv	***70%***	**78%zc**	***71%***	***52%***	**80%zfg**	***71%***	***68%***	***70%***	***72%***	***56%***	***72%***	**74%zn**	***53%***	***57%***	***70%***	***82%***	**75%zr**	***69%***	***72%***	***70%***	**86%zv**	***40%***	***72%***
Disagree	**246**	**48**	**32**	**157**	**8**	**33**	**117**	**96**	**17**	**84**	**9**	**48**	**194**	**6**	**31**	**11**	**3**	**128**	**118**	**224**	**21**	**79**	**154**	**240**
	24%belu	**29%b**	***16%***	**25%b**	***48%***	***16%***	**25%e**	**29%ze**	***30%***	***26%***	***44%***	***26%***	***22%***	***47%***	**36%zl**	***30%***	***18%***	***23%***	***25%***	***25%***	***21%***	***12%***	**56%zu**	***24%***
Net agree	**483**	**70**	**121**	**291**	**1**	**133**	**219**	**131**	**22**	**151**	**2**	**86**	**441**	**1**	**17**	**14**	**10**	**283**	**200**	**434**	**49**	**514**	**-44**	**493**
	48%gnrv	***42%***	**62%zac**	***46%***	***4%***	**64%zfg**	***46%***	***40%***	***40%***	***46%***	***12%***	***46%***	**51%zn**	***5%***	***20%***	**39%n**	***64%***	**51%zr**	***43%***	***48%***	***49%***	**74%zv**	***-16%***	***49%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 111

Q18. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	278	27	32	29	20	36	62	34	18	21	237	25	98	80	87	277
	27%chk	30%h	28%	19%	39%chi	27%	37%zchi	33%chi	17%	20%	34%zk	15%	27%	29%	27%	27%
Tend to agree	451	34	50	73	21	69	60	46	45	53	324	49	155	132	136	456
	44%fk	38%	44%	49%f	42%	51%f	36%	44%	42%	52%f	46%k	29%	43%	48%	43%	45%
Tend to disagree	161	16	17	26	3	17	27	19	22	14	76	50	64	35	55	155
	16%dj	18%	15%	17%	6%	12%	17%	18%d	21%d	14%	11%	30%zj	18%	13%	17%	15%
Strongly disagree	85	10	7	18	4	9	12	2	12	10	38	36	36	16	28	85
	8%gj	12%g	7%	12%g	7%	7%	7%	2%	12%g	10%g	5%	22%zj	10%m	6%	9%	8%
Don't know	41	1	7	5	3	4	4	3	8	5	26	6	7	15	13	42
	4%l	1%	6%	3%	6%	3%	2%	3%	8%	5%	4%	4%	2%	5%l	4%	4%
Agree	**729**	**60**	**82**	**102**	**41**	**105**	**121**	**81**	**63**	**74**	**561**	**73**	**253**	**212**	**223**	**733**
	72%hk	**69%**	**73%h**	**68%**	**81%h**	**78%h**	**73%h**	**77%h**	**60%**	**72%**	**80%zk**	**44%**	**70%**	**77%z**	**70%**	**72%**
Disagree	**246**	**27**	**24**	**43**	**6**	**26**	**40**	**21**	**34**	**24**	**114**	**86**	**100**	**50**	**83**	**240**
	24%jm	**30%d**	**21%**	**29%d**	**13%**	**19%**	**24%**	**20%**	**33%zdeg**	**23%**	**16%**	**52%zj**	**28%m**	**18%**	**26%m**	**24%**
Net agree	**483**	**34**	**58**	**58**	**35**	**79**	**82**	**60**	**28**	**50**	**447**	**-13**	**153**	**161**	**139**	**493**
	48%chkl	**38%**	**51%ch**	**39%**	**69%zabcfhi**	**59%zach**	**49%h**	**57%ach**	**27%**	**48%h**	**64%zk**	**-8%**	**42%**	**58%zln**	**44%**	**49%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 112

Q18. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**278**	233	64	137	75	46	77	24	39	12	76	125	59	116	31	240	277
	27%hp	**30%zh**	**35%zfh**	**35%zafh**	**30%h**	**30%h**	**27%h**	**39%zfh**	*20%*	*34%*	**33%z**	*27%*	**34%zm**	*26%*	*19%*	**29%zp**	*27%*
Tend to agree	**451**	347	75	161	97	60	127	28	95	13	103	189	82	190	73	372	456
	44%	*44%*	*41%*	*41%*	*39%*	*39%*	*45%*	*44%*	**49%cde**	*38%*	*45%*	*41%*	*48%*	*43%*	*45%*	*45%*	*45%*
Tend to disagree	**161**	119	27	53	43	31	46	6	30	5	32	80	19	81	37	118	155
	16%q	*15%*	*15%*	*13%*	*17%*	**20%cq**	*16%*	*10%*	*16%*	*15%*	*14%*	*17%*	*11%*	**18%l**	**23%zq**	*14%*	*15%*
Strongly disagree	**85**	65	15	37	27	16	24	5	26	3	13	50	8	43	14	70	85
	8%	*8%*	*8%*	*9%*	*11%*	*10%*	*9%*	*7%*	**13%zaf**	*8%*	*6%*	**11%zj**	*5%*	*10%*	*8%*	*8%*	*8%*
Don't know	**41**	26	3	7	7	1	9	-	3	2	4	14	3	12	8	31	42
	4%ace	**3%c**	*2%*	*2%*	*3%*	*1%*	*3%*	-	*2%*	**5%e**	*2%*	*3%*	*2%*	*3%*	*5%*	*4%*	*4%*
Agree	**729**	**580**	**139**	**298**	**172**	**106**	**205**	**52**	**135**	**25**	**179**	**314**	**141**	**305**	**104**	**612**	**733**
	72%kp	**73%z**	***76%***	**75%zd**	***69%***	***69%***	***72%***	**83%deh**	***69%***	***72%***	**78%zk**	***69%***	**83%zm**	***69%***	***64%***	**74%zp**	***72%***
Disagree	**246**	**184**	**42**	**90**	**70**	**46**	**70**	**11**	**56**	**8**	**45**	**130**	**27**	**124**	**51**	**188**	**240**
	24%lq	***23%***	***23%***	***23%***	**28%c**	**30%acg**	***25%***	***17%***	**29%a**	***24%***	***20%***	**28%zj**	***16%***	**28%zl**	**31%zq**	***23%***	***24%***
Net agree	**483**	**397**	**97**	**207**	**103**	**60**	**135**	**41**	**78**	**17**	**134**	**185**	**114**	**182**	**53**	**424**	**493**
	48%dehkmp	**50%zdeh**	**53%deh**	**52%zdeh**	***41%***	***39%***	**47%e**	**65%zacdefh**	***40%***	***48%***	**59%zk**	***40%***	**67%zm**	***41%***	***33%***	**51%zp**	***49%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 113

Q18. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	278	118	64	146	59	119	277
	27%	30%c	26%	26%	27%	28%	27%
Tend to agree	451	171	106	261	90	190	456
	44%	43%	44%	46%	41%	45%	45%
Tend to disagree	161	63	49	83	45	65	155
	16%	16%	20%zce	15%	21%zc	15%	15%
Strongly disagree	85	29	15	49	11	34	85
	8%	7%	6%	9%	5%	8%	8%
Don't know	41	14	9	29	12	13	42
	4%	3%	4%	5%ze	5%	3%	4%
Agree	729	289	169	407	149	309	733
	72%	73%	70%	72%	69%	73%	72%
Disagree	246	92	64	132	56	99	240
	24%	23%	27%	23%	26%	23%	24%
Net agree	483	198	105	275	93	210	493
	48%	50%d	43%	48%	43%	50%bd	49%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 114

Q19. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	177	98	79	36	24	55	25	37	31	63	36	46	89	42	12	35	173
	17%	20%	15%	24%	15%	16%	17%	18%	14%	20%	17%	18%	17%	18%	15%	20%	17%
Tend to agree	514	270	243	70	90	177	65	112	115	148	116	135	274	122	39	78	518
	51%b	55%zb	47%	46%	55%	50%	44%	56%f	52%	47%	53%	52%	51%	53%	51%	46%	51%
Tend to disagree	190	73	117	28	20	75	39	28	50	59	39	42	109	38	17	25	189
	19%adg	15%	22%za	18%	12%	21%dg	26%zdg	14%	22%	19%	18%	16%	20%	17%	22%	15%	19%
Strongly disagree	84	28	56	10	14	31	12	17	16	25	19	24	43	17	7	18	84
	8%a	6%	11%za	7%	8%	9%	8%	8%	7%	8%	9%	9%	8%	7%	9%	10%	8%
Don't know	51	26	25	8	15	13	7	8	10	19	9	13	24	10	3	15	51
	5%	5%	5%	5%	9%zeg	4%	5%	4%	5%	6%	4%	5%	4%	4%	4%	9%zl	5%
Agree	690	368	322	105	113	232	90	149	147	211	152	181	363	163	51	113	691
	68%b	74%zb	62%	70%	70%	66%	61%	74%zef	66%	67%	70%	70%	67%	72%	66%	66%	68%
Disagree	274	100	173	38	34	106	51	44	66	84	57	66	152	55	24	43	273
	27%ag	20%	33%za	25%	21%	30%dg	34%zdg	22%	30%	27%	26%	25%	28%	24%	31%	25%	27%
Net agree	417	268	149	68	80	126	40	104	81	127	95	115	211	108	27	70	418
	41%bef	54%zb	29%	45%f	49%zef	36%f	27%	52%zef	36%	40%	44%	44%	39%	48%zl	35%	41%	41%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 115

Q19. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**177**	33	46	98	1	37	90	49	12	58	4	28	139	2	13	16	6	114	63	165	12	177	-	173
	17%clrv	*20%*	**23%zc**	*15%*	*4%*	*18%*	*19%*	*15%*	*21%*	*18%*	*22%*	*15%*	*16%*	*15%*	*16%*	**45%zln**	*39%*	**21%zr**	*14%*	*18%*	*11%*	**26%zv**	-	*17%*
Tend to agree	**514**	82	101	323	9	117	236	160	27	164	9	98	449	7	38	12	8	271	243	460	54	514	-	518
	51%ov	*49%*	*51%*	*51%*	*49%*	**56%z**	*50%*	*48%*	*49%*	*50%*	*45%*	*53%*	**52%zo**	*54%*	*44%*	*34%*	*49%*	*49%*	*52%*	*50%*	*53%*	**74%zv**	-	*51%*
Tend to disagree	**190**	29	26	127	6	32	79	78	14	66	4	35	162	2	16	7	1	105	84	171	19	-	190	189
	19%bu	*18%*	*13%*	**20%b**	*38%*	*15%*	*17%*	**24%zef**	*26%*	*20%*	*23%*	*19%*	*19%*	*14%*	*19%*	*19%*	*6%*	*19%*	*18%*	*19%*	*18%*	-	**69%zu**	*19%*
Strongly disagree	**84**	17	11	54	2	14	48	22	1	27	2	15	69	-	13	1	1	51	33	78	6	-	84	84
	8%u	*10%*	*6%*	*9%*	*9%*	*7%*	*10%*	*7%*	*2%*	*8%*	*10%*	*8%*	*8%*	-	**15%zl**	*2%*	*6%*	*9%*	*7%*	*9%*	*6%*	-	**31%zu**	*8%*
Don't know	**51**	7	12	32	-	8	20	23	2	12	-	10	44	2	5	-	-	11	40	39	12	-	-	51
	5%qsuv	*4%*	*6%*	*5%*	-	*4%*	*4%*	*7%*	*3%*	*4%*	-	*5%*	*5%*	*18%*	*6%*	-	-	*2%*	**9%zq**	*4%*	**12%zs**	-	-	*5%*
Agree	**690**	**114**	**147**	**420**	**9**	**155**	**327**	**209**	**39**	**222**	**13**	**126**	**589**	**8**	**51**	**28**	**14**	**384**	**306**	**625**	**65**	**690**	**-**	**691**
	68%gv	***69%***	**75%zc**	***66%***	***53%***	**74%zg**	***69%***	***63%***	***69%***	***68%***	***67%***	***68%***	***68%***	***68%***	***60%***	***79%***	***89%***	***70%***	***66%***	***68%***	***64%***	**100%zv**	**-**	***68%***
Disagree	**274**	**46**	**38**	**182**	**8**	**46**	**127**	**100**	**15**	**92**	**6**	**50**	**231**	**2**	**29**	**8**	**2**	**156**	**117**	**249**	**24**	**-**	**274**	**273**
	27%beu	***28%***	***19%***	**29%b**	***47%***	***22%***	***27%***	**30%e**	***28%***	***28%***	***33%***	***27%***	***27%***	***14%***	***34%***	***21%***	***11%***	***28%***	***25%***	***27%***	***24%***	**-**	**100%zu**	***27%***
Net agree	**417**	**68**	**109**	**239**	**1**	**109**	**199**	**109**	**23**	**130**	**6**	**77**	**358**	**7**	**22**	**20**	**12**	**228**	**189**	**376**	**41**	**690**	**-274**	**418**
	41%cgnv	***41%***	**55%zac**	***38%***	***6%***	**52%zfg**	**42%g**	***33%***	***42%***	***40%***	***33%***	***41%***	**41%n**	***55%***	***26%***	**57%n**	***77%***	***41%***	***41%***	***41%***	***40%***	**100%zv**	***-100%***	***41%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 116

Q19. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	177	20	15	34	19	16	33	17	11	12	148	13	61	40	63	173
	17%k	22%h	13%	23%behi	37%zbefghi	12%	20%	16%	11%	12%	21%zk	8%	17%	14%	20%	17%
Tend to agree	514	49	59	66	20	81	79	52	53	54	386	61	184	161	138	518
	51%kn	56%	52%	44%	40%	60%zcdf	48%	50%	50%	52%	55%zk	37%	51%n	58%zn	43%	51%
Tend to disagree	190	7	21	24	7	24	36	27	19	25	103	44	70	51	62	189
	19%aj	8%	19%a	16%	13%	18%	21%a	26%a	18%	24%a	15%	27%zj	19%	18%	19%	19%
Strongly disagree	84	10	6	18	4	9	10	4	14	10	38	41	33	11	37	84
	8%jm	11%	5%	12%bg	8%	7%	6%	4%	13%bg	10%	5%	25%zj	9%m	4%	12%zm	8%
Don't know	51	3	12	8	1	4	9	4	9	2	27	6	11	13	19	51
	5%jl	3%	11%zaegj	5%	2%	3%	5%	4%	8%	2%	4%	4%	3%	5%	6%	5%
Agree	**690**	**69**	**73**	**101**	**39**	**98**	**111**	**69**	**64**	**66**	**534**	**74**	**246**	**201**	**201**	**691**
	68%kn	**78%hi**	**65%**	**67%**	**77%**	**72%**	**67%**	**66%**	**61%**	**64%**	**76%zk**	**45%**	**68%**	**73%n**	**63%**	**68%**
Disagree	**274**	**17**	**27**	**42**	**11**	**33**	**45**	**31**	**33**	**35**	**141**	**85**	**103**	**62**	**99**	**273**
	27%j	**19%**	**24%**	**28%**	**21%**	**25%**	**28%**	**30%**	**31%**	**34%a**	**20%**	**52%zj**	**29%**	**22%**	**31%m**	**27%**
Net agree	**417**	**52**	**47**	**59**	**29**	**65**	**66**	**38**	**32**	**31**	**393**	**-11**	**143**	**139**	**102**	**418**
	41%hikn	**59%zbcfghi**	**41%**	**39%**	**56%zcfghi**	**48%hi**	**40%**	**36%**	**30%**	**30%**	**56%zk**	**-7%**	**40%n**	**50%zln**	**32%**	**41%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 117

Q19. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**177**	144	50	79	54	25	45	12	37	7	56	72	42	69	24	150	173
	17%	*18%*	**27%zacefh**	*20%*	**22%zf**	*17%*	*16%*	*19%*	*19%*	*19%*	**25%zk**	*16%*	**25%zm**	*16%*	*14%*	*18%*	*17%*
Tend to agree	**514**	398	80	197	116	76	143	34	91	19	122	214	95	211	84	420	518
	51%bk	*50%*	*44%*	*50%*	*47%*	*50%*	*50%*	*55%*	*47%*	*56%*	*54%*	*47%*	*56%*	*48%*	*51%*	*51%*	*51%*
Tend to disagree	**190**	148	32	76	48	33	55	12	38	4	24	106	17	102	29	155	189
	19%jl	*19%*	*17%*	*19%*	*19%*	*21%*	*19%*	*19%*	*20%*	*12%*	*11%*	**23%zj**	*10%*	**23%zl**	*18%*	*19%*	*19%*
Strongly disagree	**84**	66	17	35	24	12	26	4	18	4	18	50	9	44	20	64	84
	8%	*8%*	*9%*	*9%*	*10%*	*8%*	*9%*	*6%*	*9%*	*11%*	*8%*	**11%z**	*5%*	*10%*	*12%*	*8%*	*8%*
Don't know	**51**	34	5	9	6	8	16	1	11	1	8	16	8	16	8	42	51
	5%acdk	**4%c**	*3%*	*2%*	*2%*	**5%c**	**5%cd**	*1%*	**6%cd**	*2%*	*4%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*
Agree	**690**	**542**	**130**	**276**	**170**	**102**	**187**	**46**	**128**	**26**	**178**	**286**	**137**	**280**	**107**	**569**	**691**
	68%km	***69%***	***71%***	***70%***	***69%***	***66%***	***66%***	***73%***	***66%***	***75%***	**78%zk**	***62%***	**80%zm**	***63%***	***66%***	***69%***	***68%***
Disagree	**274**	**214**	**49**	**110**	**72**	**44**	**81**	**16**	**56**	**8**	**42**	**157**	**25**	**145**	**48**	**219**	**273**
	27%jl	***27%***	***26%***	***28%***	***29%***	***29%***	***29%***	***25%***	***29%***	***23%***	***18%***	**34%zj**	***15%***	**33%zl**	***30%***	***26%***	***27%***
Net agree	**417**	**327**	**81**	**166**	**98**	**58**	**106**	**30**	**72**	**18**	**137**	**129**	**112**	**134**	**59**	**350**	**418**
	41%km	***41%***	***44%***	***42%***	***39%***	***38%***	***37%***	***48%***	***37%***	***52%***	**60%zk**	***28%***	**66%zm**	***30%***	***36%***	***42%***	***41%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 118

Q19. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	177	74	44	102	41	68	173
	17%	19%e	18%	18%	19%	16%	17%
Tend to agree	514	203	131	279	120	221	518
	51%	51%	54%	49%	55%	53%	51%
Tend to disagree	190	65	49	99	41	73	189
	19%	16%	20%	18%	19%	17%	19%
Strongly disagree	84	34	11	52	7	39	84
	8%bd	9%bd	5%	9%bd	3%	9%bd	8%
Don't know	51	19	8	35	8	19	51
	5%	5%	3%	6%	4%	4%	5%
Agree	690	277	174	381	161	289	691
	68%	70%	72%	67%	74%zc	69%	68%
Disagree	274	99	60	151	47	113	273
	27%	25%	25%	27%	22%	27%	27%
Net agree	417	178	114	230	114	176	418
	41%	45%zce	47%z	40%	52%zace	42%	41%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 119

Q20. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	97	55	43	24	17	28	9	20	15	35	16	31	49	22	10	15	93
	10%	*11%*	*8%*	*16%zef*	*10%*	*8%*	*6%*	*10%*	*7%*	*11%*	*7%*	*12%*	*9%*	*10%*	*13%*	*9%*	*9%*
Tend to agree	358	186	172	64	69	119	41	66	77	104	79	98	182	77	31	68	359
	35%f	*38%*	*33%*	*42%f*	*42%f*	*34%*	*28%*	*33%*	*35%*	*33%*	*36%*	*38%*	*34%*	*34%*	*40%*	*40%*	*35%*
Tend to disagree	187	73	114	20	19	72	42	34	37	53	48	48	106	41	18	22	186
	18%ado	*15%*	*22%za*	*13%*	*11%*	*21%d*	*29%zcdg*	*17%*	*17%*	*17%*	*22%*	*19%*	*20%o*	*18%*	*23%*	*13%*	*18%*
Strongly disagree	74	37	36	9	12	27	14	13	15	18	16	25	43	13	5	13	73
	7%	*8%*	*7%*	*6%*	*7%*	*8%*	*9%*	*6%*	*7%*	*6%*	*7%*	*10%*	*8%*	*6%*	*6%*	*8%*	*7%*
Don't know	299	143	155	35	46	106	42	68	79	103	59	58	157	75	14	52	304
	29%kn	*29%*	*30%*	*23%*	*28%*	*30%*	*29%*	*34%c*	*35%zk*	*33%k*	*27%*	*22%*	*29%n*	*33%n*	*18%*	*31%n*	*30%*
Agree	**455**	**241**	**214**	**88**	**85**	**147**	**50**	**86**	**92**	**139**	**95**	**129**	**232**	**99**	**41**	**83**	**452**
	45%bf	***49%zb***	***41%***	***58%zefg***	***53%zef***	***42%***	***34%***	***43%***	***41%***	***44%***	***44%***	***50%***	***43%***	***43%***	***53%***	***49%***	***45%***
Disagree	**261**	**111**	**150**	**29**	**31**	**99**	**56**	**47**	**52**	**72**	**64**	**73**	**150**	**54**	**22**	**35**	**259**
	26%ad	***22%***	***29%za***	***19%***	***19%***	***28%d***	***38%zcdeg***	***23%***	***23%***	***23%***	***29%***	***28%***	***28%***	***24%***	***29%***	***21%***	***26%***
Net agree	**194**	**130**	**64**	**59**	**55**	**48**	**-6**	**39**	**40**	**68**	**31**	**56**	**82**	**45**	**19**	**48**	**193**
	19%befjl	***26%zb***	***12%***	***39%zefg***	***34%zefg***	***14%f***	***-4%***	***19%f***	***18%***	***22%j***	***14%***	***21%j***	***15%***	***20%***	***24%l***	***28%zlm***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 120

Q20. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**97**	19	25	52	2	17	51	29	7	22	6	20	70	-	13	12	3	61	37	91	6	94	4	93
	10%cilv	*12%*	*13%*	*8%*	*10%*	*8%*	*11%*	*9%*	*13%*	*7%*	*29%*	*11%*	*8%*	-	**15%l**	**33%zln**	*16%*	*11%*	*8%*	*10%*	*6%*	**14%zv**	*1%*	*9%*
Tend to agree	**358**	63	73	214	8	72	170	117	19	118	5	75	312	4	27	9	6	185	173	314	44	304	47	359
	35%v	*38%*	*37%*	*34%*	*47%*	*35%*	*36%*	*35%*	*34%*	*36%*	*27%*	*40%*	*36%*	*32%*	*32%*	*26%*	*36%*	*33%*	*37%*	*34%*	*43%*	**44%zv**	*17%*	*35%*
Tend to disagree	**187**	35	32	117	3	38	83	66	16	70	7	31	164	6	10	7	-	96	91	162	25	76	101	186
	18%u	*21%*	*16%*	*18%*	*19%*	*18%*	*18%*	*20%*	*28%*	*22%*	*34%*	*17%*	*19%*	*49%*	*11%*	*21%*	-	*17%*	*20%*	*18%*	*25%*	*11%*	**37%zu**	*18%*
Strongly disagree	**74**	13	14	46	1	12	39	23	6	20	-	18	59	-	12	1	1	40	34	72	2	18	54	73
	7%tu	*8%*	*7%*	*7%*	*5%*	*6%*	*8%*	*7%*	*10%*	*6%*	-	*10%*	*7%*	-	**14%zl**	*2%*	*7%*	*7%*	*7%*	**8%zt**	*2%*	*3%*	**20%zu**	*7%*
Don't know	**299**	35	53	207	3	69	132	98	8	95	2	41	259	2	23	6	6	170	128	274	24	199	68	304
	29%ahk	*21%*	*27%*	**33%za**	*19%*	*33%*	*28%*	*29%*	*15%*	**29%hk**	*10%*	*22%*	*30%*	*19%*	*27%*	*18%*	*40%*	*31%*	*28%*	*30%*	*24%*	*29%*	*25%*	*30%*
Agree	**455**	**82**	**98**	**265**	**10**	**89**	**221**	**146**	**26**	**140**	**11**	**96**	**382**	**4**	**40**	**21**	**8**	**245**	**210**	**406**	**50**	**398**	**51**	**452**
	45%cv	***49%***	***50%***	***42%***	***57%***	***43%***	***46%***	***44%***	***47%***	***43%***	***56%***	**51%l**	***44%***	***32%***	***47%***	***59%***	***53%***	***44%***	***45%***	***44%***	***49%***	**58%zv**	***19%***	***45%***
Disagree	**261**	**49**	**46**	**162**	**4**	**50**	**122**	**89**	**21**	**91**	**7**	**49**	**223**	**6**	**22**	**8**	**1**	**136**	**125**	**234**	**27**	**94**	**155**	**259**
	26%u	***29%***	***23%***	***26%***	***24%***	***24%***	***26%***	***27%***	**38%z**	***28%***	***34%***	***27%***	***26%***	***49%***	***26%***	***23%***	***7%***	***25%***	***27%***	***26%***	***27%***	***14%***	**57%zu**	***26%***
Net agree	**194**	**34**	**52**	**103**	**6**	**39**	**99**	**57**	**5**	**50**	**4**	**46**	**158**	**-2**	**18**	**13**	**7**	**109**	**86**	**172**	**23**	**304**	**-104**	**193**
	19%chiv	***20%***	**26%zc**	***16%***	***34%***	***19%***	***21%***	***17%***	***9%***	***15%***	***23%***	**25%zhi**	***18%***	***-16%***	***21%***	**36%zl**	***45%***	***20%***	***19%***	***19%***	***22%***	**44%zv**	***-38%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 121

Q20. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**97**	11	7	30	12	7	8	11	6	5	81	8	29	24	38	93
	10%fk	**13%f**	*6%*	**20%zbefhi**	**24%zbefghi**	*5%*	*5%*	*10%*	*6%*	*5%*	**12%zk**	*5%*	*8%*	*9%*	*12%*	*9%*
Tend to agree	**358**	34	50	48	9	52	47	35	40	42	281	31	134	104	105	359
	35%dk	**38%d**	**44%zcdf**	*32%*	*18%*	**39%d**	*29%*	*34%*	**38%d**	**41%df**	**40%zk**	*19%*	*37%*	*38%*	*33%*	*35%*
Tend to disagree	**187**	14	18	21	9	26	36	25	25	13	108	50	69	47	62	186
	18%j	*16%*	*16%*	*14%*	*18%*	*19%*	**22%i**	**24%i**	**23%i**	*12%*	*15%*	**30%zj**	*19%*	*17%*	*19%*	*18%*
Strongly disagree	**74**	6	7	13	8	5	13	8	8	5	37	29	31	11	31	73
	7%jm	*7%*	*6%*	*9%*	**16%zbei**	*4%*	*8%*	*7%*	*8%*	*5%*	*5%*	**18%zj**	**9%m**	*4%*	**10%zm**	*7%*
Don't know	**299**	23	31	38	12	45	61	26	26	38	195	48	97	90	83	304
	29%	*26%*	*27%*	*25%*	*24%*	*33%*	**37%zch**	*25%*	*25%*	*37%*	*28%*	*29%*	*27%*	*33%*	*26%*	*30%*
Agree	**455**	**45**	**57**	**77**	**21**	**59**	**55**	**46**	**47**	**48**	**362**	**38**	**163**	**128**	**143**	**452**
	45%fk	**51%f**	**50%f**	**52%f**	***42%***	***44%***	***33%***	***44%***	***44%***	**46%f**	**52%zk**	***23%***	***45%***	***46%***	***45%***	***45%***
Disagree	**261**	**20**	**25**	**34**	**18**	**31**	**49**	**33**	**33**	**18**	**145**	**79**	**100**	**58**	**94**	**259**
	26%ijm	***23%***	***22%***	***23%***	**35%i**	***23%***	**30%i**	**31%i**	**31%i**	***17%***	***21%***	**48%zj**	***28%***	***21%***	**29%m**	***26%***
Net agree	**194**	**25**	**32**	**43**	**4**	**28**	**6**	**13**	**14**	**30**	**218**	**-40**	**63**	**69**	**49**	**193**
	19%dfkn	**28%dfgh**	**28%zdfgh**	**29%zdfgh**	***7%***	**21%df**	***4%***	**13%f**	**13%f**	**29%zdfgh**	**31%zk**	***-24%***	***18%***	**25%zln**	***15%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 122

Q20. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	97	79	28	41	26	14	19	3	11	7	40	36	27	37	9	84	93
	10%f	10%fh	15%zacfgh	10%fh	10%fh	9%	7%	5%	6%	20%zfgh	18%zk	8%	16%zm	8%	5%	10%	9%
Tend to agree	358	258	53	121	87	47	98	24	76	20	107	136	76	145	61	293	359
	35%abck	33%	29%	31%	35%	31%	35%	37%	39%abc	59%zabcdefgh	47%zk	30%	44%zm	33%	37%	35%	35%
Tend to disagree	187	139	28	74	40	39	52	13	35	5	21	109	21	97	23	159	186
	18%jl	18%	15%	19%	16%	25%zabcdf	18%	20%	18%	15%	9%	24%zj	12%	22%zl	14%	19%	18%
Strongly disagree	74	60	11	32	17	9	24	1	19	1	14	48	2	45	11	62	73
	7%l	8%	6%	8%g	7%	6%	8%g	1%	10%g	2%	6%	11%z	1%	10%zl	7%	7%	7%
Don't know	299	254	64	127	79	44	92	23	52	2	46	130	45	118	60	233	304
	29%ijq	32%zi	35%i	32%i	32%i	28%i	32%i	37%i	27%i	5%	20%	28%j	26%	27%	37%zq	28%	30%
Agree	455	337	81	162	113	62	117	27	88	27	148	172	103	182	70	377	452
	45%ackm	43%	44%	41%	45%	40%	41%	42%	45%	78%zabcdefgh	65%zk	37%	60%zm	41%	43%	45%	45%
Disagree	261	200	39	107	57	48	76	14	54	6	35	157	23	142	33	221	259
	26%jl	25%	21%	27%b	23%	31%bd	27%	21%	28%	17%	15%	34%zj	13%	32%zl	20%	27%	26%
Net agree	194	137	42	55	56	13	41	13	34	21	113	15	80	39	37	156	193
	19%acefkm	17%ce	23%acef	14%e	23%acef	9%	14%e	21%e	17%e	61%zabcdefgh	50%zk	3%	47%zm	9%	22%	19%	19%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 123

Q20. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**97**	41	17	59	21	31	93
	10%e	**10%e**	*7%*	**10%e**	*10%*	*7%*	*9%*
Tend to agree	**358**	149	93	197	87	156	359
	35%	*38%*	*38%*	*35%*	*40%*	*37%*	*35%*
Tend to disagree	**187**	69	39	101	38	75	186
	18%	*18%*	*16%*	*18%*	*18%*	*18%*	*18%*
Strongly disagree	**74**	22	18	46	12	28	73
	7%	*6%*	*8%*	*8%*	*5%*	*7%*	*7%*
Don't know	**299**	113	76	165	59	131	304
	29%	*29%*	*31%*	*29%*	*27%*	*31%*	*30%*
Agree	**455**	**190**	**110**	**257**	**108**	**187**	**452**
	45%	**48%e**	***45%***	***45%***	***50%***	***45%***	***45%***
Disagree	**261**	**92**	**57**	**146**	**50**	**102**	**259**
	26%	***23%***	***24%***	***26%***	***23%***	***24%***	***26%***
Net agree	**194**	**98**	**52**	**110**	**58**	**85**	**193**
	19%	**25%zce**	***22%***	***19%***	**27%zbce**	***20%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 124

Q21. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	85	53	32	21	12	25	8	19	9	31	20	24	41	21	12	11	83
	8%bh	11%zb	6%	14%zef	7%	7%	5%	10%	4%	10%h	9%h	9%h	8%	9%	16%zlo	7%	8%
Tend to agree	494	260	235	77	78	158	78	103	116	153	102	123	251	113	38	92	496
	49%b	52%zb	45%	51%	48%	45%	53%	51%	52%	49%	47%	47%	47%	50%	49%	54%	49%
Tend to disagree	284	115	168	35	37	120	38	53	64	83	66	71	168	59	17	39	286
	28%a	23%	32%za	23%	23%	34%zcd	26%	27%	29%	26%	31%	27%	31%z	26%	22%	23%	28%
Strongly disagree	88	34	53	11	17	34	16	9	21	23	20	24	51	13	7	16	85
	9%gm	7%	10%	7%	11%g	10%g	11%g	4%	9%	7%	9%	9%	10%	6%	9%	9%	8%
Don't know	64	33	31	7	18	14	8	17	13	23	9	18	28	21	3	12	65
	6%e	7%	6%	5%	11%ze	4%	6%	8%e	6%	7%	4%	7%	5%	9%zl	4%	7%	6%
Agree	580	312	267	98	90	184	86	122	126	184	122	147	292	134	50	103	579
	57%be	63%zb	51%	65%e	55%	52%	58%	61%e	56%	59%	56%	57%	54%	59%	65%	60%	57%
Disagree	371	150	222	46	54	154	54	62	84	106	86	95	219	72	24	55	371
	37%ag	30%	43%za	31%	34%	44%zcdg	36%	31%	38%	34%	39%	36%	41%zm	32%	31%	32%	37%
Net agree	208	163	45	52	36	30	32	60	41	78	36	52	73	62	26	48	208
	21%bel	33%zb	9%	34%zdef	22%e	8%	22%e	30%ze	19%	25%zj	17%	20%	13%	27%zl	33%zl	28%zl	20%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 125

Q21. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**85**	15	22	48	-	19	44	23	6	28	2	25	71	-	5	6	3	51	35	82	3	81	2	83
	8%tv	*9%*	*11%*	*8%*	-	*9%*	*9%*	*7%*	*10%*	*9%*	*12%*	**13%zj**	*8%*	-	*6%*	*16%*	*21%*	*9%*	*7%*	*9%*	*3%*	**12%zv**	*1%*	*8%*
Tend to agree	**494**	83	99	302	10	108	234	152	20	154	8	76	420	3	40	20	11	265	229	432	62	406	73	496
	49%hksv	*50%*	*50%*	*48%*	*60%*	*52%*	*49%*	*46%*	*35%*	*47%*	*41%*	*41%*	*49%*	*23%*	*47%*	*56%*	*66%*	*48%*	*49%*	*47%*	**61%zs**	**59%zv**	*27%*	*49%*
Tend to disagree	**284**	49	39	191	5	55	125	104	22	94	6	59	248	9	19	6	1	154	130	259	24	147	120	286
	28%bu	**29%b**	*20%*	**30%b**	*29%*	*27%*	*26%*	*31%*	*39%*	*29%*	*31%*	*32%*	*29%*	*77%*	*22%*	*17%*	*6%*	*28%*	*28%*	*28%*	*24%*	*21%*	**44%zu**	*28%*
Strongly disagree	**88**	14	18	54	1	8	50	29	8	37	2	19	73	-	11	2	-	54	33	83	5	20	65	85
	9%eu	*8%*	*9%*	*9%*	*6%*	*4%*	**11%e**	**9%e**	*14%*	**11%z**	*10%*	*10%*	*8%*	-	*13%*	*6%*	-	*10%*	*7%*	*9%*	*4%*	*3%*	**24%zu**	*8%*
Don't know	**64**	6	18	39	1	18	22	25	1	13	1	7	52	-	10	2	1	28	37	57	7	35	14	65
	6%fiqu	*4%*	**9%a**	*6%*	*5%*	**9%f**	*5%*	*7%*	*2%*	*4%*	*6%*	*4%*	*6%*	-	*11%*	*5%*	*7%*	*5%*	*8%*	*6%*	*7%*	*5%*	*5%*	*6%*
Agree	**580**	**98**	**121**	**350**	**10**	**127**	**278**	**175**	**25**	**182**	**10**	**101**	**490**	**3**	**46**	**25**	**14**	**316**	**264**	**514**	**65**	**488**	**75**	**579**
	57%v	***59%***	***62%***	***55%***	***60%***	**61%g**	***59%***	***53%***	***45%***	***56%***	***53%***	***54%***	***57%***	***23%***	***53%***	***72%***	***87%***	***57%***	***57%***	***56%***	***65%***	**71%zv**	***28%***	***57%***
Disagree	**371**	**63**	**57**	**245**	**6**	**63**	**175**	**133**	**29**	**131**	**8**	**79**	**321**	**9**	**30**	**8**	**1**	**208**	**163**	**342**	**29**	**168**	**184**	**371**
	37%beu	***38%***	***29%***	**39%b**	***35%***	***30%***	***37%***	**40%e**	**53%z**	***40%***	***41%***	***42%***	***37%***	***77%***	***35%***	***23%***	***6%***	***38%***	***35%***	***37%***	***28%***	***24%***	**67%zu**	***37%***
Net agree	**208**	**35**	**64**	**105**	**4**	**64**	**103**	**42**	**-4**	**51**	**2**	**22**	**169**	**-7**	**16**	**17**	**13**	**108**	**101**	**172**	**37**	**320**	**-109**	**208**
	21%cghi ksv	***21%***	**33%zac**	***17%***	***25%***	**31%zfg**	**22%g**	***13%***	***-7%***	**16%h**	***12%***	**12%h**	***20%***	***-54%***	***18%***	**49%zln**	***81%***	***19%***	***22%***	***19%***	**36%zs**	**46%zv**	***-40%***	***20%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 126

Q21. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**85**	11	10	7	16	9	10	8	9	4	74	6	27	21	34	83
	8%k	**13%cl**	*9%*	*5%*	**31%zabcefghi**	*7%*	*6%*	*8%*	*9%*	*4%*	**11%zk**	*3%*	*7%*	*8%*	*11%*	*8%*
Tend to agree	**494**	48	64	88	17	57	77	49	46	48	389	43	183	150	130	496
	49%dkn	**54%d**	**57%deh**	**59%zdefh**	*33%*	*42%*	*47%*	*47%*	*43%*	*47%*	**55%zk**	*26%*	**51%n**	**54%zn**	*41%*	*49%*
Tend to disagree	**284**	17	33	32	5	40	50	37	34	34	166	65	103	69	99	286
	28%dj	*20%*	**29%d**	*22%*	*11%*	**29%d**	**31%d**	**36%acd**	**32%d**	**33%acd**	*24%*	**40%zj**	*29%*	*25%*	*31%*	*28%*
Strongly disagree	**88**	7	2	17	7	15	16	3	8	11	31	44	32	14	39	85
	9%bgjm	*8%*	*2%*	**11%bg**	**14%bg**	**11%bg**	**10%bg**	*3%*	**8%b**	**11%bg**	*4%*	**27%zj**	*9%*	*5%*	**12%zm**	*8%*
Don't know	**64**	4	3	6	6	13	12	7	8	5	41	6	15	22	17	65
	6%l	*5%*	*3%*	*4%*	**11%b**	**10%bc**	*7%*	*6%*	*8%*	*5%*	*6%*	*4%*	*4%*	**8%l**	*5%*	*6%*
Agree	**580**	**59**	**74**	**95**	**32**	**66**	**87**	**58**	**55**	**53**	**463**	**49**	**210**	**171**	**164**	**579**
	57%ekn	**67%efi**	**65%zefhi**	**63%ei**	***64%***	***49%***	***53%***	***55%***	***52%***	***51%***	**66%zk**	***30%***	***58%***	**62%n**	***51%***	***57%***
Disagree	**371**	**25**	**36**	**49**	**13**	**55**	**66**	**40**	**42**	**45**	**197**	**110**	**135**	**83**	**138**	**371**
	37%jm	***28%***	***32%***	***33%***	***25%***	**41%d**	***40%***	***39%***	***40%***	**44%abd**	***28%***	**67%zj**	***38%***	***30%***	**43%zm**	***37%***
Net agree	**208**	**35**	**38**	**46**	**20**	**11**	**21**	**17**	**13**	**7**	**266**	**-61**	**75**	**88**	**25**	**208**
	21%efhikn	**39%zefghi**	**34%zefghi**	**31%zefghi**	**39%zefghi**	***8%***	***13%***	**17%i**	***12%***	***7%***	**38%zk**	***-37%***	**21%n**	**32%zln**	***8%***	***20%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 127

Q21. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**85**	72	21	38	20	12	27	8	13	3	29	44	21	42	7	76	83
	8%p	*9%*	*11%*	*10%*	*8%*	*8%*	*9%*	*13%*	*7%*	*8%*	**13%z**	*10%*	*12%*	*10%*	*4%*	**9%p**	*8%*
Tend to agree	**494**	372	92	185	120	69	125	32	93	19	132	186	109	178	74	411	496
	49%km	*47%*	*50%*	*47%*	*48%*	*45%*	*44%*	*50%*	*48%*	*55%*	**58%zk**	*41%*	**64%zm**	*40%*	*45%*	*49%*	*49%*
Tend to disagree	**284**	229	44	113	71	51	89	16	58	11	46	150	25	150	56	221	286
	28%jlq	*29%*	*24%*	*29%*	*28%*	**33%b**	**31%b**	*26%*	*30%*	*32%*	*20%*	**33%zj**	*14%*	**34%zl**	*34%*	*27%*	*28%*
Strongly disagree	**88**	69	19	40	28	15	31	4	17	2	10	62	10	52	17	70	85
	9%j	*9%*	*10%*	*10%*	*11%*	*10%*	*11%*	*6%*	*9%*	*5%*	*4%*	**14%zj**	*6%*	**12%zl**	*10%*	*8%*	*8%*
Don't know	**64**	48	8	20	9	7	13	3	14	-	10	17	6	19	9	54	65
	6%km	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*7%*	-	*5%*	*4%*	*4%*	*4%*	*6%*	*6%*	*6%*
Agree	**580**	**444**	**113**	**223**	**140**	**80**	**151**	**40**	**106**	**22**	**162**	**229**	**129**	**221**	**81**	**487**	**579**
	57%kmp	***56%***	**61%f**	***56%***	***56%***	***52%***	***53%***	***63%***	***54%***	***63%***	**71%zk**	***50%***	**76%zm**	***50%***	***50%***	**59%zp**	***57%***
Disagree	**371**	**298**	**62**	**153**	**99**	**66**	**120**	**20**	**75**	**13**	**56**	**212**	**35**	**202**	**73**	**291**	**371**
	37%jlq	***38%***	***34%***	***39%***	***40%***	***43%***	**42%zb**	***32%***	***39%***	***37%***	***25%***	**46%zj**	***21%***	**46%zl**	**44%zq**	***35%***	***37%***
Net agree	**208**	**146**	**51**	**70**	**41**	**15**	**31**	**20**	**31**	**9**	**105**	**17**	**94**	**19**	**9**	**196**	**208**
	21%aefkmp	**18%ef**	**28%zacdefh**	**18%ef**	**17%ef**	***10%***	***11%***	**31%zacdefh**	***16%***	**26%ef**	**46%zk**	***4%***	**55%zm**	***4%***	***5%***	**24%zp**	***20%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 128

Q21. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**85**	35	18	47	19	32	83
	8%	*9%*	*7%*	*8%*	*9%*	*8%*	*8%*
Tend to agree	**494**	207	122	281	118	210	496
	49%	*52%*	*50%*	*50%*	*54%*	*50%*	*49%*
Tend to disagree	**284**	99	70	163	57	116	286
	28%	*25%*	*29%*	*29%*	*26%*	*28%*	*28%*
Strongly disagree	**88**	27	16	41	12	32	85
	9%	*7%*	*6%*	*7%*	*5%*	*8%*	*8%*
Don't know	**64**	26	17	36	11	30	65
	6%	*7%*	*7%*	*6%*	*5%*	*7%*	*6%*
Agree	**580**	**242**	**140**	**328**	**137**	**242**	**579**
	57%	**61%ze**	***58%***	***58%***	**63%z**	***58%***	***57%***
Disagree	**371**	**126**	**86**	**204**	**68**	**148**	**371**
	37%a	***32%***	***35%***	***36%***	***31%***	**35%a**	***37%***
Net agree	**208**	**116**	**54**	**124**	**69**	**94**	**208**
	21%	**29%zbce**	***22%***	***22%***	**32%zbce**	***22%***	***20%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 129

Q22. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	86	41	45	22	11	27	12	15	20	24	20	23	40	18	11	17	84
	8%	8%	9%	15%zdeg	7%	8%	8%	8%	9%	8%	9%	9%	7%	8%	14%	10%	8%
Tend to agree	482	229	253	73	70	163	64	113	96	154	117	115	248	127	29	78	490
	47%	46%	49%	48%	43%	46%	43%	56%zdef	43%	49%	54%zhk	44%	46%	56%zlno	37%	46%	48%
Tend to disagree	249	123	126	35	38	95	45	38	58	81	48	62	149	44	18	39	246
	25%gm	25%	24%	23%	23%	27%g	30%g	19%	26%	26%	22%	24%	28%zm	19%	24%	23%	24%
Strongly disagree	68	34	34	6	15	30	12	5	22	13	17	17	43	7	10	9	66
	7%gim	7%	7%	4%	9%g	9%g	8%g	3%	10%i	4%	8%	6%	8%m	3%	12%zm	5%	7%
Don't know	129	68	61	16	29	38	16	30	28	42	16	44	59	32	10	28	129
	13%j	14%	12%	11%	18%ze	11%	11%	15%	12%	13%j	8%	17%zj	11%	14%	13%	16%	13%
Agree	568	270	298	95	81	189	76	128	116	178	137	138	288	145	40	95	574
	56%	54%	57%	63%d	50%	54%	51%	64%zdef	52%	57%	63%zhk	53%	53%	64%zln	51%	56%	57%
Disagree	318	157	161	40	52	125	56	43	80	94	65	79	191	50	28	48	312
	31%gm	32%	31%	27%	32%g	36%zg	38%g	21%	36%	30%	30%	30%	36%zm	22%	36%m	28%	31%
Net agree	250	113	138	54	28	64	19	85	36	83	72	59	97	95	12	48	262
	25%defhln	23%	26%	36%zdef	17%	18%	13%	43%zdef	16%	27%h	33%zhk	23%	18%	42%zlno	15%	28%ln	26%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 130

Q22. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**86**	17	21	46	3	17	42	27	8	35	3	20	71	1	7	7	-	51	35	79	7	78	8	84
	8%v	*10%*	*11%*	*7%*	*15%*	*8%*	*9%*	*8%*	*14%*	*11%*	*16%*	*11%*	*8%*	*7%*	*9%*	**20%zl**	-	*9%*	*8%*	*9%*	*7%*	**11%zv**	*3%*	*8%*
Tend to agree	**482**	67	73	332	9	117	215	150	23	155	10	87	423	6	29	19	6	262	220	439	43	346	112	490
	47%abnv	*40%*	*37%*	**52%zab**	*54%*	**56%zfg**	*45%*	*45%*	*42%*	*48%*	*52%*	*47%*	**49%zn**	*45%*	*34%*	**54%n**	*35%*	*48%*	*47%*	*48%*	*43%*	**50%zv**	*41%*	*48%*
Tend to disagree	**249**	44	59	143	3	38	125	87	14	85	3	49	208	4	27	6	3	139	110	223	27	152	88	246
	25%ceu	*26%*	**30%c**	*22%*	*20%*	*18%*	**26%e**	**26%e**	*25%*	*26%*	*17%*	*26%*	*24%*	*31%*	*31%*	*18%*	*21%*	*25%*	*24%*	*24%*	*26%*	*22%*	**32%zu**	*24%*
Strongly disagree	**68**	12	13	42	1	6	38	24	7	21	2	12	52	-	12	1	2	42	26	65	3	26	41	66
	7%elu	*7%*	*7%*	*7%*	*6%*	*3%*	**8%e**	**7%e**	*12%*	*6%*	*9%*	*6%*	*6%*	-	**14%zl**	*3%*	*13%*	*8%*	*6%*	*7%*	*3%*	*4%*	**15%zu**	*7%*
Don't know	**129**	27	30	72	1	31	54	44	3	31	1	19	109	2	11	2	5	57	72	108	21	88	25	129
	13%iqsv	*16%*	*15%*	*11%*	*5%*	*15%*	*11%*	*13%*	*6%*	*9%*	*5%*	*10%*	*13%*	*18%*	*13%*	*5%*	*31%*	*10%*	**16%zq**	*12%*	**21%zs**	*13%*	*9%*	*13%*
Agree	**568**	**84**	**94**	**378**	**12**	**134**	**258**	**177**	**31**	**191**	**13**	**107**	**494**	**6**	**36**	**26**	**6**	**313**	**255**	**518**	**50**	**425**	**120**	**574**
	56%bnv	***50%***	***48%***	**60%zab**	***69%***	**64%zfg**	***54%***	***53%***	***56%***	***58%***	***68%***	***57%***	**57%n**	***51%***	***42%***	**74%zn**	***35%***	***57%***	***55%***	***57%***	***50%***	**62%zv**	***44%***	***57%***
Disagree	**318**	**56**	**73**	**185**	**4**	**43**	**163**	**111**	**21**	**105**	**5**	**61**	**261**	**4**	**39**	**7**	**5**	**181**	**136**	**288**	**30**	**178**	**129**	**312**
	31%ceu	***33%***	**37%c**	***29%***	***26%***	***21%***	**34%e**	**34%e**	***38%***	***32%***	***26%***	***33%***	***30%***	***31%***	**45%zlo**	***21%***	***34%***	***33%***	***29%***	***32%***	***29%***	***26%***	**47%zu**	***31%***
Net agree	**250**	**28**	**21**	**194**	**8**	**90**	**95**	**65**	**10**	**85**	**8**	**46**	**233**	**3**	**-2**	**19**	*****	**132**	**118**	**230**	**21**	**247**	**-9**	**262**
	25%abfg nv	***17%***	***11%***	**31%zab**	***43%***	**43%zfg**	***20%***	***20%***	***18%***	***26%***	***42%***	***25%***	**27%zn**	***21%***	***-3%***	**53%zln**	***2%***	***24%***	***26%***	***25%***	***21%***	**36%zv**	***-3%***	***26%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 131

Q22. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	86	7	11	15	10	9	13	12	6	5	73	8	24	18	37	84
	8%	7%	10%	10%	19%zefhi	6%	8%	11%	6%	5%	10%zk	5%	7%	7%	11%zlm	8%
Tend to agree	482	34	60	66	25	58	82	52	44	62	355	61	188	138	133	490
	47%kn	38%	54%a	44%	48%	43%	49%	50%	42%	60%zaceh	51%zk	37%	52%zn	50%n	42%	48%
Tend to disagree	249	21	26	39	5	35	41	29	32	22	155	53	80	69	89	246
	25%dj	23%	23%d	26%d	10%	26%d	25%d	28%d	30%d	21%	22%	32%zj	22%	25%	28%	24%
Strongly disagree	68	6	3	16	5	10	16	-	8	4	33	27	30	11	26	66
	7%bgjm	7%g	2%	11%zbg	10%bg	8%g	9%bg	-	8%g	4%g	5%	16%zj	8%m	4%	8%m	7%
Don't know	129	22	13	14	6	22	14	12	15	10	86	16	37	41	35	129
	13%	24%zbcfgj	11%	10%	13%	17%f	9%	11%	14%	10%	12%	10%	10%	15%	11%	13%
Agree	568	40	71	80	34	67	94	63	50	67	428	69	212	156	169	574
	56%k	46%	63%aeh	54%	68%aeh	50%	57%	61%	48%	65%zaeh	61%zk	42%	59%	57%	53%	57%
Disagree	318	26	28	55	10	46	57	29	40	26	187	80	111	79	115	312
	31%j	30%	25%	37%bdi	19%	34%	34%	28%	38%bdi	25%	27%	49%zj	31%	29%	36%z	31%
Net agree	250	14	43	25	25	21	38	34	10	41	241	-11	101	77	55	262
	25%cehkn	16%	38%zacefh	17%	49%zacefh	16%	23%h	33%aceh	10%	39%zacefh	34%zk	-7%	28%n	28%n	17%	26%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 132

Q22. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	86	66	22	37	22	12	23	5	13	5	31	38	31	36	6	77	84
	8%p	8%	12%h	9%	9%	8%	8%	8%	7%	13%	13%zk	8%	18%zm	8%	4%	9%p	8%
Tend to agree	482	377	86	191	106	77	138	32	88	14	125	214	91	196	75	400	490
	47%	48%	47%	48%	43%	50%	49%	51%	45%	42%	55%zk	47%	53%	44%	46%	48%	48%
Tend to disagree	249	192	40	98	71	44	72	20	58	13	45	125	29	129	42	203	246
	25%l	24%	22%	25%	28%	29%	25%	31%	30%	37%b	20%	27%j	17%	29%zl	26%	24%	24%
Strongly disagree	68	55	17	31	20	8	26	4	20	2	11	41	6	38	12	54	66
	7%	7%	9%	8%	8%	5%	9%	6%	10%ze	5%	5%	9%z	4%	9%l	7%	7%	7%
Don't know	129	101	18	39	30	12	25	3	16	1	17	41	14	42	29	97	129
	13%cfghjklmq	13%cfgh	10%	10%	12%	8%	9%	4%	8%	2%	7%	9%	8%	10%	18%q	12%	13%
Agree	568	443	108	227	128	89	161	37	101	19	156	252	122	232	81	477	574
	56%	56%	59%	58%d	52%	58%	57%	59%	52%	55%	68%zk	55%	71%zm	53%	49%	57%	57%
Disagree	318	247	58	129	90	52	98	23	78	15	55	166	35	167	54	257	312
	31%jl	31%	31%	33%	36%	34%	34%	37%	40%zabc	42%	24%	36%zj	21%	38%zl	33%	31%	31%
Net agree	250	196	50	98	38	38	63	14	23	5	101	87	87	65	27	220	262
	25%dhkmp	25%dh	27%dh	25%dh	15%	24%dh	22%dh	22%h	12%	13%	44%zk	19%	51%zm	15%	17%	26%zp	26%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 133

Q22. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	86	30	23	44	20	32	84
	8%	8%	9%	8%	9%	8%	8%
Tend to agree	482	208	112	275	111	217	490
	47%	53%z	46%	48%	51%	52%z	48%
Tend to disagree	249	88	64	133	55	94	246
	25%	22%	26%	23%	25%	22%	24%
Strongly disagree	68	25	14	36	7	24	66
	7%d	6%d	6%d	6%d	3%	6%	7%
Don't know	129	44	30	80	24	54	129
	13%	11%	13%	14%	11%	13%	13%
Agree	568	238	135	318	131	249	574
	56%	60%z	56%	56%	60%	59%	57%
Disagree	318	113	77	169	62	117	312
	31%e	29%	32%	30%	29%	28%	31%
Net agree	250	125	57	149	69	132	262
	25%	32%zbc	24%	26%	32%zb	31%zbc	26%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 134

Q23. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	68	28	40	12	12	23	9	12	13	23	15	17	37	12	8	10	67
	7%	6%	8%	8%	7%	7%	6%	6%	6%	7%	7%	7%	7%	5%	11%	6%	7%
Tend to agree	521	272	249	75	84	168	84	111	106	168	131	116	282	126	34	78	520
	51%bk	55%zb	48%	50%	51%	48%	57%	55%	48%	53%k	60%zhk	44%	52%	55%	44%	46%	51%
Tend to disagree	189	84	105	21	23	79	25	40	48	54	37	49	104	46	10	29	191
	19%	17%	20%	14%	14%	23%zcd	17%	20%	22%	17%	17%	19%	19%	20%	13%	17%	19%
Strongly disagree	59	28	30	3	9	29	8	10	15	9	13	22	30	13	7	9	59
	6%i	6%	6%	2%	5%	8%zc	6%	5%	7%i	3%	6%	8%i	6%	6%	8%	5%	6%
Don't know	179	83	95	40	35	53	23	29	40	60	22	57	85	31	18	44	178
	18%jm	17%	18%	26%zefg	21%	15%	15%	14%	18%j	19%j	10%	22%zj	16%	14%	24%m	26%zlm	18%
Agree	588	300	289	87	95	191	92	123	119	191	146	133	319	139	42	88	587
	58%k	61%	56%	58%	59%	54%	62%	61%	53%	61%k	67%zhk	51%	59%	61%	55%	52%	58%
Disagree	248	112	136	24	32	108	33	49	64	63	50	71	134	58	17	38	250
	24%ci	23%	26%	16%	20%	31%zcd	22%	25%	28%i	20%	23%	27%	25%	26%	22%	22%	25%
Net agree	341	187	153	63	63	83	59	73	56	127	95	62	185	80	25	50	337
	34%behk	38%zb	29%	42%e	39%e	24%	40%e	37%e	25%	41%zhk	44%zhk	24%	34%	35%	33%	29%	33%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q23. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**68**	7	19	42	-	12	34	21	11	23	3	15	54	1	6	3	4	40	28	62	6	58	7	67
	7%v	*4%*	*9%*	*7%*	-	*6%*	*7%*	*6%*	**20%zik**	*7%*	*17%*	*8%*	*6%*	*7%*	*7%*	*9%*	*22%*	*7%*	*6%*	*7%*	*5%*	**8%zv**	*3%*	*7%*
Tend to agree	**521**	84	88	343	6	114	232	175	29	185	8	100	447	6	38	22	7	293	228	470	51	394	115	520
	51%bv	*50%*	*45%*	**54%zb**	*33%*	*55%*	*49%*	*53%*	*52%*	**57%z**	*40%*	*54%*	*52%*	*45%*	*45%*	*63%*	*41%*	*53%*	*49%*	*51%*	*50%*	**57%zv**	*42%*	*51%*
Tend to disagree	**189**	33	29	124	3	42	88	60	8	66	5	32	163	5	16	3	1	98	91	170	19	96	80	191
	19%u	*20%*	*15%*	*19%*	*19%*	*20%*	*18%*	*18%*	*15%*	*20%*	*24%*	*17%*	*19%*	*42%*	*19%*	*10%*	*6%*	*18%*	*20%*	*19%*	*19%*	*14%*	**29%zu**	*19%*
Strongly disagree	**59**	12	11	33	3	9	31	19	4	18	4	12	53	-	5	1	-	35	24	57	2	20	36	59
	6%u	*7%*	*5%*	*5%*	*15%*	*4%*	*6%*	*6%*	*8%*	*6%*	*19%*	*7%*	*6%*	-	*6%*	*2%*	-	*6%*	*5%*	*6%*	*2%*	*3%*	**13%zu**	*6%*
Don't know	**179**	31	50	92	6	32	90	58	3	34	-	27	147	1	21	5	5	86	93	154	24	123	36	178
	18%chiv	*19%*	**26%zc**	*14%*	*33%*	*15%*	*19%*	*17%*	*5%*	*10%*	-	*15%*	*17%*	*7%*	*24%*	*15%*	*32%*	*16%*	*20%*	*17%*	*24%*	*18%*	*13%*	*18%*
Agree	**588**	**91**	**106**	**386**	**6**	**126**	**267**	**196**	**40**	**208**	**11**	**115**	**501**	**6**	**44**	**26**	**10**	**333**	**256**	**532**	**56**	**451**	**122**	**587**
	58%v	***54%***	***54%***	**61%z**	***33%***	***60%***	***56%***	***59%***	**72%z**	**64%z**	***57%***	***62%***	***58%***	***52%***	***51%***	**73%rl**	***63%***	***60%***	***55%***	***58%***	***55%***	**65%zv**	***45%***	***58%***
Disagree	**248**	**45**	**40**	**157**	**6**	**51**	**119**	**79**	**13**	**84**	**8**	**44**	**215**	**5**	**21**	**4**	**1**	**133**	**115**	**227**	**21**	**116**	**115**	**250**
	24%u	***27%***	***20%***	***25%***	***34%***	***24%***	***25%***	***24%***	***23%***	***26%***	***43%***	***24%***	***25%***	***42%***	***25%***	***12%***	***6%***	***24%***	***25%***	***25%***	***21%***	***17%***	**42%zu**	***25%***
Net agree	**341**	**46**	**66**	**229**	*	**75**	**148**	**117**	**28**	**123**	**3**	**70**	**286**	**1**	**23**	**21**	**9**	**199**	**141**	**305**	**35**	**335**	**7**	**337**
	34%v	***28%***	***34%***	**36%za**	***-1%***	***36%***	***31%***	***35%***	**49%z**	***38%***	***14%***	***38%***	***33%***	***10%***	***27%***	**61%zln**	***57%***	***36%***	***30%***	***33%***	***35%***	**49%zv**	***2%***	***33%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q23. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**68**	8	10	5	10	8	12	6	3	6	51	10	28	16	24	67
	7%	*9%*	*9%*	*4%*	**20%zcefghi**	*6%*	*7%*	*6%*	*3%*	*6%*	*7%*	*6%*	*8%*	*6%*	*8%*	*7%*
Tend to agree	**521**	49	53	69	21	68	101	53	53	54	393	80	187	155	155	520
	51%	*56%*	*47%*	*46%*	*41%*	*51%*	**61%zbcd**	*51%*	*50%*	*52%*	**56%z**	*49%*	*52%*	*56%*	*48%*	*51%*
Tend to disagree	**189**	16	23	20	6	27	25	28	26	18	105	36	69	49	63	191
	19%j	*18%*	*21%*	*13%*	*12%*	*20%*	*15%*	**27%zcdf**	**24%c**	*18%*	*15%*	**22%j**	*19%*	*18%*	*20%*	*19%*
Strongly disagree	**59**	6	2	10	6	8	8	3	14	3	31	17	26	5	25	59
	6%bjm	*7%*	*1%*	**6%b**	**12%bgi**	*6%*	*5%*	*3%*	**13%zbfgi**	*3%*	*4%*	**10%zj**	**7%m**	*2%*	**8%m**	*6%*
Don't know	**179**	10	25	47	8	24	21	14	9	22	120	22	51	52	53	178
	18%hl	*11%*	**22%fh**	**31%zadefgh**	*16%*	*18%*	*13%*	*13%*	*9%*	**22%fh**	*17%*	*13%*	*14%*	*19%*	*16%*	*18%*
Agree	**588**	**57**	**63**	**74**	**31**	**76**	**112**	**60**	**56**	**60**	**444**	**90**	**215**	**171**	**179**	**587**
	58%c	**64%c**	***56%***	***49%***	***60%***	***56%***	**68%zbceh**	***57%***	***53%***	***58%***	**63%zk**	***55%***	***60%***	***62%***	***56%***	***58%***
Disagree	**248**	**22**	**25**	**30**	**12**	**35**	**33**	**31**	**40**	**21**	**137**	**53**	**94**	**53**	**88**	**250**
	24%jm	***25%***	***22%***	***20%***	***24%***	***26%***	***20%***	***30%***	**38%zbcfi**	***20%***	***20%***	**32%zj**	**26%m**	***19%***	**28%m**	***25%***
Net agree	**341**	**35**	**38**	**44**	**19**	**41**	**79**	**29**	**17**	**39**	**307**	**37**	**120**	**118**	**90**	**337**
	34%hkn	**39%h**	**34%h**	**30%h**	**37%h**	**30%h**	**48%zbcegh**	**27%h**	***16%***	**38%h**	**44%zk**	***23%***	***33%***	**43%zln**	***28%***	***33%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q23. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**68**	51	14	27	16	10	13	5	6	3	26	28	22	27	7	60	67
	7%h	**6%h**	**8%h**	**7%h**	**6%h**	*6%*	*4%*	*7%*	*3%*	*8%*	**11%zk**	*6%*	**13%zm**	*6%*	*4%*	*7%*	*7%*
Tend to agree	**521**	416	107	208	126	80	151	33	103	18	124	234	94	223	82	432	520
	51%	*53%*	**58%z**	*53%*	*51%*	*52%*	*53%*	*52%*	*53%*	*52%*	*54%*	*51%*	*55%*	*50%*	*50%*	*52%*	*51%*
Tend to disagree	**189**	146	26	73	48	36	49	12	38	9	35	102	20	98	31	153	191
	19%l	*18%*	*14%*	*18%*	*19%*	**24%b**	*17%*	*19%*	*19%*	*25%*	*15%*	**22%zj**	*12%*	**22%zl**	*19%*	*18%*	*19%*
Strongly disagree	**59**	48	16	28	23	11	24	1	16	4	11	35	4	34	9	46	59
	6%l	*6%*	**9%g**	*7%*	**9%zag**	*7%*	**9%zag**	*2%*	*8%*	*11%*	*5%*	**8%z**	*3%*	**8%zl**	*6%*	*6%*	*6%*
Don't know	**179**	130	21	59	36	16	47	12	32	2	33	59	31	60	35	140	178
	18%beikm	**16%be**	*11%*	*15%*	*14%*	*11%*	**17%ei**	*19%*	*17%*	*5%*	*14%*	*13%*	*18%*	*14%*	*21%*	*17%*	*18%*
Agree	**588**	**466**	**121**	**235**	**141**	**90**	**164**	**38**	**109**	**20**	**150**	**262**	**115**	**249**	**89**	**492**	**587**
	58%	***59%***	**66%zadfh**	***59%***	***57%***	***59%***	***58%***	***60%***	***56%***	***60%***	**66%zk**	***57%***	**68%zm**	***57%***	***55%***	***59%***	***58%***
Disagree	**248**	**194**	**42**	**101**	**71**	**47**	**73**	**13**	**53**	**12**	**45**	**138**	**24**	**132**	**40**	**200**	**250**
	24%l	***25%***	***23%***	***26%***	***29%***	***30%***	***26%***	***21%***	***27%***	***36%***	***20%***	**30%zj**	***14%***	**30%zl**	***24%***	***24%***	***25%***
Net agree	**341**	**273**	**79**	**134**	**70**	**44**	**91**	**24**	**55**	**8**	**105**	**124**	**91**	**117**	**49**	**293**	**337**
	34%dkm	**34%d**	**43%zacdefhi**	**34%d**	***28%***	***28%***	***32%***	***39%***	***29%***	***24%***	**46%zk**	***27%***	**53%zm**	***27%***	***30%***	**35%z**	***33%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 138

Q23. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	68	22	11	28	8	26	67
	7%cd	6%	5%	5%	3%	6%	7%
Tend to agree	521	211	131	296	122	223	520
	51%	53%	54%	52%	56%	53%	51%
Tend to disagree	189	81	48	104	41	87	191
	19%	21%	20%	18%	19%	21%	19%
Strongly disagree	59	23	2	36	2	22	59
	6%bd	6%bd	1%	6%bd	1%	5%bd	6%
Don't know	179	58	50	103	45	63	178
	18%a	15%	21%ae	18%a	21%ae	15%	18%
Agree	588	233	142	325	129	248	587
	58%	59%	59%	57%	60%	59%	58%
Disagree	248	104	50	140	42	109	250
	24%	26%d	21%	25%	19%	26%bd	25%
Net agree	341	129	92	184	87	139	337
	34%	33%	38%	32%	40%zace	33%	33%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 139

Q24. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	25	15	10	5	5	11	-	3	2	5	4	13	11	3	6	6	25
	2%	3%	2%	3%f	3%f	3%f	-	1%	1%	2%	2%	5%zhi	2%	1%	7%zlm	3%	2%
Tend to agree	289	144	145	38	42	99	44	66	44	101	71	74	138	76	27	48	291
	28%h	29%	28%	25%	26%	28%	30%	33%	20%	32%h	32%h	28%h	26%	33%zl	34%	28%	29%
Tend to disagree	297	144	153	46	41	102	49	59	76	83	61	76	164	65	18	50	297
	29%	29%	29%	31%	25%	29%	33%	29%	34%	26%	28%	29%	31%	28%	23%	29%	29%
Strongly disagree	183	85	98	27	30	73	29	23	43	53	40	46	110	29	13	30	182
	18%gm	17%	19%	18%	19%	21%g	20%g	11%	19%	17%	18%	18%	20%m	13%	17%	18%	18%
Don't know	221	108	113	35	44	66	26	50	57	72	41	51	115	55	14	36	220
	22%	22%	22%	23%	27%ef	19%	18%	25%	26%	23%	19%	20%	21%	24%	18%	21%	22%
Agree	314	158	156	43	47	111	44	69	46	106	75	87	149	79	32	54	316
	31%hl	32%	30%	29%	29%	31%	30%	34%	21%	34%h	34%h	33%h	28%	34%	42%zl	32%	31%
Disagree	480	229	251	73	71	175	78	82	120	136	101	123	274	94	31	81	479
	47%gm	46%	48%	48%	44%	50%g	53%g	41%	54%zl	43%	47%	47%	51%zm	41%	40%	47%	47%
Net agree	-166	-71	-95	-30	-24	-64	-34	-12	-73	-30	-27	-36	-125	-15	1	-27	-163
	-16%	-14%	-18%	-20%	-15%	-18%	-23%	-6%	-33%	-10%	-12%	-14%	-23%	-7%	2%	-16%	-16%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q24. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**25**	5	11	10	-	3	10	12	-	4	1	7	16	1	6	1	1	15	10	24	1	22	3	25
	2%cv	*3%*	**5%zc**	*2%*	-	*1%*	*2%*	*3%*	-	*1%*	*6%*	**4%l**	*2%*	*7%*	**7%zl**	*4%*	*6%*	*3%*	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*
Tend to agree	**289**	51	48	188	2	68	141	81	15	89	5	54	248	2	20	17	2	170	119	267	22	224	59	291
	28%gv	*30%*	*25%*	*30%*	*12%*	**32%q**	*30%*	*24%*	*27%*	*27%*	*24%*	*29%*	*29%*	*16%*	*23%*	**48%zln**	*13%*	*31%*	*26%*	*29%*	*22%*	**32%zv**	*22%*	*29%*
Tend to disagree	**297**	47	57	187	6	62	135	101	20	107	6	54	263	8	17	6	3	161	136	266	31	191	92	297
	29%	*28%*	*29%*	*29%*	*32%*	*30%*	*28%*	*30%*	*36%*	*33%*	*30%*	*29%*	**30%z**	*62%*	*20%*	*18%*	*19%*	*29%*	*29%*	*29%*	*30%*	*28%*	*33%*	*29%*
Strongly disagree	**183**	27	36	115	4	23	91	69	16	67	4	35	140	1	27	9	4	110	73	169	13	103	73	182
	18%elu	*16%*	*19%*	*18%*	*23%*	*11%*	**19%e**	**21%e**	**29%z**	*21%*	*23%*	*19%*	*16%*	*7%*	**31%zl**	*25%*	*22%*	*20%*	*16%*	*19%*	*13%*	*15%*	**27%zu**	*18%*
Don't know	**221**	36	44	135	6	53	98	70	4	60	3	37	196	1	16	2	6	95	126	187	34	151	47	220
	22%hogsv	*22%*	*22%*	*21%*	*32%*	*26%*	*21%*	*21%*	*8%*	**18%h**	*18%*	**20%h**	**23%o**	*8%*	*18%*	*5%*	*40%*	*17%*	**27%zq**	*20%*	**34%zs**	*22%*	*17%*	*22%*
Agree	**314**	**56**	**59**	**197**	**2**	**70**	**151**	**92**	**15**	**93**	**6**	**61**	**264**	**3**	**26**	**18**	**3**	**185**	**129**	**291**	**23**	**246**	**62**	**316**
	31%v	***33%***	***30%***	***31%***	***12%***	***34%***	***32%***	***28%***	***27%***	***28%***	***30%***	***33%***	***31%***	***23%***	***30%***	**52%zln**	***19%***	***34%***	***28%***	***32%***	***23%***	**36%zv**	***23%***	***31%***
Disagree	**480**	**75**	**94**	**302**	**10**	**84**	**225**	**170**	**36**	**174**	**10**	**89**	**403**	**8**	**44**	**15**	**7**	**271**	**209**	**436**	**44**	**294**	**165**	**479**
	47%eu	***45%***	***48%***	***48%***	***56%***	***41%***	***47%***	**51%e**	**65%zk**	**53%z**	***53%***	***48%***	***47%***	***69%***	***52%***	***43%***	***41%***	***49%***	***45%***	***48%***	***43%***	***43%***	**60%zu**	***47%***
Net agree	**-166**	**-19**	**-35**	**-104**	**-8**	**-14**	**-74**	**-78**	**-21**	**-81**	**-4**	**-28**	**-139**	**-6**	**-18**	**3**	**-4**	**-86**	**-80**	**-145**	**-21**	**-49**	**-103**	**-163**
	-16%	***-11%***	***-18%***	***-16%***	***-44%***	***-7%***	***-16%***	***-23%***	***-38%***	***-25%***	***-23%***	***-15%***	***-16%***	***-46%***	***-21%***	***9%***	***-22%***	***-16%***	***-17%***	***-16%***	***-21%***	***-7%***	***-38%***	***-16%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q24. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**25**	-	4	2	3	3	5	2	5	2	23	2	8	7	10	25
	2%	-	*3%*	*1%*	**5%a**	*2%*	*3%*	*2%*	**5%a**	*2%*	**3%z**	*1%*	*2%*	*3%*	*3%*	*2%*
Tend to agree	**289**	21	32	44	14	44	54	36	28	16	228	31	94	96	81	291
	28%ik	*24%*	**28%i**	**29%i**	*27%*	**33%i**	**33%i**	**35%i**	*26%*	*16%*	**32%zk**	*19%*	*26%*	**35%zln**	*25%*	*29%*
Tend to disagree	**297**	30	39	29	13	33	54	32	32	36	201	48	112	71	104	297
	29%c	**33%c**	**35%c**	*19%*	*25%*	*25%*	**32%c**	**31%c**	**30%c**	**35%c**	*29%*	*29%*	*31%*	*26%*	*32%*	*29%*
Strongly disagree	**183**	14	16	41	8	24	24	10	20	25	93	59	73	35	68	182
	18%gjm	*16%*	*14%*	**27%zbfg**	*16%*	*18%*	*15%*	*10%*	*19%*	**24%bfg**	*13%*	**36%zj**	**20%m**	*13%*	**21%m**	*18%*
Don't know	**221**	23	22	35	13	31	29	24	21	24	157	26	73	67	57	220
	22%kn	*26%*	*19%*	*23%*	*26%*	*23%*	*17%*	*23%*	*20%*	*23%*	*22%*	*16%*	*20%*	*24%*	*18%*	*22%*
Agree	**314**	**21**	**36**	**45**	**16**	**47**	**59**	**38**	**33**	**18**	**251**	**33**	**101**	**103**	**91**	**316**
	31%ik	***24%***	**32%i**	**30%i**	**33%i**	**35%i**	**36%i**	**37%i**	**31%i**	***18%***	**36%zk**	***20%***	***28%***	**37%zln**	***28%***	***31%***
Disagree	**480**	**44**	**55**	**69**	**21**	**57**	**78**	**43**	**52**	**61**	**294**	**106**	**185**	**107**	**172**	**479**
	47%jm	***49%***	***49%***	***46%***	***42%***	***42%***	***47%***	***41%***	***49%***	**59%zcdeg**	***42%***	**65%zj**	**52%zm**	***39%***	**54%zm**	***47%***
Net agree	**-166**	**-22**	**-20**	**-24**	**-5**	**-10**	**-19**	**-4**	**-19**	**-43**	**-43**	**-74**	**-84**	**-4**	**-81**	**-163**
	-16%	***-25%***	***-18%***	***-16%***	***-9%***	***-8%***	***-12%***	***-4%***	***-18%***	***-41%***	***-6%***	***-45%***	***-23%***	***-1%***	***-25%***	***-16%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q24. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**25**	19	11	10	6	2	6	2	4	2	16	8	9	5	4	19	25
	2%m	*2%*	**6%zacdefh**	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*5%*	**7%zk**	*2%*	**5%zm**	*1%*	*2%*	*2%*	*2%*
Tend to agree	**289**	228	68	124	76	40	78	16	58	12	78	111	58	115	35	250	291
	28%kp	*29%*	**37%zaef**	*31%*	*31%*	*26%*	*28%*	*25%*	*30%*	*34%*	**34%zk**	*24%*	*34%*	*26%*	*21%*	**30%zp**	*29%*
Tend to disagree	**297**	234	45	121	71	53	83	23	61	8	55	158	47	154	51	241	297
	29%	*30%*	*25%*	*31%*	*29%*	**35%b**	*29%*	*36%*	*31%*	*23%*	*24%*	**34%zj**	*28%*	**35%z**	*31%*	*29%*	*29%*
Strongly disagree	**183**	140	32	77	52	26	55	10	40	10	36	97	24	98	38	143	182
	18%	*18%*	*18%*	*20%*	*21%*	*17%*	*19%*	*15%*	*20%*	*29%*	*16%*	**21%z**	*14%*	**22%zl**	*23%*	*17%*	*18%*
Don't know	**221**	170	28	63	43	32	62	13	32	3	43	85	32	69	36	177	220
	22%bchkm	**22%bc**	*15%*	*16%*	*17%*	*21%*	**22%bc**	*21%*	*16%*	*9%*	*19%*	*19%*	*19%*	*16%*	*22%*	*21%*	*22%*
Agree	**314**	**247**	**78**	**135**	**82**	**42**	**84**	**17**	**62**	**13**	**94**	**119**	**67**	**120**	**39**	**269**	**316**
	31%kmp	***31%***	**43%zacdefgh**	***34%***	***33%***	***28%***	***30%***	***28%***	***32%***	***39%***	**41%zk**	***26%***	**39%zm**	***27%***	***24%***	**32%zp**	***31%***
Disagree	**480**	**373**	**77**	**198**	**123**	**79**	**138**	**32**	**100**	**18**	**91**	**254**	**72**	**252**	**89**	**384**	**479**
	47%j	***47%***	***42%***	**50%b**	***50%***	**52%b**	***49%***	***51%***	**52%b**	***52%***	***40%***	**55%zj**	***42%***	**57%zl**	***54%***	***46%***	***47%***
Net agree	**-166**	**-126**	**1**	**-63**	**-41**	**-37**	**-54**	**-15**	**-39**	**-5**	**3**	**-135**	**-5**	**-132**	**-50**	**-115**	**-163**
	-16%	***-16%***	***1%***	***-16%***	***-16%***	***-24%***	***-19%***	***-24%***	***-20%***	***-13%***	***1%***	***-29%***	***-3%***	***-30%***	***-31%***	***-14%***	***-16%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 143

Q24. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	25	3	3	14	2	3	25
	2%ae	1%	1%	3%ae	1%	1%	2%
Tend to agree	289	132	51	180	51	133	291
	28%b	33%zbd	21%	32%zbd	24%	32%bd	29%
Tend to disagree	297	114	83	149	71	129	297
	29%c	29%	34%c	26%	33%c	31%c	29%
Strongly disagree	183	69	36	97	39	65	182
	18%	17%	15%	17%	18%	15%	18%
Don't know	221	77	68	127	53	90	220
	22%	20%	28%zae	22%	25%	21%	22%
Agree	314	135	55	195	54	136	316
	31%bd	34%bd	23%	34%zbd	25%	32%bd	31%
Disagree	480	183	119	246	110	194	479
	47%c	46%	49%	43%	51%c	46%	47%
Net agree	-166	-48	-64	-51	-56	-58	-163
	-16%	-12%	-27%	-9%	-26%	-14%	-16%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 144

Q25. 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	60	32	28	13	8	26	4	10	14	14	9	22	32	11	10	8	59
	6%f	6%	5%	8%f	5%	7%f	2%	5%	6%	5%	4%	9%	6%	5%	12%zlmo	5%	6%
Tend to agree	382	189	192	79	61	126	46	71	71	122	90	99	197	83	26	75	374
	38%h	38%	37%	52%zdefg	37%	36%	31%	35%	32%	39%	41%h	38%	37%	37%	34%	44%	37%
Tend to disagree	203	94	109	18	27	69	43	45	54	64	38	47	104	57	14	28	210
	20%c	19%	21%	12%	17%	20%	29%zcde	23%c	24%	21%	17%	18%	19%	25%zo	18%	17%	21%
Strongly disagree	115	56	59	7	20	51	21	17	31	30	24	30	72	17	8	18	114
	11%cm	11%	11%	4%	12%c	14%zcg	14%c	8%	14%	10%	11%	11%	13%zm	8%	10%	10%	11%
Don't know	256	124	132	35	47	81	35	58	54	83	56	63	133	60	20	42	258
	25%	25%	25%	23%	29%	23%	24%	29%	24%	26%	26%	24%	25%	26%	26%	24%	25%
Agree	442	221	220	92	68	152	49	80	85	136	99	121	229	94	36	83	433
	44%f	45%	42%	61%zdefg	42%	43%f	33%	40%	38%	43%	46%	46%	43%	41%	46%	48%	43%
Disagree	318	150	168	24	47	119	64	62	84	95	62	77	176	74	21	46	324
	31%c	30%	32%	16%	29%c	34%c	43%zcdg	31%c	38%zj	30%	28%	30%	33%	32%	28%	27%	32%
Net agree	124	72	53	67	21	32	-14	18	1	42	37	44	53	20	15	37	109
	12%befhlm	14%zb	10%	45%zdefg	13%f	9%f	-10%	9%f	*	13%h	17%zh	17%zh	10%	9%	19%lm	21%zlm	11%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 145

Q25. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**60**	7	23	28	2	9	31	20	3	19	2	10	40	1	13	6	-	26	33	55	5	53	6	59
	6%clv	*4%*	**12%zac**	*4%*	*14%*	*4%*	*7%*	*6%*	*5%*	*6%*	*13%*	*5%*	*5%*	*7%*	**15%zl**	**16%zl**	-	*5%*	*7%*	*6%*	*5%*	**8%zv**	*2%*	*6%*
Tend to agree	**382**	71	78	226	6	76	181	124	26	139	3	70	315	7	34	19	7	225	157	349	33	304	67	374
	38%rv	*43%*	*40%*	*36%*	*35%*	*37%*	*38%*	*37%*	*47%*	**43%z**	*15%*	*38%*	*36%*	*60%*	*40%*	*53%*	*45%*	**41%zr**	*34%*	*38%*	*33%*	**44%zv**	*25%*	*37%*
Tend to disagree	**203**	35	21	141	6	50	84	69	12	56	5	39	181	2	12	3	2	114	89	183	20	110	84	210
	20%bu	**21%b**	*11%*	**22%zb**	*34%*	**24%f**	*18%*	*21%*	*22%*	*17%*	*27%*	*21%*	*21%*	*15%*	*14%*	*8%*	*15%*	*21%*	*19%*	*20%*	*20%*	*16%*	**31%zu**	*21%*
Strongly disagree	**115**	20	16	78	1	18	61	35	7	51	6	30	104	1	7	2	1	67	48	107	8	48	64	114
	11%u	*12%*	*8%*	*12%*	*7%*	*9%*	*13%*	*11%*	*13%*	**16%z**	*29%*	**16%z**	*12%*	*7%*	*8%*	*5%*	*7%*	*12%*	*10%*	*12%*	*8%*	*7%*	**24%zu**	*11%*
Don't know	**256**	34	59	161	2	54	117	84	7	61	3	38	223	1	19	6	5	120	136	221	35	175	51	258
	25%hiqsv	*20%*	**30%a**	*25%*	*11%*	*26%*	*25%*	*25%*	*12%*	*19%*	*17%*	*20%*	*26%*	*11%*	*23%*	*18%*	*33%*	*22%*	**29%zq**	*24%*	**34%zs**	**25%v**	*19%*	*25%*
Agree	**442**	**78**	**101**	**254**	**8**	**85**	**212**	**144**	**29**	**158**	**5**	**80**	**355**	**8**	**47**	**24**	**7**	**251**	**190**	**403**	**38**	**357**	**73**	**433**
	44%clv	***47%***	**51%zc**	***40%***	***49%***	***41%***	***45%***	***43%***	***52%***	**48%z**	***27%***	***43%***	***41%***	***67%***	**55%zl**	**69%zl**	***45%***	***46%***	***41%***	***44%***	***38%***	**52%zv**	***27%***	***43%***
Disagree	**318**	**55**	**36**	**219**	**7**	**69**	**145**	**104**	**20**	**108**	**11**	**68**	**286**	**3**	**19**	**5**	**4**	**181**	**137**	**289**	**28**	**158**	**149**	**324**
	31%bou	**33%b**	***18%***	**35%zb**	***40%***	***33%***	***31%***	***31%***	***36%***	***33%***	***55%***	***37%***	**33%zo**	***22%***	***22%***	***13%***	***22%***	***33%***	***30%***	***32%***	***28%***	***23%***	**54%zu**	***32%***
Net agree	**124**	**23**	**65**	**35**	**1**	**16**	**68**	**40**	**9**	**50**	**-5**	**12**	**69**	**6**	**28**	**20**	**4**	**71**	**53**	**114**	**10**	**199**	**-75**	**109**
	12%cekl v	**14%c**	**33%zac**	***5%***	***8%***	***8%***	**14%e**	***12%***	**17%k**	**15%k**	***-28%***	***6%***	***8%***	***45%***	**33%zl**	**56%zln**	***22%***	***13%***	***12%***	***12%***	***10%***	**29%zv**	***-28%***	***11%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q25. 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

		GOR									Satisfaction with NHS		Future of NHS			Unwtd total
	Wtd. **Total (z)**	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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**60**	6	10	8	10	9	6	2	8	2	49	5	17	19	20	59
	6%i	*7%*	**9%gi**	*5%*	**19%zcefghi**	*6%*	*4%*	*2%*	**8%i**	*1%*	**7%z**	*3%*	*5%*	*7%*	*6%*	*6%*
Tend to agree	**382**	35	48	68	18	45	60	45	31	32	306	41	141	106	116	374
	38%k	*39%*	**43%h**	**45%zehi**	*35%*	*34%*	*36%*	**44%h**	*29%*	*31%*	**44%zk**	*25%*	*39%*	*38%*	*36%*	*37%*
Tend to disagree	**203**	16	18	25	2	28	35	20	26	32	126	39	76	55	66	210
	20%dj	**18%d**	**16%d**	**17%d**	*4%*	**21%d**	**21%d**	**20%d**	**24%d**	**31%zabcd**	*18%*	*23%*	*21%*	*20%*	*21%*	*21%*
Strongly disagree	**115**	11	9	15	10	18	14	13	15	8	59	42	50	13	49	114
	11%jm	*13%*	*8%*	*10%*	**19%i**	*13%*	*9%*	*13%*	*14%*	*8%*	*8%*	**25%zj**	**14%m**	*5%*	**15%zm**	*11%*
Don't know	**256**	20	27	34	12	35	50	23	26	29	161	39	75	83	69	258
	25%jl	*23%*	*24%*	*23%*	*23%*	*26%*	*30%*	*22%*	*24%*	*28%*	*23%*	*23%*	*21%*	**30%zln**	*22%*	*25%*
Agree	**442**	**41**	**58**	**76**	**27**	**54**	**66**	**48**	**39**	**34**	**355**	**46**	**157**	**125**	**135**	**433**
	44%ik	***46%***	**51%hi**	**50%hi**	**53%i**	***40%***	***40%***	***46%***	***37%***	***33%***	**51%zk**	***28%***	***44%***	***45%***	***42%***	***43%***
Disagree	**318**	**27**	**28**	**41**	**12**	**46**	**49**	**34**	**41**	**41**	**185**	**80**	**127**	**68**	**115**	**324**
	31%jm	***30%***	***25%***	***27%***	***23%***	***34%***	***30%***	***32%***	**39%b**	**39%bc**	***26%***	**49%zj**	**35%m**	***25%***	**36%zm**	***32%***
Net agree	**124**	**14**	**30**	**35**	**15**	**8**	**17**	**14**	**-2**	**-7**	**170**	**-34**	**31**	**57**	**20**	**109**
	12%ehikln	**16%ehi**	**27%zefghi**	**23%zefhi**	**30%zefghi**	**6%hi**	**10%hi**	**13%hi**	***-2%***	***-6%***	**24%zk**	***-21%***	***9%***	**21%zln**	***6%***	***11%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 147

Q25. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**60**	46	11	19	16	9	12	1	8	5	25	23	14	27	5	53	59
	6%	*6%*	*6%*	*5%*	*6%*	*6%*	*4%*	*1%*	*4%*	**16%zabcdfgh**	**11%zk**	*5%*	*8%*	*6%*	*3%*	*6%*	*6%*
Tend to agree	**382**	287	80	149	98	59	93	24	84	17	109	151	85	151	54	321	374
	38%k	*36%*	**43%af**	*38%*	**39%f**	*38%*	*33%*	*38%*	**43%af**	**49%f**	**48%zk**	*33%*	**50%zm**	*34%*	*33%*	*39%*	*37%*
Tend to disagree	**203**	161	29	84	51	29	66	17	29	5	38	110	26	104	40	161	210
	20%	**20%h**	*16%*	**21%bh**	*21%*	*19%*	**23%bh**	**27%bh**	*15%*	*14%*	*17%*	**24%zj**	*15%*	**24%zl**	*24%*	*19%*	*21%*
Strongly disagree	**115**	91	23	52	29	27	43	7	27	3	17	81	11	75	21	93	114
	11%jl	*12%*	*12%*	*13%*	*12%*	**18%zad**	**15%za**	*11%*	*14%*	*8%*	*8%*	**18%zj**	*6%*	**17%zl**	*13%*	*11%*	*11%*
Don't know	**256**	205	42	91	54	29	70	14	46	5	40	94	34	83	43	204	258
	25%jkm	**26%e**	*23%*	*23%*	*22%*	*19%*	*25%*	*22%*	*24%*	*13%*	*17%*	*20%*	*20%*	*19%*	*27%*	*25%*	*25%*
Agree	**442**	**333**	**91**	**168**	**114**	**68**	**105**	**25**	**92**	**22**	**134**	**173**	**100**	**179**	**59**	**374**	**433**
	44%fkp	**42%f**	**49%acf**	***42%***	**46%f**	***45%***	***37%***	***39%***	**47%f**	**64%zacdefgh**	**58%zk**	***38%***	**58%zm**	***40%***	***36%***	**45%zp**	***43%***
Disagree	**318**	**253**	**51**	**136**	**80**	**56**	**108**	**24**	**56**	**8**	**55**	**192**	**37**	**179**	**61**	**253**	**324**
	31%jl	***32%***	***28%***	**34%b**	***32%***	***36%***	**38%zabh**	***39%***	***29%***	***23%***	***24%***	**42%zj**	***22%***	**41%zl**	***37%***	***30%***	***32%***
Net agree	**124**	**81**	**40**	**32**	**34**	**12**	**-3**	*****	**36**	**14**	**78**	**-18**	**63**	**-1**	**-2**	**121**	**109**
	12%acfgkmp	**10%fg**	**22%zacdefg**	**8%f**	**14%cefg**	**8%fg**	*-1%*	*1%*	**18%zacefgh**	**42%zabcdefgh**	**34%zk**	*-4%*	**37%zm**	*	*-1%*	**15%zp**	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 148

Q25. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	60	25	6	36	10	22	59
	6%b	6%b	2%	6%b	5%b	5%b	6%
Tend to agree	382	163	94	219	98	166	374
	38%	41%	39%	39%	45%zb	40%	37%
Tend to disagree	203	77	57	108	45	79	210
	20%	19%	23%	19%	21%	19%	21%
Strongly disagree	115	42	25	56	21	49	114
	11%	11%	10%	10%	10%	12%	11%
Don't know	256	88	61	148	43	104	258
	25%	22%	25%d	26%d	20%	25%	25%
Agree	442	187	100	256	108	189	433
	44%	47%z	41%	45%	50%zb	45%	43%
Disagree	318	119	82	164	66	128	324
	31%	30%	34%	29%	30%	30%	32%
Net agree	124	68	18	91	42	61	109
	12%b	17%zbe	7%	16%zb	19%zb	14%b	11%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 149

Q26. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	396	194	202	48	43	153	74	77	102	131	76	87	214	95	30	58	401
	39%dk	39%	39%	32%	27%	44%zcd	50%zcdg	38%d	46%zjk	42%k	35%	33%	40%	42%	38%	34%	40%
Tend to agree	441	214	227	76	69	134	64	98	95	136	105	105	230	107	28	76	441
	43%e	43%	44%	50%e	43%	38%	43%	49%e	43%	43%	48%	40%	43%	47%	36%	45%	43%
Tend to disagree	69	34	34	13	20	21	6	9	12	22	11	23	42	9	8	9	64
	7%m	7%	7%	9%	13%zefg	6%	4%	4%	5%	7%	5%	9%	8%	4%	10%	5%	6%
Strongly disagree	25	17	8	1	8	10	1	5	3	6	4	12	14	4	3	4	25
	2%b	3%	2%	1%	5%zcf	3%	1%	2%	1%	2%	2%	5%zh	3%	2%	4%	2%	2%
Don't know	84	36	48	13	21	34	4	12	11	18	21	34	37	13	10	24	84
	8%fhm	7%	9%	8%f	13%zfg	10%f	3%	6%	5%	6%	9%	13%zhi	7%	5%	13%m	14%zlm	8%
Agree	838	408	430	124	113	287	137	175	198	267	181	191	445	202	57	134	842
	83%dkn	82%	83%	82%d	69%	82%d	93%zcde	87%zd	89%zk	85%k	83%k	73%	83%	89%zlno	74%	78%	83%
Disagree	94	51	42	14	29	31	7	13	14	28	16	35	57	14	10	13	89
	9%fm	10%	8%	9%	18%zefg	9%	5%	7%	6%	9%	7%	14%zhj	10%m	6%	13%m	8%	9%
Net agree	744	356	388	110	84	257	131	161	183	239	166	156	388	188	47	121	753
	73%dkn	72%	75%	73%d	52%	73%d	88%zcdeg	80%zde	82%zk	76%k	76%k	60%	72%n	83%zlno	60%	71%	74%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 150

Q26. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**396**	58	67	264	7	83	202	112	37	174	10	88	355	3	24	11	2	228	169	366	31	246	133	401
	39%gnu	*35%*	*34%*	**42%z**	*40%*	*40%*	**43%zg**	*34%*	**66%zk**	**53%z**	*50%*	**47%z**	**41%zn**	*24%*	*28%*	*32%*	*13%*	*41%*	*36%*	*40%*	*30%*	*36%*	**49%zu**	*40%*
Tend to agree	**441**	81	72	279	9	99	195	146	14	117	8	78	375	7	37	15	7	238	203	395	46	316	105	441
	43%bhiv	**49%b**	*37%*	*44%*	*54%*	*48%*	*41%*	*44%*	*26%*	*36%*	*41%*	**42%h**	*43%*	*53%*	*43%*	*41%*	*46%*	*43%*	*44%*	*43%*	*46%*	**46%zv**	*38%*	*43%*
Tend to disagree	**69**	6	24	37	1	11	33	25	1	18	1	7	54	1	7	5	2	33	36	60	9	54	14	64
	7%	*3%*	**12%zac**	*6%*	*6%*	*5%*	*7%*	*8%*	*2%*	*6%*	*5%*	*4%*	*6%*	*8%*	*9%*	*13%*	*12%*	*6%*	*8%*	*7%*	*9%*	**8%z**	*5%*	*6%*
Strongly disagree	**25**	5	6	14	-	2	6	17	2	3	1	5	16	-	6	3	1	11	14	22	3	13	10	25
	2%fil	*3%*	*3%*	*2%*	-	*1%*	*1%*	**5%zef**	*4%*	*1%*	*4%*	**3%l**	*2%*	-	**7%zl**	**7%l**	*7%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*
Don't know	**84**	17	27	40	-	12	39	33	1	14	-	8	64	2	12	2	4	42	41	71	13	62	12	84
	8%cikl v	*10%*	**14%zc**	*6%*	-	*6%*	*8%*	*10%*	*2%*	*4%*	-	*4%*	*7%*	*15%*	**14%l**	*6%*	*22%*	*8%*	*9%*	*8%*	*12%*	**9%v**	*4%*	*8%*
Agree	**838**	**139**	**139**	**543**	**16**	**182**	**397**	**258**	**51**	**291**	**18**	**166**	**730**	**9**	**61**	**26**	**9**	**466**	**372**	**760**	**77**	**561**	**238**	**842**
	83%bgn	**83%b**	***71%***	**86%zb**	***94%***	**88%zg**	**84%g**	***78%***	***92%***	**89%z**	***91%***	**89%z**	**85%zn**	***77%***	***71%***	***73%***	***59%***	***84%***	***80%***	***83%***	***76%***	***81%***	**87%zu**	***83%***
Disagree	**94**	**11**	**31**	**51**	**1**	**13**	**39**	**42**	**3**	**21**	**2**	**13**	**69**	**1**	**13**	**7**	**3**	**44**	**50**	**82**	**12**	**68**	**24**	**89**
	9%il	***6%***	**16%zac**	***8%***	***6%***	***6%***	***8%***	**13%zef**	***6%***	***6%***	***9%***	***7%***	***8%***	***8%***	**15%l**	**21%zl**	***19%***	***8%***	***11%***	***9%***	***11%***	***10%***	***9%***	***9%***
Net agree	**744**	**129**	**108**	**492**	**15**	**169**	**359**	**216**	**48**	**270**	**16**	**153**	**661**	**8**	**48**	**18**	**6**	**422**	**322**	**678**	**66**	**493**	**214**	**753**
	73%bgno rt	**77%b**	***55%***	**78%zb**	***88%***	**81%zg**	**76%g**	***65%***	**85%z**	**83%z**	***81%***	**82%z**	**77%zno**	***68%***	***56%***	***52%***	***40%***	**77%zr**	***69%***	**74%zt**	***65%***	***71%***	**78%zu**	***74%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q26. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	396	38	54	40	28	55	82	29	34	38	243	94	162	77	149	401
	39%cgjm	43%cg	48%zcgh	27%	54%zcghi	41%cg	50%zcghi	28%	32%	37%	35%	57%zj	45%zm	28%	47%zm	40%
Tend to agree	441	37	47	73	17	57	54	64	42	50	327	51	158	130	126	441
	43%fk	41%	42%	49%f	34%	42%	33%	61%zabdefh	40%	48%f	47%zk	31%	44%	47%	39%	43%
Tend to disagree	69	8	4	15	3	7	10	6	11	4	59	6	20	32	15	64
	7%	9%	4%	10%	5%	5%	6%	6%	10%	4%	8%zk	4%	6%	11%zln	5%	6%
Strongly disagree	25	1	2	4	-	2	3	1	11	1	19	3	6	9	9	25
	2%	1%	1%	2%	-	1%	2%	1%	11%zabcdefgi	1%	3%	2%	2%	3%	3%	2%
Don't know	84	4	6	18	3	14	16	4	7	10	53	11	13	30	20	84
	8%l	5%	5%	12%g	6%	11%	10%	4%	7%	10%	8%	7%	4%	11%l	6%	8%
Agree	838	74	101	113	45	111	136	93	76	88	570	145	320	207	274	842
	83%chm	84%	89%zch	75%	89%h	83%	82%	89%ch	72%	85%h	81%	88%zj	89%zm	75%	86%m	83%
Disagree	94	9	6	19	3	9	13	7	22	5	78	9	27	40	25	89
	9%	11%	5%	12%b	5%	7%	8%	7%	21%zbdefgi	5%	11%zk	6%	7%	15%zln	8%	9%
Net agree	744	65	95	94	42	102	123	86	54	82	492	136	293	166	250	753
	73%chjm	74%h	84%zcfh	63%	83%ch	76%ch	74%ch	82%zch	51%	80%ch	70%	82%zj	82%zm	60%	78%zm	74%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 152

Q26. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**396**	322	77	175	103	74	118	28	77	16	64	250	41	240	72	321	401
	39%jl	**41%z**	*42%*	**44%z**	*41%*	**48%z**	*41%*	*44%*	*40%*	*45%*	*28%*	**55%zj**	*24%*	**54%zl**	*44%*	*39%*	*40%*
Tend to agree	**441**	338	80	165	101	53	118	26	76	12	103	168	90	162	65	365	441
	43%ekm	**43%e**	*43%*	*42%*	*41%*	*34%*	*41%*	*41%*	*39%*	*36%*	**45%k**	*37%*	**53%zm**	*37%*	*39%*	*44%*	*43%*
Tend to disagree	**69**	52	12	23	19	12	17	5	15	1	33	16	15	14	13	54	64
	7%km	*7%*	*6%*	*6%*	*8%*	*8%*	*6%*	*8%*	*8%*	*2%*	**14%zk**	*3%*	**9%m**	*3%*	*8%*	*6%*	*6%*
Strongly disagree	**25**	21	4	6	7	5	6	1	7	1	11	7	8	10	4	19	25
	2%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	**4%c**	*2%*	**5%zk**	*2%*	*5%*	*2%*	*3%*	*2%*	*2%*
Don't know	**84**	57	11	26	19	9	26	3	18	5	19	18	16	15	9	72	84
	8%akm	*7%*	*6%*	*7%*	*8%*	*6%*	*9%*	*5%*	*9%*	*15%*	**8%k**	*4%*	**10%m**	*3%*	*6%*	*9%*	*8%*
Agree	**838**	**660**	**157**	**340**	**203**	**127**	**235**	**54**	**153**	**28**	**167**	**418**	**131**	**402**	**137**	**686**	**842**
	83%jl	***84%***	***85%***	**86%zh**	***82%***	***83%***	***83%***	***85%***	***79%***	***81%***	***73%***	**91%zj**	***77%***	**91%zl**	***84%***	***83%***	***83%***
Disagree	**94**	**73**	**16**	**30**	**26**	**17**	**23**	**6**	**23**	**2**	**43**	**23**	**23**	**24**	**17**	**73**	**89**
	9%km	***9%***	***8%***	***7%***	***10%***	***11%***	***8%***	***10%***	**12%c**	***5%***	**19%zk**	***5%***	**13%zm**	***5%***	***10%***	***9%***	***9%***
Net agree	**744**	**588**	**141**	**310**	**177**	**109**	**212**	**48**	**131**	**26**	**124**	**395**	**108**	**378**	**120**	**613**	**753**
	73%hjl	**74%h**	**77%h**	**78%zadeh**	***71%***	***71%***	**75%h**	***76%***	***67%***	***76%***	***54%***	**86%zj**	***63%***	**86%zl**	***73%***	***74%***	***74%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 153

Q26. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	396	152	100	213	94	162	401
	39%	39%	41%	38%	44%	38%	40%
Tend to agree	441	176	115	250	103	191	441
	43%	44%	48%	44%	47%	45%	43%
Tend to disagree	69	27	9	33	6	28	64
	7%bd	7%d	4%	6%d	3%	7%bd	6%
Strongly disagree	25	8	4	16	2	8	25
	2%	2%	2%	3%	1%	2%	2%
Don't know	84	33	14	55	12	32	84
	8%	8%	6%	10%d	5%	8%	8%
Agree	838	328	215	463	197	352	842
	83%	83%	89%zace	82%	91%zace	84%	83%
Disagree	94	34	13	49	8	36	89
	9%bd	9%d	6%	9%d	4%	9%d	9%
Net agree	744	294	202	414	189	316	753
	73%	74%	83%zace	73%	87%zace	75%	74%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 154

Q27. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	43	24	19	13	7	12	4	7	11	11	7	14	21	8	4	10	41
	4%	5%	4%	9%zefg	4%	4%	3%	3%	5%	4%	3%	5%	4%	3%	6%	6%	4%
Tend to agree	401	211	190	68	71	123	52	88	66	130	94	111	203	95	31	72	402
	40%eh	43%z	37%	45%	44%	35%	35%	44%e	30%	41%h	43%h	43%h	38%	42%	40%	42%	40%
Tend to disagree	280	123	156	41	41	96	49	52	74	85	63	57	153	64	17	46	278
	28%k	25%	30%	27%	25%	27%	33%	26%	33%zk	27%	29%	22%	28%	28%	22%	27%	27%
Strongly disagree	127	68	59	10	16	59	24	18	29	43	23	32	83	21	11	12	126
	13%cgo	14%	11%	7%	10%	17%zcdg	16%cg	9%	13%	14%	11%	12%	15%zmo	9%	14%	7%	12%
Don't know	164	69	95	19	28	62	19	36	43	45	30	46	79	40	14	31	168
	16%	14%	18%	13%	17%	18%	13%	18%	19%	14%	14%	18%	15%	18%	18%	18%	17%
Agree	444	235	209	81	78	135	56	94	77	141	101	125	224	103	36	82	443
	44%beh	48%zb	40%	54%zef	48%e	38%	38%	47%e	35%	45%h	46%h	48%h	42%	45%	46%	48%	44%
Disagree	406	191	216	50	57	155	73	70	103	128	86	89	235	85	28	58	404
	40%k	39%	41%	33%	35%	44%cg	49%zcdg	35%	46%zk	41%	40%	34%	44%zo	37%	36%	34%	40%
Net agree	38	44	-6	31	21	-20	-17	24	-26	13	15	37	-12	17	7	25	39
	4%befhl	9%zb	-1%	20%zef	13%zef	-6%	-11%	12%zef	-12%	4%	7%z	14%zhij	-2%	8%zl	9%z	14%zlm	4%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 155

Q27. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**43**	10	14	18	2	6	19	18	-	16	2	11	32	2	6	4	-	28	15	43	-	37	5	41
	4%cltv	*6%*	**7%c**	*3%*	*9%*	*3%*	*4%*	*5%*	-	*5%*	*12%*	*6%*	*4%*	*17%*	*7%*	*10%*	-	*5%*	*3%*	**5%zt**	-	**5%zv**	*2%*	*4%*
Tend to agree	**401**	67	87	241	6	90	178	133	16	123	4	70	338	3	31	19	11	220	181	366	35	316	75	402
	40%v	*40%*	*44%*	*38%*	*34%*	*43%*	*37%*	*40%*	*29%*	*38%*	*21%*	*38%*	*39%*	*23%*	*36%*	*55%*	*66%*	*40%*	*39%*	*40%*	*34%*	**46%zv**	*27%*	*40%*
Tend to disagree	**280**	49	36	190	3	56	144	80	24	104	5	61	244	4	21	8	1	153	127	249	30	165	101	278
	28%bu	**30%b**	*19%*	**30%zb**	*20%*	*27%*	*30%*	*24%*	**43%z**	**32%z**	*24%*	*33%*	*28%*	*33%*	*25%*	*24%*	*6%*	*28%*	*27%*	*27%*	*30%*	*24%*	**37%zu**	*27%*
Strongly disagree	**127**	21	17	86	3	17	67	43	12	49	5	25	109	2	12	2	1	77	50	114	13	60	60	126
	13%eu	*13%*	*8%*	*14%*	*18%*	*8%*	**14%e**	*13%*	**22%z**	*15%*	*25%*	*13%*	*13%*	*19%*	*14%*	*6%*	*7%*	*14%*	*11%*	*12%*	*13%*	*9%*	**22%zu**	*12%*
Don't know	**164**	19	43	99	3	38	67	59	3	34	3	20	142	1	16	2	3	74	90	141	23	113	32	168
	16%hikqv	*11%*	**22%za**	*16%*	*19%*	*18%*	*14%*	*18%*	*6%*	*10%*	*18%*	*11%*	*16%*	*8%*	*19%*	*5%*	*21%*	*13%*	**19%zq**	*15%*	*23%*	*16%*	*12%*	*17%*
Agree	**444**	**77**	**101**	**259**	**7**	**97**	**197**	**151**	**16**	**140**	**6**	**81**	**369**	**5**	**37**	**23**	**11**	**248**	**196**	**409**	**35**	**353**	**81**	**443**
	44%chtv	***46%***	**51%zc**	***41%***	***43%***	***46%***	***42%***	***45%***	***29%***	**43%h**	***33%***	**44%h**	***43%***	***40%***	***43%***	**65%zln**	***66%***	***45%***	***42%***	**45%t**	***34%***	**51%zv**	***29%***	***44%***
Disagree	**406**	**71**	**53**	**276**	**7**	**73**	**211**	**123**	**36**	**153**	**10**	**85**	**352**	**6**	**33**	**11**	**2**	**230**	**177**	**363**	**44**	**225**	**161**	**404**
	40%bu	**42%b**	***27%***	**44%zb**	***38%***	***35%***	**44%zeg**	***37%***	**65%zik**	**47%z**	***49%***	***46%***	***41%***	***52%***	***39%***	***30%***	***13%***	***42%***	***38%***	***40%***	***43%***	***33%***	**59%zu**	***40%***
Net agree	**38**	**6**	**48**	**-17**	**1**	**23**	**-13**	**28**	**-21**	**-13**	**-3**	**-4**	**17**	**-2**	**3**	**12**	**8**	**18**	**20**	**47**	**-9**	**128**	**-81**	**39**
	4%cfhiklt	***4%***	**24%zac**	***-3%***	***5%***	**11%zf**	***-3%***	**8%zf**	***-37%***	***-4%***	***-16%***	***-2%***	***2%***	***-12%***	***4%***	**35%zln**	***53%***	***3%***	***4%***	**5%zt**	***-9%***	**18%zv**	***-29%***	***4%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q27. 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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**43**	7	4	3	2	9	8	2	4	4	38	3	20	6	18	41
	4%m	*7%*	*4%*	*2%*	*5%*	*7%*	*5%*	*2%*	*4%*	*4%*	**5%z**	*2%*	**6%m**	*2%*	**6%m**	*4%*
Tend to agree	**401**	38	51	68	18	49	54	46	37	42	311	35	145	146	89	402
	40%kn	*43%*	**45%f**	**45%f**	*35%*	*36%*	*32%*	*44%*	*35%*	*41%*	**44%zk**	*21%*	**40%n**	**53%zln**	*28%*	*40%*
Tend to disagree	**280**	23	31	32	7	33	50	37	34	32	178	61	109	56	102	278
	28%djm	*26%*	*27%*	*21%*	*14%*	*25%*	**30%d**	**35%cd**	**33%cd**	**31%d**	*25%*	**37%zj**	**30%m**	*20%*	**32%zm**	*27%*
Strongly disagree	**127**	10	11	18	15	19	25	5	16	7	65	43	53	12	59	126
	13%gjm	*11%*	*10%*	*12%*	**30%zabcefgi**	**14%g**	**15%gi**	*5%*	**16%g**	*7%*	*9%*	**26%zj**	**15%m**	*4%*	**19%zm**	*12%*
Don't know	**164**	11	16	30	8	26	28	14	14	17	109	23	33	57	52	168
	16%l	*13%*	*14%*	*20%*	*16%*	*19%*	*17%*	*13%*	*13%*	*17%*	*16%*	*14%*	*9%*	**21%zl**	**16%l**	*17%*
Agree	**444**	**44**	**55**	**70**	**20**	**57**	**62**	**48**	**41**	**47**	**349**	**38**	**165**	**151**	**106**	**443**
	44%kn	***50%***	***49%***	***47%***	***40%***	***43%***	***37%***	***46%***	***39%***	***45%***	**50%zk**	***23%***	**46%n**	**55%zln**	***33%***	***44%***
Disagree	**406**	**33**	**42**	**50**	**22**	**52**	**76**	**42**	**51**	**39**	**243**	**104**	**162**	**68**	**161**	**404**
	40%jm	***37%***	***37%***	***33%***	***44%***	***38%***	**46%c**	***40%***	**48%c**	***38%***	***35%***	**63%zj**	**45%zm**	***25%***	**51%zm**	***40%***
Net agree	**38**	**12**	**13**	**21**	**-2**	**6**	**-14**	**6**	**-10**	**7**	**105**	**-66**	**2**	**83**	**-55**	**39**
	4%dfhl	**13%zdeh**	**11%zdeh**	**14%zdefh**	***-4%***	**4%d**	***-9%***	**6%d**	***-10%***	**7%zd**	**15%zk**	***-40%***	***1%***	**30%zln**	***-17%***	***4%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 157

Q27. 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**43**	39	12	21	17	12	15	4	8	3	21	10	23	10	6	36	41
	4%km	*5%*	*6%*	*5%*	**7%z**	**8%z**	*5%*	*7%*	*4%*	*9%*	**9%zk**	*2%*	**13%zm**	*2%*	*3%*	*4%*	*4%*
Tend to agree	**401**	310	74	155	90	51	107	23	72	13	127	133	99	104	62	330	402
	40%km	*39%*	*40%*	*39%*	*36%*	*34%*	*38%*	*36%*	*37%*	*38%*	**56%zk**	*29%*	**58%zm**	*24%*	*38%*	*40%*	*40%*
Tend to disagree	**280**	216	49	109	62	43	73	20	48	9	48	164	24	171	47	231	278
	28%jl	*27%*	*27%*	*27%*	*25%*	*28%*	*26%*	*32%*	*25%*	*26%*	*21%*	**36%zj**	*14%*	**39%zl**	*29%*	*28%*	*27%*
Strongly disagree	**127**	97	24	57	43	20	44	7	34	5	10	99	6	103	21	102	126
	13%jl	*12%*	*13%*	*14%*	**17%za**	*13%*	**16%a**	*11%*	**17%za**	*14%*	*5%*	**22%zj**	*4%*	**23%zl**	*13%*	*12%*	*12%*
Don't know	**164**	129	25	53	36	27	45	9	32	4	22	53	19	54	27	133	168
	16%jkm	*16%*	*14%*	*14%*	*14%*	*18%*	*16%*	*14%*	*17%*	*12%*	*9%*	*12%*	*11%*	*12%*	*17%*	*16%*	*17%*
Agree	**444**	**349**	**86**	**176**	**107**	**63**	**122**	**27**	**79**	**16**	**148**	**143**	**121**	**114**	**68**	**366**	**443**
	44%km	***44%***	***47%***	***45%***	***43%***	***41%***	***43%***	***43%***	***41%***	***48%***	**65%zk**	***31%***	**71%zm**	***26%***	***41%***	***44%***	***44%***
Disagree	**406**	**313**	**73**	**166**	**105**	**63**	**117**	**27**	**82**	**14**	**59**	**263**	**30**	**274**	**68**	**333**	**404**
	40%jl	***40%***	***40%***	***42%***	***42%***	***41%***	***41%***	***42%***	***42%***	***40%***	***26%***	**57%zj**	***18%***	**62%zl**	***42%***	***40%***	***40%***
Net agree	**38**	**36**	**13**	**11**	**2**	*****	**5**	**1**	**-3**	**3**	**90**	**-120**	**91**	**-160**	*****	**33**	**39**
	4%defhp	**5%zcdefh**	**7%zcdefh**	**3%h**	*1%*	*	**2%h**	*1%*	*-1%*	**8%defh**	**39%z**	*-26%*	**53%z**	*-36%*	*	**4%p**	*4%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 158

Q27. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	43	24	11	21	11	25	41
	4%	6%zc	5%	4%	5%	6%zc	4%
Tend to agree	401	164	83	227	75	181	402
	40%	42%bd	34%	40%	35%	43%bd	40%
Tend to disagree	280	106	80	138	69	118	278
	28%c	27%	33%zc	24%	32%c	28%	27%
Strongly disagree	127	46	30	79	37	35	126
	13%e	12%e	12%e	14%e	17%zabe	8%	12%
Don't know	164	54	38	102	25	62	168
	16%d	14%	16%d	18%ad	11%	15%	17%
Agree	**444**	**188**	**94**	**248**	**86**	**206**	**443**
	44%	**48%zbd**	**39%**	**44%**	**40%**	**49%zbcd**	**44%**
Disagree	**406**	**152**	**110**	**217**	**106**	**153**	**404**
	40%	**39%**	**45%ce**	**38%**	**49%zace**	**36%**	**40%**
Net agree	**38**	**36**	**-16**	**31**	**-19**	**52**	**39**
	4%bd	**9%zbcd**	**-7%**	**5%zbd**	**-9%**	**12%zabcd**	**4%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 159

Q28. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	52	27	25	11	7	23	3	8	6	12	11	23	26	9	8	10	51
	5%f	6%	5%	8%f	4%	6%f	2%	4%	3%	4%	5%	9%zhi	5%	4%	10%m	6%	5%
Tend to agree	419	211	208	70	79	129	57	84	77	132	101	109	218	94	30	77	418
	41%eh	43%	40%	46%	48%e	37%	38%	42%	34%	42%	47%h	42%	41%	41%	39%	45%	41%
Tend to disagree	253	127	126	24	33	92	45	60	69	74	55	55	142	65	19	27	260
	25%co	26%	24%	16%	20%	26%c	30%c	30%zcd	31%zk	24%	25%	21%	26%o	29%o	24%	16%	26%
Strongly disagree	114	49	65	11	9	50	24	19	35	38	18	23	67	25	7	16	114
	11%d	10%	13%	7%	5%	14%zd	16%cd	10%	16%zjk	12%	8%	9%	12%	11%	9%	9%	11%
Don't know	176	80	96	35	35	57	20	29	36	58	32	51	85	35	15	42	172
	17%	16%	19%	23%	21%	16%	14%	15%	16%	19%	15%	19%	16%	15%	19%	24%zlm	17%
Agree	471	239	232	81	86	152	60	92	83	144	112	132	245	102	38	86	469
	46%h	48%	45%	54%f	53%ef	43%	40%	46%	37%	46%	52%h	51%h	45%	45%	48%	51%	46%
Disagree	368	176	191	35	42	143	68	79	104	112	74	78	209	90	26	43	374
	36%cdko	36%	37%	23%	26%	41%zcd	46%zcd	39%cd	47%zijk	36%	34%	30%	39%o	40%o	33%	25%	37%
Net agree	104	63	41	47	44	9	-9	13	-21	32	39	54	36	12	12	44	95
	10%befghlm	13%zb	8%	31%zefg	27%zefg	3%f	-6%	7%ef	-9%	10%h	18%zhi	21%zhi	7%	5%	15%lm	26%zlm	9%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q28. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**52**	13	17	22	-	6	26	20	2	21	4	14	38	1	5	7	1	31	21	49	3	49	2	51
	5%celv	**8%c**	**9%zc**	*3%*	-	*3%*	*6%*	*6%*	*4%*	*7%*	*20%*	*7%*	*4%*	*7%*	*6%*	**21%zln**	*6%*	*6%*	*5%*	*5%*	*3%*	**7%zv**	*1%*	*5%*
Tend to agree	**419**	83	86	244	7	89	188	141	15	131	7	79	362	4	31	15	5	227	192	376	43	324	81	418
	41%chv	**50%zc**	*44%*	*38%*	*40%*	*43%*	*40%*	*43%*	*27%*	*40%*	*36%*	**42%h**	*42%*	*33%*	*36%*	*44%*	*34%*	*41%*	*41%*	*41%*	*42%*	**47%zv**	*30%*	*41%*
Tend to disagree	**253**	36	33	178	6	60	114	79	19	82	5	53	224	1	16	11	1	146	107	228	25	157	82	260
	25%bu	*22%*	*17%*	**28%zb**	*35%*	*29%*	*24%*	*24%*	*34%*	*25%*	*25%*	*29%*	*26%*	*11%*	*19%*	*30%*	*8%*	*26%*	*23%*	*25%*	*25%*	*23%*	**30%zu**	*26%*
Strongly disagree	**114**	11	18	81	4	19	63	32	16	45	1	21	97	2	12	-	2	67	47	109	5	47	66	114
	11%aotu	*6%*	*9%*	**13%za**	*25%*	*9%*	*13%*	*10%*	**28%zik**	*14%*	*5%*	*11%*	**11%o**	*19%*	**14%o**	-	*13%*	*12%*	*10%*	**12%zt**	*5%*	*7%*	**24%zu**	*11%*
Don't know	**176**	24	43	109	-	34	83	60	4	46	3	19	144	4	21	2	6	81	96	151	26	114	42	172
	17%hkoqs	*14%*	*22%*	*17%*	-	*16%*	*17%*	*18%*	*7%*	*14%*	*14%*	*10%*	*17%*	*30%*	**24%o**	*5%*	*40%*	*15%*	**21%zq**	*16%*	**25%zs**	*17%*	*16%*	*17%*
Agree	**471**	**96**	**103**	**266**	**7**	**95**	**214**	**162**	**17**	**153**	**11**	**93**	**400**	**5**	**36**	**23**	**6**	**258**	**213**	**425**	**46**	**373**	**83**	**469**
	46%chv	**57%zc**	**52%c**	***42%***	***40%***	***46%***	***45%***	***49%***	***31%***	**47%h**	***56%***	**50%h**	***46%***	***40%***	***43%***	**65%zln**	***39%***	***47%***	***46%***	***47%***	***45%***	**54%zv**	***30%***	***46%***
Disagree	**368**	**47**	**50**	**260**	**10**	**79**	**177**	**111**	**34**	**127**	**6**	**75**	**320**	**4**	**29**	**11**	**3**	**213**	**154**	**337**	**30**	**203**	**148**	**374**
	36%abu	***28%***	***26%***	**41%zab**	***60%***	***38%***	***37%***	***33%***	**62%zik**	***39%***	***30%***	***40%***	***37%***	***30%***	***33%***	***30%***	***21%***	***39%***	***33%***	***37%***	***30%***	***29%***	**54%zu**	***37%***
Net agree	**104**	**49**	**52**	**6**	**-3**	**16**	**37**	**51**	**-17**	**26**	**5**	**18**	**80**	**1**	**8**	**12**	**3**	**45**	**59**	**88**	**16**	**170**	**-65**	**95**
	10%cfhlqv	**29%zc**	**27%zc**	***1%***	***-20%***	***8%***	***8%***	**15%zef**	***-30%***	**8%h**	***25%***	**10%h**	***9%***	***10%***	***9%***	**34%zln**	***19%***	***8%***	**13%zq**	***10%***	***15%***	**25%zv**	***-24%***	***9%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q28. 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

		GOR									Satisfaction with NHS		Future of NHS			Unwtd total
	Wtd. **Total (z)**	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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**52**	4	5	11	12	5	7	3	5	1	44	5	18	12	22	51
	5%i	*4%*	*4%*	**7%i**	**23%zabcefghi**	*4%*	*4%*	*3%*	*4%*	*1%*	**6%z**	*3%*	*5%*	*4%*	*7%*	*5%*
Tend to agree	**419**	37	50	62	16	49	62	54	40	49	321	48	155	126	120	418
	41%k	*42%*	*45%*	*41%*	*31%*	*36%*	*38%*	**52%zdef**	*38%*	**48%d**	**46%zk**	*29%*	*43%*	*45%*	*37%*	*41%*
Tend to disagree	**253**	21	31	29	6	42	42	28	31	23	167	47	102	59	84	260
	25%d	*24%*	**28%d**	*19%*	*11%*	**31%cd**	**25%d**	**27%d**	**29%d**	*22%*	*24%*	*29%*	*28%*	*21%*	*26%*	*26%*
Strongly disagree	**114**	9	10	17	8	13	23	7	16	12	49	46	44	16	52	114
	11%jm	*10%*	*9%*	*11%*	*15%*	*9%*	*14%*	*6%*	**15%g**	*12%*	*7%*	**28%zj**	**12%m**	*6%*	**16%zm**	*11%*
Don't know	**176**	17	16	31	10	26	31	12	14	19	120	19	42	64	42	172
	17%kln	*20%*	*14%*	*21%*	*20%*	*19%*	*19%*	*11%*	*13%*	*18%*	*17%*	*12%*	*12%*	**23%zln**	*13%*	*17%*
Agree	**471**	**41**	**55**	**73**	**27**	**54**	**70**	**57**	**44**	**50**	**365**	**53**	**173**	**138**	**141**	**469**
	46%k	***46%***	***49%***	***49%***	***53%***	***40%***	***42%***	**55%e**	***42%***	***49%***	**52%zk**	***32%***	***48%***	***50%***	***44%***	***46%***
Disagree	**368**	**30**	**42**	**46**	**14**	**55**	**64**	**35**	**47**	**35**	**216**	**93**	**145**	**75**	**136**	**374**
	36%jm	***34%***	***37%***	***31%***	***27%***	***41%***	***39%***	***34%***	**45%cd**	***33%***	***31%***	**56%zj**	**40%zm**	***27%***	**43%zm**	***37%***
Net agree	**104**	**10**	**13**	**27**	**14**	**-1**	**5**	**22**	**-3**	**16**	**149**	**-40**	**27**	**63**	**5**	**95**
	10%efhkln	**12%efh**	**12%efh**	**18%zefh**	**27%zabefh**	***-1%***	**3%eh**	**21%zefh**	***-3%***	**15%efh**	**21%zk**	***-24%***	**8%n**	**23%zln**	***2%***	***9%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q28. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**52**	40	16	23	16	12	12	3	9	2	19	21	15	26	4	48	51
	5%	*5%*	**9%zafh**	*6%*	*6%*	*8%*	*4%*	*5%*	*4%*	*5%*	**8%zk**	*5%*	**9%z**	*6%*	*3%*	*6%*	*5%*
Tend to agree	**419**	323	80	161	103	62	118	32	75	18	116	178	88	166	62	347	418
	41%m	*41%*	*43%*	*41%*	*41%*	*40%*	*42%*	*51%*	*39%*	*54%*	**51%zk**	*39%*	**51%zm**	*38%*	*38%*	*42%*	*41%*
Tend to disagree	**253**	204	47	111	61	43	77	11	53	8	51	121	36	121	40	206	260
	25%	*26%*	*26%*	*28%*	*25%*	*28%*	*27%*	*18%*	*27%*	*22%*	*22%*	*26%*	*21%*	*27%*	*25%*	*25%*	*26%*
Strongly disagree	**114**	93	21	49	31	15	41	6	23	5	17	79	12	70	20	93	114
	11%j	*12%*	*11%*	*12%*	*12%*	*9%*	*14%*	*10%*	*12%*	*13%*	*7%*	**17%zj**	*7%*	**16%zl**	*12%*	*11%*	*11%*
Don't know	**176**	130	20	51	38	22	36	10	34	2	25	60	20	58	36	137	172
	17%bcfjklm	**16%bcf**	*11%*	*13%*	*15%*	*15%*	*13%*	*15%*	**18%b**	*6%*	*11%*	*13%*	*12%*	*13%*	*22%*	*16%*	*17%*
Agree	**471**	**363**	**96**	**184**	**119**	**74**	**130**	**36**	**84**	**20**	**136**	**199**	**103**	**192**	**67**	**395**	**469**
	46%	***46%***	**52%h**	***47%***	***48%***	***48%***	***46%***	**57%h**	***43%***	***58%***	**59%zk**	***43%***	**60%zm**	***43%***	***41%***	***48%***	***46%***
Disagree	**368**	**297**	**68**	**160**	**92**	**57**	**118**	**18**	**76**	**12**	**68**	**200**	**48**	**191**	**61**	**299**	**374**
	36%jl	***38%***	***37%***	**41%zg**	***37%***	***37%***	**41%zg**	***28%***	***39%***	***36%***	***30%***	**44%zj**	***28%***	**43%zl**	***37%***	***36%***	***37%***
Net agree	**104**	**66**	**28**	**24**	**27**	**16**	**12**	**18**	**8**	**8**	**68**	**-1**	**54**	*****	**6**	**96**	**95**
	10%acfhkmp	**8%cfh**	**15%zacfh**	*6%*	**11%cfh**	**11%cfh**	*4%*	**29%zabcdefh**	*4%*	**23%zacdfh**	**30%zk**	*	**32%zm**	*	*4%*	**12%zp**	*9%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 163

Q28. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	52	23	10	31	13	17	51
	5%	6%e	4%	6%	6%	4%	5%
Tend to agree	419	177	95	236	94	180	418
	41%	45%	39%	41%	43%	43%	41%
Tend to disagree	253	95	74	134	53	118	260
	25%	24%	30%zcd	24%	24%	28%ac	26%
Strongly disagree	114	40	27	58	23	43	114
	11%	10%	11%	10%	11%	10%	11%
Don't know	176	60	37	108	34	63	172
	17%	15%	15%	19%ae	16%	15%	17%
Agree	471	200	105	267	106	197	469
	46%	51%zbe	43%	47%	49%	47%	46%
Disagree	368	134	101	193	76	161	374
	36%	34%	42%acd	34%	35%	38%a	37%
Net agree	104	66	4	74	30	35	95
	10%b	17%zbce	2%	13%zbe	14%be	8%b	9%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 164

Q29. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	85	45	40	12	15	33	12	13	22	28	15	20	56	14	6	9	81
	8%	9%	8%	8%	9%	9%	8%	6%	10%	9%	7%	8%	10%zm	6%	8%	5%	8%
Tend to agree	377	191	186	59	69	119	56	75	75	131	85	86	186	89	31	72	376
	37%	39%	36%	39%	42%	34%	38%	38%	34%	42%zk	39%	33%	34%	39%	40%	42%	37%
Tend to disagree	288	148	140	40	41	109	39	58	64	74	68	81	161	64	17	45	291
	28%i	30%	27%	26%	25%	31%	26%	29%	29%	24%	31%	31%i	30%	28%	22%	26%	29%
Strongly disagree	179	77	102	30	23	65	28	33	44	58	31	46	97	37	16	29	179
	18%	16%	20%	20%	14%	19%	19%	16%	20%	19%	14%	18%	18%	16%	21%	17%	18%
Don't know	86	35	52	10	15	26	14	22	19	22	18	27	39	24	7	17	88
	9%	7%	10%	7%	9%	7%	9%	11%	8%	7%	8%	10%	7%	10%	9%	10%	9%
Agree	462	235	226	71	84	152	67	88	97	159	100	106	242	103	37	81	457
	45%	48%	44%	47%	52%	43%	45%	44%	43%	51%zk	46%	41%	45%	45%	48%	47%	45%
Disagree	467	225	242	70	64	174	67	91	108	132	100	127	258	102	33	74	470
	46%	45%	47%	46%	39%	49%d	45%	45%	48%	42%	46%	49%	48%	45%	43%	43%	46%
Net agree	-5	11	-16	1	20	-22	*	-3	-11	27	*	-21	-17	1	4	7	-13
	-1%	2%z	-3%	1%	12%zcfg	-6%	*	-2%	-5%	9%zhjk	*	-8%	-3%	*	5%m	4%zm	-1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 165

Q29. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**85**	11	28	46	-	15	46	24	6	37	4	18	61	2	14	5	2	50	35	76	8	67	16	81
	8%l	*6%*	**14%zac**	*7%*	-	*7%*	*10%*	*7%*	*10%*	**11%z**	*23%*	*10%*	*7%*	*17%*	**17%zl**	*15%*	*15%*	*9%*	*8%*	*8%*	*8%*	**10%z**	*6%*	*8%*
Tend to agree	**377**	65	67	239	6	80	176	121	18	112	5	72	324	3	26	14	9	190	187	332	46	262	97	376
	37%	*39%*	*34%*	*38%*	*36%*	*38%*	*37%*	*36%*	*33%*	*34%*	*26%*	*39%*	*38%*	*27%*	*30%*	*41%*	*58%*	*34%*	*40%*	*36%*	*45%*	*38%*	*36%*	*37%*
Tend to disagree	**288**	49	38	195	6	61	126	101	15	96	6	43	258	4	18	7	-	168	120	265	23	202	75	291
	28%b	**29%b**	*19%*	**31%zb**	*35%*	*29%*	*27%*	*30%*	*27%*	*30%*	*30%*	*23%*	**30%z**	*33%*	*21%*	*20%*	-	*30%*	*26%*	*29%*	*22%*	*29%*	*27%*	*29%*
Strongly disagree	**179**	29	40	108	3	29	85	65	12	63	2	33	148	3	18	7	2	101	78	163	16	102	74	179
	18%u	*17%*	*20%*	*17%*	*15%*	*14%*	*18%*	*19%*	*22%*	*19%*	*10%*	*18%*	*17%*	*22%*	*21%*	*20%*	*14%*	*18%*	*17%*	*18%*	*15%*	*15%*	**27%zu**	*18%*
Don't know	**86**	13	24	47	2	23	42	22	5	18	2	20	73	-	10	2	2	43	43	77	9	58	11	88
	9%iv	*8%*	**12%c**	*7%*	*14%*	*11%*	*9%*	*7%*	*8%*	*6%*	*11%*	**11%l**	*8%*	-	*11%*	*5%*	*13%*	*8%*	*9%*	*8%*	*9%*	**8%v**	*4%*	*9%*
Agree	**462**	**76**	**95**	**285**	**6**	**95**	**222**	**145**	**24**	**149**	**9**	**91**	**385**	**5**	**40**	**19**	**12**	**240**	**222**	**408**	**54**	**329**	**113**	**457**
	45%	***46%***	***48%***	***45%***	***36%***	***46%***	***47%***	***44%***	***43%***	***46%***	***49%***	***49%***	***45%***	***44%***	***47%***	***55%***	***73%***	***44%***	***48%***	***45%***	***53%***	**48%z**	***41%***	***45%***
Disagree	**467**	**78**	**78**	**303**	**9**	**90**	**211**	**165**	**27**	**159**	**8**	**76**	**406**	**7**	**36**	**14**	**2**	**268**	**199**	**428**	**39**	**304**	**149**	**470**
	46%	***47%***	***40%***	***48%***	***50%***	***43%***	***45%***	***50%***	***49%***	**49%k**	***40%***	***41%***	***47%***	***56%***	***42%***	***40%***	***14%***	***49%***	***43%***	***47%***	***38%***	***44%***	**54%zu**	***46%***
Net agree	**-5**	**-2**	**17**	**-18**	**-2**	**5**	**10**	**-21**	**-3**	**-11**	**2**	**15**	**-21**	**-1**	**4**	**5**	**10**	**-28**	**23**	**-21**	**15**	**26**	**-36**	**-13**
	-1%	***-1%***	**9%za**	***-3%***	***-14%***	**2%z**	**2%z**	***-6%***	***-6%***	***-3%***	***9%***	**8%zhi**	***-2%***	***-11%***	***5%***	**15%z**	***59%***	***-5%***	**5%z**	***-2%***	**15%z**	**4%z**	***-13%***	***-1%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 166

Q29. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	85	18	9	9	4	7	15	4	13	5	62	12	27	23	30	81
	8%	20%zbcefgi	*8%*	*6%*	*8%*	*5%*	*9%*	*4%*	12%g	*5%*	*9%*	*7%*	*7%*	*8%*	*9%*	*8%*
Tend to agree	377	28	45	67	21	44	64	33	45	31	262	55	130	128	101	376
	37%n	*31%*	*40%*	45%zegi	*41%*	*33%*	*39%*	*31%*	*42%*	*30%*	*37%*	*33%*	*36%*	46%zln	*32%*	*37%*
Tend to disagree	288	18	32	34	5	49	41	47	29	32	208	40	110	70	94	291
	28%d	*20%*	29%d	23%d	*9%*	36%zacdf	25%d	45%zabcdfhi	28%d	31%d	*30%*	*24%*	*31%*	*25%*	*30%*	*29%*
Strongly disagree	179	16	16	28	14	20	25	16	14	30	113	43	65	29	77	179
	18%m	*18%*	*14%*	*18%*	28%beh	*15%*	*15%*	*16%*	*13%*	29%zbcefgh	*16%*	26%zj	18%m	*10%*	24%zm	*18%*
Don't know	86	9	11	12	7	14	20	5	5	5	56	16	27	27	17	88
	9%n	*10%*	*10%*	*8%*	14%ghi	*10%*	12%hi	*4%*	*4%*	*5%*	*8%*	*10%*	*8%*	*10%*	*5%*	*9%*
Agree	**462**	**46**	**54**	**77**	**25**	**52**	**80**	**36**	**58**	**36**	**325**	**67**	**157**	**151**	**131**	**457**
	45%gi	**52%gi**	**48%i**	**51%egi**	***49%***	***38%***	**48%gi**	***35%***	**55%egi**	***35%***	***46%***	***41%***	***44%***	**55%zln**	***41%***	***45%***
Disagree	**467**	**34**	**48**	**62**	**19**	**69**	**66**	**63**	**43**	**63**	**321**	**82**	**176**	**99**	**171**	**470**
	46%m	***39%***	***43%***	***41%***	***38%***	***51%***	***40%***	**61%zabcdfh**	***41%***	**61%zabcdfh**	***46%***	***50%***	**49%m**	***36%***	**53%zm**	***46%***
Net agree	**-5**	**11**	**6**	**15**	**6**	**-17**	**13**	**-27**	**15**	**-27**	**3**	**-15**	**-19**	**52**	**-40**	**-13**
	-1%	**13%z**	**5%z**	**10%z**	**11%z**	*-13%*	**8%z**	*-26%*	**14%zb**	*-26%*	*	*-9%*	*-5%*	**19%zln**	*-12%*	*-1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 167

Q29. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**85**	65	20	36	24	16	22	12	15	4	28	41	30	28	12	73	81
	8%m	*8%*	*11%*	*9%*	*10%*	*10%*	*8%*	**19%zacdfh**	*8%*	*10%*	**12%z**	*9%*	**18%zm**	*6%*	*7%*	*9%*	*8%*
Tend to agree	**377**	291	58	134	83	51	102	24	66	14	106	146	80	127	60	306	376
	37%km	*37%*	*32%*	*34%*	*33%*	*33%*	*36%*	*38%*	*34%*	*39%*	**47%zk**	*32%*	**47%zm**	*29%*	*37%*	*37%*	*37%*
Tend to disagree	**288**	225	58	115	78	48	86	13	66	6	57	133	31	141	44	235	291
	28%l	*29%*	*32%*	*29%*	*32%*	*31%*	*30%*	*21%*	**34%gi**	*18%*	*25%*	*29%*	*18%*	**32%zl**	*27%*	*28%*	*29%*
Strongly disagree	**179**	143	37	76	48	24	51	10	38	10	20	118	14	123	34	145	179
	18%jl	*18%*	*20%*	*19%*	*19%*	*15%*	*18%*	*16%*	*20%*	*28%*	*9%*	**26%zj**	*8%*	**28%zl**	*21%*	*18%*	*18%*
Don't know	**86**	66	11	34	16	14	23	4	10	2	17	22	15	22	14	72	88
	9%km	*8%*	*6%*	*9%*	*6%*	*9%*	*8%*	*6%*	*5%*	*5%*	*7%*	*5%*	*9%*	*5%*	*8%*	*9%*	*9%*
Agree	**462**	**356**	**78**	**170**	**107**	**67**	**124**	**36**	**81**	**17**	**134**	**187**	**110**	**155**	**72**	**379**	**457**
	45%km	***45%***	***42%***	***43%***	***43%***	***44%***	***44%***	**57%bcdefh**	***42%***	***50%***	**59%zk**	***41%***	**65%zm**	***35%***	***44%***	***46%***	***45%***
Disagree	**467**	**369**	**95**	**191**	**126**	**72**	**137**	**23**	**103**	**16**	**78**	**250**	**45**	**264**	**78**	**380**	**470**
	46%jl	***47%***	**51%g**	***48%***	**51%g**	***47%***	***48%***	***37%***	**53%zg**	***45%***	***34%***	**55%zj**	***26%***	**60%zl**	***48%***	***46%***	***46%***
Net agree	**-5**	**-13**	**-17**	**-21**	**-19**	**-5**	**-13**	**13**	**-23**	**1**	**56**	**-63**	**66**	**-109**	**-6**	**-1**	**-13**
	-1%	*-2%*	*-9%*	*-5%*	*-8%*	*-3%*	*-5%*	**20%zaei**	*-12%*	*4%*	**25%z**	*-14%*	**38%z**	*-25%*	*-4%*	*	*-1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 168

Q29. 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

		Newspaper readership					Unwtd total
	Wtd. **Total** (z)	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**85**	28	26	40	20	36	81
	8%	*7%*	*11%*	*7%*	*9%*	*9%*	*8%*
Tend to agree	**377**	146	95	210	67	173	376
	37%d	*37%*	**39%d**	*37%*	*31%*	**41%zad**	*37%*
Tend to disagree	**288**	124	57	151	62	123	291
	28%	**31%bc**	*23%*	*27%*	*28%*	**29%b**	*29%*
Strongly disagree	**179**	67	47	105	49	61	179
	18%e	**17%e**	**19%e**	**18%e**	**22%zae**	*15%*	*18%*
Don't know	**86**	30	17	62	19	27	88
	9%e	*8%*	*7%*	**11%zae**	*9%*	*6%*	*9%*
Agree	**462**	**174**	**121**	**250**	**88**	**209**	**457**
	45%	***44%***	**50%d**	***44%***	***40%***	**50%zacd**	***45%***
Disagree	**467**	**191**	**104**	**256**	**110**	**185**	**470**
	46%	**48%e**	***43%***	***45%***	**51%b**	***44%***	***46%***
Net agree	**-5**	**-17**	**17**	**-6**	**-23**	**24**	**-13**
	-1%	***-4%***	**7%zc**	***-1%***	***-11%***	**6%zacd**	***-1%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 169

Q30. 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: 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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	205	101	104	29	31	67	26	52	34	60	51	60	92	56	22	34	209
	20%hl	20%	20%	19%	19%	19%	18%	26%z	15%	19%	23%h	23%h	17%	25%zl	29%l	20%	21%
Tend to agree	541	273	268	92	81	166	85	116	116	179	119	127	280	128	31	102	541
	53%en	55%	52%	61%e	50%	47%	58%e	58%e	52%	57%k	55%	49%	52%n	56%n	40%	60%n	53%
Tend to disagree	158	65	92	16	27	67	28	20	51	43	26	38	98	29	11	20	156
	16%ag	13%	18%a	10%	17%	19%zcg	19%g	10%	23%zijk	14%	12%	14%	18%z	13%	14%	12%	15%
Strongly disagree	71	36	34	9	13	38	2	7	15	22	15	19	46	7	8	10	68
	7%fgm	7%	7%	6%f	8%fg	11%zfg	1%	3%	7%	7%	7%	7%	9%m	3%	10%m	6%	7%
Don't know	41	19	21	5	10	13	6	6	7	10	7	18	23	8	6	5	41
	4%	4%	4%	4%	6%	4%	4%	3%	3%	3%	3%	7%zi	4%	3%	8%	3%	4%
Agree	746	374	372	121	112	234	111	168	150	239	170	187	372	184	53	136	750
	73%ehl	76%	72%	80%e	69%	66%	75%	84%zdef	67%	76%h	78%h	72%	69%	81%zln	69%	80%l	74%
Disagree	228	102	127	25	40	105	30	27	67	65	41	56	144	36	18	30	224
	23%gm	21%	24%	17%	25%g	30%zcfg	20%	13%	30%zijk	21%	19%	22%	27%zmo	16%	24%	18%	22%
Net agree	517	272	245	96	72	129	81	141	83	174	129	130	228	148	35	106	526
	51%behl	55%zb	47%	63%zde	44%	37%	55%e	70%zdef	37%	56%h	59%zhk	50%h	42%	65%zln	45%	62%zln	52%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 170

Q30. 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**205**	42	47	113	2	47	89	68	7	66	4	33	174	2	13	8	7	109	95	192	12	156	43	209
	20%ctv	**25%c**	*24%*	*18%*	*14%*	*23%*	*19%*	*21%*	*12%*	*20%*	*21%*	*18%*	*20%*	*18%*	*15%*	*23%*	*44%*	*20%*	*21%*	**21%zt**	*12%*	**23%zv**	*16%*	*21%*
Tend to agree	**541**	87	97	346	11	124	255	161	25	168	10	96	472	8	39	16	6	290	251	479	62	383	129	541
	53%gv	*52%*	*49%*	*55%*	*61%*	**60%zg**	*54%*	*49%*	*45%*	*52%*	*51%*	*52%*	**55%z**	*68%*	*45%*	*45%*	*35%*	*53%*	*54%*	*52%*	*61%*	**55%v**	*47%*	*53%*
Tend to disagree	**158**	23	22	110	3	26	72	60	14	56	2	31	136	1	14	6	1	89	69	143	15	87	63	156
	16%u	*14%*	*11%*	**17%z**	*19%*	*12%*	*15%*	*18%*	**26%z**	*17%*	*12%*	*16%*	*16%*	*7%*	*16%*	*16%*	*6%*	*16%*	*15%*	*16%*	*15%*	*13%*	**23%zu**	*15%*
Strongly disagree	**71**	10	19	41	1	5	34	31	8	23	2	19	50	1	15	3	1	43	27	67	3	40	29	68
	7%elu	*6%*	*9%*	*6%*	*6%*	*2%*	**7%e**	**9%ze**	**14%z**	*7%*	*11%*	*10%*	*6%*	*7%*	**18%zl**	*7%*	*7%*	*8%*	*6%*	*7%*	*3%*	*6%*	**11%zu**	*7%*
Don't know	**41**	5	12	24	-	6	24	11	2	13	1	7	32	-	5	3	1	20	21	32	9	25	9	41
	4%s	*3%*	*6%*	*4%*	-	*3%*	*5%*	*3%*	*3%*	*4%*	*5%*	*4%*	*4%*	-	*6%*	*8%*	*8%*	*4%*	*5%*	*4%*	**9%zs**	*4%*	*3%*	*4%*
Agree	**746**	**129**	**144**	**459**	**13**	**172**	**344**	**230**	**32**	**234**	**14**	**130**	**647**	**11**	**52**	**24**	**13**	**400**	**346**	**671**	**75**	**539**	**172**	**750**
	73%ghnv	***78%***	***73%***	***72%***	***75%***	**83%zfq**	***73%***	***69%***	***57%***	**72%h**	***72%***	***69%***	**75%zn**	***86%***	***60%***	***68%***	***79%***	***72%***	***75%***	***73%***	***73%***	**78%zv**	***63%***	***74%***
Disagree	**228**	**32**	**41**	**151**	**4**	**31**	**106**	**92**	**22**	**79**	**5**	**50**	**185**	**2**	**29**	**8**	**2**	**132**	**96**	**210**	**18**	**127**	**93**	**224**
	23%eu	***19%***	***21%***	***24%***	***25%***	***15%***	**22%e**	**28%ze**	**40%zi**	***24%***	***23%***	***27%***	***21%***	***14%***	**34%zl**	***24%***	***13%***	***24%***	***21%***	***23%***	***18%***	***18%***	**34%zu**	***22%***
Net agree	**517**	**97**	**103**	**308**	**9**	**141**	**238**	**138**	**10**	**155**	**9**	**80**	**461**	**9**	**23**	**16**	**11**	**267**	**250**	**461**	**56**	**412**	**79**	**526**
	51%cghknv	**58%zc**	***53%***	***49%***	***50%***	**68%zfg**	**50%g**	***42%***	***17%***	**47%h**	***49%***	**43%h**	**53%zn**	***73%***	***26%***	***45%***	***66%***	***48%***	***54%***	***50%***	***56%***	**60%zv**	***29%***	***52%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 171

Q30. 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	205	21	27	31	15	23	32	17	20	18	158	30	73	62	58	209
	20%	24%	24%	21%	30%	17%	19%	17%	19%	17%	23%z	18%	20%	22%	18%	21%
Tend to agree	541	50	55	80	19	76	83	63	46	68	373	74	191	156	163	541
	53%dhk	57%d	48%	53%	37%	57%d	50%	61%dh	44%	66%zbcdfh	53%	45%	53%	56%	51%	53%
Tend to disagree	158	11	19	18	6	15	33	17	25	13	97	36	55	39	58	156
	16%j	12%	17%	12%	12%	11%	20%e	16%	23%zcei	12%	14%	22%zj	15%	14%	18%	15%
Strongly disagree	71	6	8	14	8	7	11	4	10	2	43	19	30	10	30	68
	7%im	7%	7%i	9%i	15%zegi	5%	6%	4%	10%i	2%	6%	11%zj	8%m	3%	9%m	7%
Don't know	41	-	4	7	3	13	6	2	4	3	31	5	10	11	11	41
	4%	-	3%	4%	6%a	9%zabfgj	4%	2%	4%	2%	4%	3%	3%	4%	3%	4%
Agree	746	71	81	111	34	100	115	81	66	86	531	105	264	217	221	750
	73%hkn	81%h	72%	74%	67%	74%	70%	77%h	63%	83%zbdfh	76%zk	63%	73%	79%zn	69%	74%
Disagree	228	17	28	32	14	22	44	21	35	15	140	55	85	49	88	224
	23%ijm	19%	25%i	21%	28%	17%	27%ei	21%	33%zacei	14%	20%	33%zj	24%	18%	27%zm	22%
Net agree	517	54	54	79	20	77	71	59	32	71	392	50	179	169	134	526
	51%fhkn	61%dfh	48%h	53%h	39%	57%dfh	43%h	57%fh	30%	69%zbcdfh	56%zk	30%	50%n	61%zln	42%	52%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 172

Q30. 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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**205**	176	40	78	53	33	57	19	25	9	59	85	48	70	29	173	209
	20%hm	**22%zh**	**22%h**	**20%h**	**21%h**	**21%h**	**20%h**	**30%h**	*13%*	**26%h**	**26%zk**	*19%*	**28%zm**	*16%*	*18%*	*21%*	*21%*
Tend to agree	**541**	409	85	208	123	81	150	21	107	17	121	229	93	222	91	438	541
	53%bg	**52%g**	**46%g**	**53%g**	**49%g**	**53%g**	**53%g**	*33%*	**55%bg**	*49%*	*53%*	*50%*	*55%*	*50%*	*56%*	*53%*	*53%*
Tend to disagree	**158**	119	38	67	44	27	40	17	34	4	28	92	18	97	26	129	156
	16%l	*15%*	**20%zaf**	*17%*	*18%*	*18%*	*14%*	**26%zaf**	*17%*	*13%*	*12%*	**20%zj**	*10%*	**22%zl**	*16%*	*15%*	*15%*
Strongly disagree	**71**	58	13	31	22	11	31	5	24	3	14	44	6	44	13	58	68
	7%l	*7%*	*7%*	*8%*	*9%*	*7%*	**11%za**	*8%*	**12%zabc**	*7%*	*6%*	**10%z**	*3%*	**10%zl**	*8%*	*7%*	*7%*
Don't know	**41**	28	9	12	6	2	6	2	5	1	6	8	6	8	5	34	41
	4%ekm	*4%*	*5%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*4%*	*2%*	*3%*	*4%*	*4%*
Agree	**746**	**585**	**125**	**286**	**176**	**113**	**206**	**39**	**132**	**26**	**180**	**315**	**141**	**292**	**120**	**611**	**750**
	73%gkm	**74%bgh**	***68%***	***72%***	***71%***	***74%***	***73%***	***62%***	***68%***	***76%***	**79%zk**	***69%***	**83%zm**	***66%***	***73%***	***73%***	***74%***
Disagree	**228**	**177**	**50**	**97**	**66**	**38**	**71**	**22**	**57**	**7**	**42**	**136**	**23**	**141**	**39**	**186**	**224**
	23%l	***22%***	***27%***	***25%***	***27%***	***25%***	***25%***	**35%za**	**29%za**	***20%***	***19%***	**30%zj**	***14%***	**32%zl**	***24%***	***22%***	***22%***
Net agree	**517**	**408**	**75**	**188**	**110**	**75**	**135**	**17**	**75**	**19**	**138**	**179**	**118**	**151**	**81**	**424**	**526**
	51%bdghkm	**52%bcdgh**	***41%***	**48%bgh**	**44%g**	**49%gh**	**47%gh**	***28%***	***39%***	**55%g**	**60%zk**	***39%***	**69%zm**	***34%***	***49%***	***51%***	***52%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 173

Q30. 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)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	205	86	36	124	40	83	209
	20%b	22%b	15%	22%b	18%	20%b	21%
Tend to agree	541	219	137	302	113	245	541
	53%	56%	57%	53%	52%	58%zc	53%
Tend to disagree	158	50	48	78	39	58	156
	16%a	13%	20%zace	14%	18%a	14%	15%
Strongly disagree	71	25	13	36	17	18	68
	7%e	6%e	5%	6%	8%e	4%	7%
Don't know	41	15	8	28	7	16	41
	4%	4%	3%	5%	3%	4%	4%
Agree	746	305	173	425	153	328	750
	73%	77%zd	71%	75%	71%	78%zbd	74%
Disagree	228	75	61	114	56	76	224
	23%ace	19%	25%ae	20%	26%ace	18%	22%
Net agree	517	230	112	311	97	252	526
	51%d	58%zbd	46%	55%zbd	45%	60%zbcd	52%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 174

Q31. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The Government is doing more these days to help people live healthier lives -

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	94	43	51	19	21	27	10	17	20	20	21	34	46	19	10	18	91
	9%i	9%	10%	13%	13%	8%	7%	8%	9%	6%	9%	13%zi	9%	9%	13%	11%	9%
Tend to agree	513	254	259	80	79	169	76	110	104	176	123	109	277	121	34	82	516
	51%k	51%	50%	53%	49%	48%	51%	55%	47%	56%zhk	57%zhk	42%	51%	53%	43%	48%	51%
Tend to disagree	232	108	124	29	33	89	41	39	66	69	40	57	131	48	17	37	232
	23%	22%	24%	19%	21%	25%	28%	19%	30%zj	22%	18%	22%	24%	21%	22%	22%	23%
Strongly disagree	126	64	62	17	18	55	15	21	26	32	24	43	64	24	13	26	126
	12%	13%	12%	11%	11%	16%z	10%	11%	12%	10%	11%	17%zi	12%	10%	16%	15%	12%
Don't know	49	26	23	6	11	12	6	14	7	16	9	17	21	16	4	9	50
	5%	5%	5%	4%	7%	3%	4%	7%e	3%	5%	4%	7%	4%	7%	5%	5%	5%
Agree	608	298	310	99	100	195	87	127	125	197	144	143	324	140	44	100	607
	60%e	60%	60%	65%	62%	56%	58%	63%	56%	63%	66%zhk	55%	60%	62%	57%	58%	60%
Disagree	358	171	186	46	51	145	56	60	92	102	64	100	194	72	30	62	358
	35%gj	35%	36%	30%	31%	41%zcdg	38%	30%	41%zj	32%	30%	39%j	36%	31%	38%	37%	35%
Net agree	250	126	124	53	50	51	31	67	33	95	80	42	129	69	15	37	249
	25%ehk	26%	24%	35%zef	31%e	14%	21%	33%zef	15%	30%zhk	37%zhk	16%	24%	30%z	19%	22%	25%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 175

Q31. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The Government is doing more these days to help people live healthier lives -

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**94**	21	26	47	2	14	43	37	3	38	2	21	77	1	7	5	4	58	37	88	7	78	13	91
	9%cv	**12%c**	**13%c**	*7%*	*9%*	*7%*	*9%*	*11%*	*6%*	*12%*	*12%*	*11%*	*9%*	*10%*	*9%*	*15%*	*23%*	*10%*	*8%*	*10%*	*7%*	**11%zv**	*5%*	*9%*
Tend to agree	**513**	73	96	336	8	119	228	166	28	169	10	98	449	7	33	18	6	267	247	461	52	371	118	516
	51%nv	*44%*	*49%*	**53%za**	*46%*	**57%zf**	*48%*	*50%*	*50%*	*52%*	*51%*	*53%*	**52%zn**	*59%*	*39%*	*50%*	*34%*	*48%*	*53%*	*50%*	*51%*	**54%zv**	*43%*	*51%*
Tend to disagree	**232**	36	35	155	7	43	116	73	12	72	5	38	200	2	23	4	2	134	98	210	22	143	79	232
	23%u	*21%*	*18%*	*24%*	*38%*	*21%*	*25%*	*22%*	*22%*	*22%*	*27%*	*20%*	*23%*	*15%*	*26%*	*12%*	*12%*	*24%*	*21%*	*23%*	*21%*	*21%*	**29%zu**	*23%*
Strongly disagree	**126**	31	25	69	1	19	60	47	12	40	2	25	100	2	15	6	3	74	52	118	8	70	49	126
	12%lu	**18%zc**	*13%*	*11%*	*7%*	*9%*	*13%*	*14%*	*21%*	*12%*	*10%*	*14%*	*12%*	*16%*	*18%*	*17%*	*22%*	*13%*	*11%*	*13%*	*8%*	*10%*	**18%zu**	*12%*
Don't know	**49**	7	14	28	-	13	26	9	1	8	-	4	38	-	7	2	1	20	30	36	13	28	14	50
	5%giqs	*4%*	*7%*	*4%*	-	**6%g**	*6%*	*3%*	*2%*	*2%*	-	*2%*	*4%*	-	*9%*	*6%*	*9%*	*4%*	**6%q**	*4%*	**13%zs**	*4%*	*5%*	*5%*
Agree	**608**	**94**	**122**	**383**	**10**	**133**	**272**	**203**	**31**	**207**	**12**	**119**	**526**	**9**	**41**	**23**	**9**	**324**	**283**	**549**	**59**	**449**	**131**	**607**
	60%nv	***56%***	***62%***	***60%***	***55%***	***64%***	***57%***	***61%***	***56%***	***63%***	***63%***	***64%***	**61%n**	***69%***	***47%***	***65%***	***57%***	***59%***	***61%***	***60%***	***58%***	**65%zv**	***48%***	***60%***
Disagree	**358**	**66**	**60**	**224**	**8**	**62**	**177**	**119**	**24**	**112**	**7**	**63**	**300**	**4**	**38**	**10**	**5**	**208**	**150**	**329**	**29**	**213**	**128**	**358**
	35%eu	***40%***	***31%***	***35%***	***45%***	***30%***	***37%***	***36%***	***43%***	***34%***	***37%***	***34%***	***35%***	***31%***	***44%***	***29%***	***34%***	***38%***	***32%***	***36%***	***29%***	***31%***	**47%zu**	***35%***
Net agree	**250**	**28**	**62**	**159**	**2**	**71**	**95**	**84**	**7**	**95**	**5**	**56**	**226**	**5**	**3**	**13**	**4**	**117**	**133**	**220**	**30**	**236**	**3**	**249**
	25%afhn qv	***17%***	**31%za**	**25%a**	***10%***	**34%zfg**	***20%***	***25%***	***13%***	**29%zh**	***26%***	**30%h**	**26%zn**	***38%***	***3%***	**36%n**	***23%***	***21%***	**29%zq**	***24%***	***29%***	**34%zv**	***1%***	***25%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 176

Q31. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The Government is doing more these days to help people live healthier lives -

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	**94**	12	8	11	13	8	15	10	10	7	74	13	38	27	28	91
	9%	*13%*	*7%*	*8%*	**26%zbcefghi**	*6%*	*9%*	*10%*	*9%*	*7%*	*10%*	*8%*	*11%*	*10%*	*9%*	*9%*
Tend to agree	**513**	42	60	60	19	66	88	60	53	66	378	66	172	164	152	516
	51%ck	*47%*	**53%c**	*40%*	*38%*	*49%*	**53%c**	**57%cd**	*50%*	**64%zacdeh**	**54%zk**	*40%*	*48%*	**59%zln**	*48%*	*51%*
Tend to disagree	**232**	16	27	43	5	34	41	24	23	18	148	42	94	51	74	232
	23%dm	*19%*	**24%d**	**29%dj**	*10%*	**25%d**	**25%d**	*23%*	*22%*	*17%*	*21%*	*26%*	**26%m**	*18%*	*23%*	*23%*
Strongly disagree	**126**	14	13	26	11	17	13	8	15	9	75	35	46	19	55	126
	12%jm	*15%*	*11%*	**18%zfg**	**22%zfgj**	*12%*	*8%*	*7%*	*15%*	*9%*	*11%*	**21%zj**	**13%m**	*7%*	**17%zm**	*12%*
Don't know	**49**	5	5	9	2	10	9	3	5	3	27	8	10	15	11	50
	5%jl	*5%*	*4%*	*6%*	*3%*	*8%*	*5%*	*3%*	*4%*	*3%*	*4%*	*5%*	*3%*	*6%*	*3%*	*5%*
Agree	**608**	**54**	**68**	**71**	**33**	**74**	**102**	**70**	**63**	**74**	**451**	**79**	**210**	**192**	**180**	**607**
	60%ck	***61%***	**60%c**	***47%***	**65%c**	***55%***	**62%c**	**67%c**	***59%***	**71%zce**	**64%zk**	***48%***	***58%***	**69%zln**	***56%***	***60%***
Disagree	**358**	**30**	**40**	**70**	**16**	**50**	**54**	**32**	**38**	**27**	**223**	**77**	**139**	**70**	**129**	**358**
	35%ijm	***34%***	***35%***	**47%zfgj**	***32%***	***37%***	***33%***	***31%***	***36%***	***26%***	***32%***	**47%zj**	**39%m**	***25%***	**40%zm**	***35%***
Net agree	**250**	**24**	**28**	**1**	**16**	**24**	**48**	**38**	**24**	**46**	**228**	**1**	**70**	**122**	**51**	**249**
	25%cekln	**27%c**	**25%c**	***1%***	**33%ce**	**18%c**	**29%ce**	**36%zceh**	**23%c**	**45%zabcefh**	**33%zk**	***1%***	***20%***	**44%zln**	***16%***	***25%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 177

Q31. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The Government is doing more these days to help people live healthier lives -

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**94**	78	23	43	32	22	36	11	14	2	43	32	32	26	11	81	91
	9%km	*10%*	*12%*	*11%*	**13%zh**	**14%zh**	**13%zh**	**17%zh**	*7%*	*5%*	**19%zk**	*7%*	**19%zm**	*6%*	*7%*	*10%*	*9%*
Tend to agree	**513**	396	82	195	118	78	143	33	104	16	125	193	92	201	82	421	516
	51%km	*50%*	*45%*	*49%*	*48%*	*51%*	*50%*	*52%*	**54%b**	*48%*	**55%k**	*42%*	*54%*	*45%*	*50%*	*51%*	*51%*
Tend to disagree	**232**	182	43	91	53	32	61	13	47	10	36	131	28	119	41	186	232
	23%jl	*23%*	*24%*	*23%*	*21%*	*21%*	*21%*	*21%*	*24%*	*29%*	*16%*	**28%zj**	*17%*	**27%zl**	*25%*	*22%*	*23%*
Strongly disagree	**126**	104	28	53	38	17	39	5	28	5	14	89	10	86	21	103	126
	12%jl	*13%*	*15%*	*14%*	*15%*	*11%*	*14%*	*8%*	*14%*	*16%*	*6%*	**19%zj**	*6%*	**20%zl**	*13%*	*12%*	*12%*
Don't know	**49**	31	7	13	7	3	6	1	1	1	11	13	8	10	8	41	50
	5%afhkm	**4%h**	**4%h**	**3%h**	**3%h**	*2%*	*2%*	*2%*	*	*3%*	*5%*	*3%*	*5%*	*2%*	*5%*	*5%*	*5%*
Agree	**608**	**474**	**105**	**238**	**150**	**101**	**178**	**44**	**119**	**18**	**168**	**226**	**124**	**227**	**94**	**501**	**607**
	60%km	***60%***	***57%***	***60%***	***60%***	***66%***	***63%***	***69%***	***61%***	***52%***	**73%zk**	***49%***	**73%zm**	***51%***	***57%***	***60%***	***60%***
Disagree	**358**	**285**	**72**	**144**	**91**	**50**	**100**	**18**	**74**	**15**	**50**	**220**	**38**	**205**	**62**	**289**	**358**
	35%jl	***36%***	***39%***	***37%***	***37%***	***32%***	***35%***	***29%***	***38%***	***45%***	***22%***	**48%zj**	***22%***	**46%zl**	***38%***	***35%***	***35%***
Net agree	**250**	**189**	**34**	**94**	**59**	**51**	**79**	**25**	**44**	**3**	**118**	**6**	**86**	**22**	**31**	**212**	**249**
	25%bikm	**24%i**	***18%***	**24%i**	**24%i**	**33%zabcdhi**	**28%bi**	**40%zabcdfhi**	**23%i**	***8%***	**52%zk**	***1%***	**51%zm**	***5%***	***19%***	***26%***	***25%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 178

Q31. Please tell me whether on the whole you agree or disagree with each of the following statements:

- The Government is doing more these days to help people live healthier lives -

Base : All respondents

		Newspaper readership					Unwtd total
	Wtd. **Total** (z)	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Strongly agree	**94**	43	19	48	22	41	91
	9%	*11%*	*8%*	*9%*	*10%*	*10%*	*9%*
Tend to agree	**513**	206	116	286	85	235	516
	51%d	**52%d**	**48%d**	**50%d**	*39%*	**56%zabcd**	*51%*
Tend to disagree	**232**	85	73	122	62	95	232
	23%	*22%*	**30%zace**	*21%*	**29%zac**	*23%*	*23%*
Strongly disagree	**126**	48	28	77	38	37	126
	12%e	**12%e**	*11%*	**14%e**	**18%zabe**	*9%*	*12%*
Don't know	**49**	12	7	35	10	12	50
	5%ae	*3%*	*3%*	**6%zae**	*4%*	*3%*	*5%*
Agree	**608**	**249**	**135**	**334**	**107**	**276**	**607**
	60%d	**63%bd**	**56%d**	**59%d**	***49%***	**66%zbcd**	***60%***
Disagree	**358**	**133**	**100**	**199**	**100**	**132**	**358**
	35%e	***34%***	**41%zae**	***35%***	**46%zace**	***31%***	***35%***
Net agree	**250**	**117**	**34**	**135**	**7**	**144**	**249**
	25%bd	**30%zbcd**	**14%d**	**24%bd**	***3%***	**34%zabcd**	***25%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 179

Q32. Please tell me whether on the whole you agree or disagree with each of the following statements:

- There should always be limits on what is spent on the NHS -

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Strongly agree	110	73	37	14	23	45	8	21	40	33	14	23	71	22	7	10	110
	11%bfjo	15%zb	7%	9%	14%f	13%f	5%	10%	18%zijk	11%	6%	9%	13%zo	10%	9%	6%	11%
Tend to agree	472	225	247	72	70	153	79	99	105	147	112	108	245	114	26	87	470
	47%n	45%	47%	48%	43%	43%	53%e	49%	47%	47%	51%k	42%	45%	50%n	34%	51%n	46%
Tend to disagree	255	119	136	45	42	85	41	41	52	85	54	64	140	47	25	43	252
	25%gm	24%	26%	30%	26%	24%	27%	20%	23%	27%	25%	25%	26%	21%	33%m	25%	25%
Strongly disagree	137	63	74	17	18	55	17	31	20	38	31	48	67	34	15	22	140
	14%h	13%	14%	11%	11%	16%	11%	15%	9%	12%	14%	19%zhi	12%	15%	19%	13%	14%
Don't know	41	15	26	4	10	13	5	9	7	10	7	17	17	11	5	9	43
	4%	3%	5%	2%	6%	4%	3%	4%	3%	3%	3%	6%z	3%	5%	6%	5%	4%
Agree	**582**	**298**	**284**	**86**	**92**	**198**	**86**	**120**	**145**	**181**	**125**	**131**	**316**	**136**	**33**	**97**	**580**
	57%kn	**60%**	**55%**	**57%**	**57%**	**56%**	**58%**	**60%**	**65%zk**	**58%**	**58%**	**50%**	**59%n**	**60%n**	**43%**	**57%n**	**57%**
Disagree	**392**	**182**	**210**	**62**	**60**	**141**	**57**	**72**	**72**	**123**	**85**	**112**	**206**	**81**	**40**	**65**	**392**
	39%h	**37%**	**40%**	**41%**	**37%**	**40%**	**39%**	**36%**	**32%**	**39%**	**39%**	**43%h**	**38%**	**36%**	**51%zlm**	**38%**	**39%**
Net agree	**190**	**116**	**74**	**24**	**32**	**57**	**29**	**48**	**73**	**58**	**40**	**19**	**109**	**55**	**-7**	**32**	**188**
	19%bkn	**24%zb**	**14%**	**16%**	**20%**	**16%**	**20%**	**24%ze**	**33%zijk**	**19%k**	**18%k**	**7%**	**20%n**	**24%zn**	**-9%**	**19%n**	**19%**

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q32. Please tell me whether on the whole you agree or disagree with each of the following statements:

- There should always be limits on what is spent on 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Strongly agree	**110**	9	26	73	2	19	55	36	8	43	2	15	77	4	20	7	2	57	53	101	9	78	26	110
	11%al	*5%*	**13%a**	**12%a**	*9%*	*9%*	*12%*	*11%*	*13%*	**13%k**	*11%*	*8%*	*9%*	*33%*	**23%zl**	*19%*	*15%*	*10%*	*12%*	*11%*	*9%*	*11%*	*9%*	*11%*
Tend to agree	**472**	76	83	304	8	104	210	158	26	133	8	90	412	2	37	16	5	260	212	426	46	336	117	470
	47%i	*46%*	*42%*	*48%*	*49%*	*50%*	*44%*	*48%*	*47%*	*41%*	*39%*	*48%*	*48%*	*18%*	*43%*	*46%*	*33%*	*47%*	*46%*	*47%*	*45%*	**49%z**	*43%*	*46%*
Tend to disagree	**255**	48	47	155	6	43	137	75	10	83	7	51	225	5	13	7	4	138	117	228	27	168	78	252
	25%n	*29%*	*24%*	*24%*	*35%*	*21%*	**29%zeg**	*22%*	*17%*	*25%*	*36%*	*28%*	**26%n**	*39%*	*15%*	*20%*	*25%*	*25%*	*25%*	*25%*	*27%*	*24%*	*28%*	*25%*
Strongly disagree	**137**	28	25	82	1	31	54	52	11	54	3	25	118	1	10	5	4	82	55	127	11	86	45	140
	14%	*17%*	*13%*	*13%*	*7%*	*15%*	*11%*	*16%*	*20%*	*16%*	*14%*	*13%*	*14%*	*10%*	*11%*	*13%*	*27%*	*15%*	*12%*	*14%*	*10%*	*12%*	*16%*	*14%*
Don't know	**41**	5	15	20	-	11	18	12	1	13	-	6	33	-	7	1	-	15	26	32	9	22	8	43
	4%qsu	*3%*	**8%zc**	*3%*	-	*5%*	*4%*	*4%*	*2%*	*4%*	-	*3%*	*4%*	-	**8%z**	*3%*	-	*3%*	**6%zq**	*3%*	**9%zs**	*3%*	*3%*	*4%*
Agree	**582**	**86**	**109**	**378**	**10**	**123**	**265**	**194**	**34**	**176**	**10**	**104**	**489**	**6**	**56**	**23**	**8**	**317**	**265**	**527**	**55**	**414**	**143**	**580**
	57%v	***51%***	***55%***	***60%***	***58%***	***59%***	***56%***	***58%***	***60%***	***54%***	***50%***	***56%***	***57%***	***51%***	***66%***	***65%***	***48%***	***57%***	***57%***	***58%***	***54%***	**60%zv**	***52%***	***57%***
Disagree	**392**	**76**	**72**	**237**	**7**	**75**	**191**	**126**	**21**	**137**	**10**	**76**	**342**	**6**	**22**	**11**	**8**	**220**	**172**	**354**	**38**	**254**	**123**	**392**
	39%n	**46%z**	***37%***	***37%***	***42%***	***36%***	***40%***	***38%***	***37%***	***42%***	***50%***	***41%***	**40%n**	***49%***	***26%***	***33%***	***52%***	***40%***	***37%***	***39%***	***37%***	***37%***	**45%zu**	***39%***
Net agree	**190**	**9**	**37**	**141**	**3**	**48**	**74**	**68**	**13**	**40**	*****	**28**	**147**	*****	**34**	**11**	**-1**	**97**	**93**	**173**	**17**	**160**	**20**	**188**
	19%aflv	*6%*	**19%a**	**22%za**	*17%*	**23%zf**	*16%*	*21%*	**23%i**	*12%*	***	*15%*	*17%*	*3%*	**40%zl**	**32%zl**	*-4%*	*18%*	*20%*	*19%*	*17%*	**23%zv**	*7%*	*19%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

Q32. Please tell me whether on the whole you agree or disagree with each of the following statements:

- There should always be limits on what is spent on 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Strongly agree	110	15	16	21	4	11	13	10	12	8	79	22	37	33	39	110
	11%	17%f	14%	14%	9%	8%	8%	10%	12%	8%	11%	13%	10%	12%	12%	11%
Tend to agree	472	42	51	72	17	55	91	48	52	44	337	69	167	135	140	470
	47%	47%	46%	48%	33%	41%	55%zdei	46%	50%	42%	48%	42%	46%	49%	44%	46%
Tend to disagree	255	19	23	40	2	40	41	35	23	32	173	37	94	71	79	252
	25%d	21%d	20%d	27%d	5%	30%d	25%d	33%bd	22%d	31%d	25%	23%	26%	26%	25%	25%
Strongly disagree	137	8	12	13	26	18	18	11	16	15	90	31	52	28	53	140
	14%m	9%	11%	8%	51%zabcefghi	14%	11%	11%	15%	15%	13%	19%zj	14%	10%	17%m	14%
Don't know	41	5	10	4	1	11	3	-	2	4	22	6	9	9	8	43
	4%j	6%g	9%zcfgh	3%	2%	8%zfgh	2%	-	2%	4%g	3%	4%	3%	3%	3%	4%
Agree	582	56	67	93	21	66	104	58	65	52	417	90	204	169	179	580
	57%de	64%de	60%d	62%de	42%	49%	63%dei	56%	61%d	50%	59%	55%	57%	61%	56%	57%
Disagree	392	27	35	53	28	58	59	46	39	47	263	68	146	98	133	392
	39%	30%	31%	35%	56%zabcfh	43%b	36%	44%	37%	46%ab	37%	42%	41%	36%	42%	39%
Net agree	190	30	32	40	-7	8	45	12	26	5	154	22	59	70	46	188
	19%dein	34%zdegi	28%zdegi	26%zdegi	-14%	6%d	27%zdegi	12%d	24%degi	4%	22%zk	13%	16%	25%zln	14%	19%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Q32. Please tell me whether on the whole you agree or disagree with each of the following statements:

- There should always be limits on what is spent on the NHS -

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Strongly agree	**110**	90	19	41	26	18	29	12	17	4	38	42	33	33	23	85	110
	11%m	*11%*	*10%*	*10%*	*10%*	*12%*	*10%*	**20%zabcdfh**	*9%*	*12%*	**16%zk**	*9%*	**19%zm**	*8%*	*14%*	*10%*	*11%*
Tend to agree	**472**	380	76	186	115	75	134	31	83	19	105	204	87	195	71	394	470
	47%	*48%*	*41%*	*47%*	*46%*	*49%*	*47%*	*49%*	*43%*	*55%*	*46%*	*44%*	*51%*	*44%*	*44%*	*47%*	*46%*
Tend to disagree	**255**	186	50	100	58	38	67	12	60	8	54	125	34	122	38	206	252
	25%a	*23%*	*27%*	*25%*	*23%*	*24%*	*24%*	*19%*	**31%zadfg**	*22%*	*24%*	*27%*	*20%*	*28%*	*23%*	*25%*	*25%*
Strongly disagree	**137**	107	36	61	43	19	48	8	29	3	25	78	10	82	23	113	140
	14%l	*13%*	**20%za**	*15%*	*17%*	*13%*	*17%*	*12%*	*15%*	*8%*	*11%*	**17%zj**	*6%*	**19%zl**	*14%*	*14%*	*14%*
Don't know	**41**	29	3	7	7	3	6	-	5	1	7	10	6	8	7	33	43
	4%cfkm	**4%c**	*2%*	*2%*	*3%*	*2%*	*2%*	-	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*4%*	*4%*
Agree	**582**	**469**	**95**	**227**	**141**	**94**	**163**	**44**	**101**	**23**	**142**	**246**	**120**	**229**	**95**	**479**	**580**
	57%km	**59%zbh**	***52%***	***57%***	***57%***	**61%bh**	***57%***	**69%bh**	***52%***	***67%***	**62%k**	***54%***	**70%zm**	***52%***	***58%***	***58%***	***57%***
Disagree	**392**	**292**	**86**	**162**	**101**	**57**	**115**	**20**	**89**	**10**	**79**	**203**	**45**	**205**	**62**	**318**	**392**
	39%al	***37%***	**47%zaegi**	**41%a**	***41%***	***37%***	***41%***	***31%***	**46%zag**	***30%***	***35%***	**44%zj**	***26%***	**46%zl**	***38%***	***38%***	***39%***
Net agree	**190**	**177**	**9**	**65**	**40**	**37**	**48**	**24**	**12**	**13**	**63**	**43**	**75**	**24**	**33**	**161**	**188**
	19%bhkm	**22%zbcdfh**	***5%***	**16%bh**	**16%bh**	**24%bcdfh**	**17%bh**	**38%zabcdefh**	***6%***	**37%zabcdfh**	**27%zk**	***9%***	**44%zm**	***5%***	***20%***	***19%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 183

Q32. Please tell me whether on the whole you agree or disagree with each of the following statements:

- There should always be limits on what is spent on the NHS -

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Strongly agree	110	40	33	46	28	45	110
	11%c	10%	14%c	8%	13%c	11%	11%
Tend to agree	472	172	127	260	110	199	470
	47%	44%	53%za	46%	51%a	47%a	46%
Tend to disagree	255	109	58	144	51	116	252
	25%	28%	24%	25%	24%	28%	25%
Strongly disagree	137	56	16	88	20	45	140
	14%bde	14%bde	7%	16%zbde	9%	11%b	14%
Don't know	41	17	8	29	8	15	43
	4%	4%	3%	5%z	4%	4%	4%
Agree	582	212	160	306	138	244	580
	57%c	54%	66%zace	54%	64%zac	58%a	57%
Disagree	392	165	75	232	71	161	392
	39%b	42%bde	31%	41%bd	33%	38%b	39%
Net agree	190	47	86	74	67	84	188
	19%ac	12%	35%zace	13%	31%zace	20%ac	19%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 184

Q16-32. Please tell me whether on the whole you agree or disagree with each of the following statements:

- Summary -

Base : All respondents

	Q.16 Britain's National Health Service is one of the best in the world	Q.17 The NHS provides good value for money to taxpayers	Q.18 If I was very ill I would feel safe in an NHS hospital	Q.19 People are treated with dignity and respect when they use NHS services	Q.20 People are treated with dignity and respect when they use social care services	Q.21 The NHS puts quality at the heart of all it does	Q.22 People have increasing choice about their treatment and care	Q.23 NHS hospitals are getting infections like MRSA under control	Q.24 NHS waiting times for non-emergency treatment and care are getting shorter	Q.25 NHS and social care services work well together to give people co-ordinated care	Q.26 The NHS will face a severe funding problem in the future	Q.27 The NHS is changing so it can provide the service we need for years to come	Q.28 The NHS is doing everything it can to reduce waste and inefficiency	Q.29 It is possible to increase quality of care for patients whilst reducing NHS costs	Q.30 GPs are best placed to understand which services their patients need	Q.31 The Government is doing more these days to help people live healthier lives	Q.32 There should always be limits on what is spent on the NHS
Unweighted Total	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015
Weighted Total	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015	1015
Strongly agree	296	181	278	177	97	85	86	68	25	60	396	43	52	85	205	94	110
	29%	*18%*	*27%*	*17%*	*10%*	*8%*	*8%*	*7%*	*2%*	*6%*	*39%*	*4%*	*5%*	*8%*	*20%*	*9%*	*11%*
Tend to agree	423	487	451	514	358	494	482	521	289	382	441	401	419	377	541	513	472
	42%	*48%*	*44%*	*51%*	*35%*	*49%*	*47%*	*51%*	*28%*	*38%*	*43%*	*40%*	*41%*	*37%*	*53%*	*51%*	*47%*
Tend to disagree	137	177	161	190	187	284	249	189	297	203	69	280	253	288	158	232	255
	13%	*17%*	*16%*	*19%*	*18%*	*28%*	*25%*	*19%*	*29%*	*20%*	*7%*	*28%*	*25%*	*28%*	*16%*	*23%*	*25%*
Strongly disagree	62	68	85	84	74	88	68	59	183	115	25	127	114	179	71	126	137
	6%	*7%*	*8%*	*8%*	*7%*	*9%*	*7%*	*6%*	*18%*	*11%*	*2%*	*13%*	*11%*	*18%*	*7%*	*12%*	*14%*
Don't know	96	102	41	51	299	64	129	179	221	256	84	164	176	86	41	49	41
	9%	*10%*	*4%*	*5%*	*29%*	*6%*	*13%*	*18%*	*22%*	*25%*	*8%*	*16%*	*17%*	*9%*	*4%*	*5%*	*4%*
Agree	**720**	**668**	**729**	**690**	**455**	**580**	**568**	**588**	**314**	**442**	**838**	**444**	**471**	**462**	**746**	**608**	**582**
	71%	***66%***	***72%***	***68%***	***45%***	***57%***	***56%***	***58%***	***31%***	***44%***	***83%***	***44%***	***46%***	***45%***	***73%***	***60%***	***57%***
Disagree	**199**	**245**	**246**	**274**	**261**	**371**	**318**	**248**	**480**	**318**	**94**	**406**	**368**	**467**	**228**	**358**	**392**
	20%	***24%***	***24%***	***27%***	***26%***	***37%***	***31%***	***24%***	***47%***	***31%***	***9%***	***40%***	***36%***	***46%***	***23%***	***35%***	***39%***
Net agree	**521**	**422**	**483**	**417**	**194**	**208**	**250**	**341**	**-166**	**124**	**744**	**38**	**104**	**-5**	**517**	**250**	**190**
	51%	***42%***	***48%***	***41%***	***19%***	***21%***	***25%***	***34%***	***-16%***	***12%***	***73%***	***4%***	***10%***	***-1%***	***51%***	***25%***	***19%***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 185

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Male	**495**	495	-	70	85	150	79	111	101	160	108	126	276	117	38	64	508
	49%beo	**100%zb**	-	*46%*	**53%e**	*43%*	**53%e**	**55%ze**	*45%*	*51%*	*50%*	*48%*	**51%o**	**51%o**	*49%*	*38%*	*50%*
Female	**520**	-	520	81	77	202	69	90	122	154	110	135	263	111	40	107	507
	51%ag	-	**100%za**	*54%*	*47%*	**57%zdfg**	*47%*	*45%*	*55%*	*49%*	*50%*	*52%*	*49%*	*49%*	*51%*	**62%zlm**	*50%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 186

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Male	**495**	78	106	303	8	107	255	133	11	138	6	74	416	8	48	14	8	251	244	427	68	368	100	508
	49%ghikqsv	*47%*	*54%*	*48%*	*45%*	**51%g**	**54%zg**	*40%*	*20%*	**42%h**	*29%*	**39%h**	*48%*	*65%*	*56%*	*41%*	*50%*	*46%*	**53%zq**	*47%*	**67%zs**	**53%zv**	*37%*	*50%*
Female	**520**	88	90	332	9	101	220	199	45	188	14	113	448	4	38	21	8	300	220	487	33	322	173	507
	51%frtu	*53%*	*46%*	*52%*	*55%*	*49%*	*46%*	**60%zef**	**80%zik**	**58%z**	*71%*	**61%z**	*52%*	*35%*	*44%*	*59%*	*50%*	**54%zr**	*47%*	**53%zt**	*33%*	*47%*	**63%zu**	*50%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 187

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Male	**495**	43	57	70	25	62	78	56	52	52	366	61	170	140	159	508
	49%k	*49%*	*51%*	*47%*	*50%*	*46%*	*47%*	*53%*	*50%*	*50%*	**52%zk**	*37%*	*47%*	*51%*	*50%*	*50%*
Female	**520**	45	56	80	26	73	87	49	53	52	336	104	190	136	160	507
	51%j	*51%*	*49%*	*53%*	*50%*	*54%*	*53%*	*47%*	*50%*	*50%*	*48%*	**63%zj**	*53%*	*49%*	*50%*	*50%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 188

Gender

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Male	**495**	357	80	187	113	60	113	25	88	14	127	222	89	219	79	406	508
	49%aef	**45%f**	*44%*	**47%ef**	*45%*	*39%*	*40%*	*40%*	*46%*	*40%*	**56%z**	*48%*	*52%*	*50%*	*48%*	*49%*	*50%*
Female	**520**	434	104	209	135	94	171	38	106	21	101	237	81	223	85	426	507
	51%j	**55%z**	*56%*	*53%*	*55%*	**61%zc**	**60%zac**	*60%*	*54%*	*60%*	*44%*	*52%*	*48%*	*50%*	*52%*	*51%*	*50%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 189

Gender

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Male	**495**	191	127	271	111	204	508
	49%	*48%*	*52%*	*48%*	*51%*	*49%*	*50%*
Female	**520**	204	115	297	106	216	507
	51%	*52%*	*48%*	*52%*	*49%*	*51%*	*50%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 190

Age

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
16-24	**151**	70	81	151	-	-	-	-	17	58	28	47	61	-	18	72	112
	15%defghlm	*14%*	*16%*	**100%zdefg**	-	-	-	-	*8%*	**19%zh**	*13%*	**18%h**	**11%m**	-	**23%zlm**	**42%zlmn**	*11%*
25-34	**162**	85	77	-	162	-	-	-	31	51	33	48	119	-	16	27	149
	16%cefgm	*17%*	*15%*	-	**100%zcefg**	-	-	-	*14%*	*16%*	*15%*	*18%*	**22%zm**	-	**21%m**	**16%m**	*15%*
35-44	**178**	74	104	-	-	178	-	-	50	47	39	41	131	-	19	28	182
	18%acdfgm	*15%*	**20%a**	-	-	**51%zcdfg**	-	-	**23%zi**	*15%*	*18%*	*16%*	**24%zmo**	-	**24%m**	**17%m**	*18%*
45-54	**174**	76	98	-	-	174	-	-	44	40	46	44	132	2	14	27	177
	17%cdfgim	*15%*	*19%*	-	-	**49%zcdfg**	-	-	**20%i**	*13%*	**21%i**	*17%*	**24%zmo**	*1%*	**18%m**	**16%m**	*17%*
55-59	**69**	39	30	-	-	-	69	-	11	27	15	17	40	10	8	11	70
	7%cdegm	*8%*	*6%*	-	-	-	**47%zcdeg**	-	*5%*	*8%*	*7%*	*6%*	*7%*	*4%*	**11%m**	*6%*	*7%*
60-64	**79**	39	39	-	-	-	79	-	22	24	15	17	42	29	2	5	78
	8%cdego	*8%*	*8%*	-	-	-	**53%zcdeg**	-	*10%*	*8%*	*7%*	*7%*	**8%o**	**13%zlno**	*2%*	*3%*	*8%*
65-74	**110**	63	46	-	-	-	-	110	24	40	20	25	11	98	-	-	134
	11%cdefno	*13%*	*9%*	-	-	-	-	**55%zcdef**	*11%*	*13%*	*9%*	*10%*	*2%*	**43%zlno**	-	-	*13%*
75+	**91**	48	43	-	-	-	-	91	21	26	22	22	1	89	-	1	112
	9%cdefno	*10%*	*8%*	-	-	-	-	**45%zcdef**	*9%*	*8%*	*10%*	*8%*	*	**39%zlno**	-	*	*11%*
Refused	**1**	-	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1
	*****	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 191

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
16-24	**151**	27	53	63	8	1	101	49	2	43	3	30	125	1	13	6	6	68	83	140	12	105	38	112
	15%cehq	**16%c**	**27%zac**	*10%*	*46%*	*1%*	**21%zeg**	**15%e**	*3%*	**13%h**	*14%*	**16%h**	*14%*	*11%*	*16%*	*17%*	*36%*	*12%*	**18%zq**	*15%*	*11%*	*15%*	*14%*	*11%*
25-34	**162**	33	64	64	1	-	73	89	12	58	3	25	125	4	22	7	3	91	71	144	18	113	34	149
	16%celv	**20%c**	**33%zac**	*10%*	*6%*	-	**15%e**	**27%zef**	*22%*	*18%*	*14%*	*13%*	*14%*	*33%*	**26%zl**	*19%*	*20%*	*17%*	*15%*	*16%*	*18%*	*16%*	*12%*	*15%*
35-44	**178**	40	38	100	-	1	54	123	15	63	5	29	139	4	25	9	1	94	83	152	26	116	55	182
	18%efls	**24%zc**	*19%*	*16%*	-	*	**11%e**	**37%zef**	*27%*	*19%*	*26%*	*16%*	*16%*	*31%*	**30%zl**	*25%*	*6%*	*17%*	*18%*	*17%*	**26%zs**	*17%*	*20%*	*18%*
45-54	**174**	26	21	127	1	-	117	57	15	59	3	35	148	1	16	5	4	94	80	158	16	117	51	177
	17%be	*16%*	*10%*	**20%zb**	*6%*	-	**25%zeg**	**17%e**	*27%*	*18%*	*15%*	*19%*	*17%*	*10%*	*19%*	*14%*	*25%*	*17%*	*17%*	*17%*	*16%*	*17%*	*19%*	*17%*
55-59	**69**	10	9	49	1	-	60	10	5	19	2	16	67	-	1	1	1	35	34	59	10	41	23	70
	7%egn	*6%*	*5%*	*8%*	*7%*	-	**13%zeg**	**3%e**	*9%*	*6%*	*11%*	*9%*	**8%zn**	-	*1%*	*2%*	*6%*	*6%*	*7%*	*6%*	*10%*	*6%*	*8%*	*7%*
60-64	**79**	13	3	62	-	26	51	2	4	39	3	18	73	-	3	2	1	45	33	74	5	49	28	78
	8%bg	**8%b**	*2%*	**10%zb**	-	**12%zg**	**11%zg**	*1%*	*8%*	**12%z**	*16%*	*10%*	*8%*	-	*3%*	*5%*	*8%*	*8%*	*7%*	*8%*	*5%*	*7%*	*10%*	*8%*
65-74	**110**	7	4	96	3	95	14	1	1	26	-	20	100	2	2	5	-	66	44	101	8	79	27	134
	11%abfgh n	*4%*	*2%*	**15%zab**	*16%*	**46%zfg**	**3%g**	*	*1%*	*8%*	-	**10%h**	**12%zn**	*15%*	*3%*	**14%n**	-	*12%*	*9%*	*11%*	*8%*	*11%*	*10%*	*13%*
75+	**91**	11	5	73	2	85	4	2	1	19	1	13	88	-	2	2	-	56	35	85	6	70	17	112
	9%bfgin	**7%b**	*2%*	**12%zb**	*14%*	**41%zfg**	*1%*	*1%*	*3%*	*6%*	*4%*	*7%*	**10%zn**	-	*2%*	*5%*	-	*10%*	*7%*	*9%*	*6%*	*10%*	*6%*	*11%*
Refused	**1**	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	-	1	1
	*	-	-	-	*6%*	-	*	-	-	*	-	-	-	-	-	-	-	*	-	*	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 192

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
16-24	**151**	13	14	25	10	16	16	24	6	27	113	10	56	54	29	112
	15%hkn	**15%h**	*13%*	**17%h**	**20%h**	*12%*	*10%*	**23%zbefh**	*5%*	**26%zbefh**	**16%k**	*6%*	**16%n**	**20%zn**	*9%*	*11%*
25-34	**162**	15	16	32	13	23	20	9	16	17	113	23	50	44	58	149
	16%g	*17%*	*14%*	**22%fg**	**26%fg**	*17%*	*12%*	*8%*	*15%*	*17%*	*16%*	*14%*	*14%*	*16%*	*18%*	*15%*
35-44	**178**	13	20	34	9	22	23	15	23	18	114	35	58	65	47	182
	18%	*15%*	*18%*	*23%*	*18%*	*17%*	*14%*	*14%*	*22%*	*18%*	*16%*	*21%*	*16%*	**23%zln**	*15%*	*18%*
45-54	**174**	16	21	21	6	25	33	19	18	16	114	37	63	31	73	177
	17%m	*18%*	*19%*	*14%*	*11%*	*18%*	*20%*	*18%*	*17%*	*15%*	*16%*	*22%*	**18%m**	*11%*	**23%zm**	*17%*
55-59	**69**	3	6	7	5	13	16	6	7	6	42	20	30	14	21	70
	7%	*4%*	*5%*	*5%*	*9%*	*10%*	*10%*	*6%*	*6%*	*5%*	*6%*	**12%zj**	*8%*	*5%*	*7%*	*7%*
60-64	**79**	12	10	8	2	8	21	8	6	3	55	13	33	15	30	78
	8%i	**14%ci**	**9%i**	*5%*	*4%*	*6%*	**13%zcei**	*8%*	*6%*	*3%*	*8%*	*8%*	*9%*	*5%*	*9%*	*8%*
65-74	**110**	6	14	14	3	15	20	10	20	8	81	14	39	28	35	134
	11%	*6%*	*13%*	*9%*	*5%*	*11%*	*12%*	*10%*	**19%zacdi**	*7%*	*12%*	*8%*	*11%*	*10%*	*11%*	*13%*
75+	**91**	11	10	7	3	13	15	13	10	9	70	13	29	26	25	112
	9%	*12%*	*9%*	*5%*	*7%*	*9%*	*9%*	**12%c**	*9%*	*9%*	*10%*	*8%*	*8%*	*9%*	*8%*	*11%*
Refused	**1**	-	-	1	-	-	-	-	-	-	-	1	1	-	-	1
	*****	-	-	*1%*	-	-	-	-	-	-	-	**1%j**	*	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 193

Age

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
16-24	**151**	109	16	36	38	19	31	14	32	4	47	37	32	50	19	129	112
	15%bcfkm	**14%bc**	*9%*	*9%*	**15%bc**	*12%*	*11%*	**22%bcef**	**16%bcf**	*12%*	**21%zk**	*8%*	**19%m**	*11%*	*11%*	*15%*	*11%*
25-34	**162**	116	35	58	41	32	48	14	44	2	46	67	33	65	26	132	149
	16%a	*15%*	**19%i**	*15%*	*16%*	**21%aci**	*17%*	**22%i**	**23%zacdfi**	*5%*	*20%*	*15%*	*20%*	*15%*	*16%*	*16%*	*15%*
35-44	**178**	140	36	65	62	37	60	16	44	6	48	69	27	69	37	137	182
	18%	*18%*	*20%*	*16%*	**25%zac**	**24%zac**	**21%c**	*25%*	**23%c**	*17%*	*21%*	*15%*	*16%*	*16%*	*22%*	*16%*	*18%*
45-54	**174**	139	29	71	43	32	49	8	31	5	33	102	22	96	34	135	177
	17%	*18%*	*16%*	*18%*	*17%*	*21%*	*17%*	*12%*	*16%*	*14%*	*14%*	**22%zj**	*13%*	**22%zl**	*21%*	*16%*	*17%*
55-59	**69**	54	13	31	14	6	22	4	13	7	7	45	7	43	10	59	70
	7%j	*7%*	*7%*	**8%e**	*5%*	*4%*	*8%*	*6%*	*7%*	**21%zabcdefgh**	*3%*	**10%zj**	*4%*	**10%zl**	*6%*	*7%*	*7%*
60-64	**79**	67	11	32	18	8	23	1	9	3	12	45	16	36	12	67	78
	8%	**8%gh**	*6%*	*8%*	*7%*	*6%*	*8%*	*2%*	*4%*	*8%*	*5%*	**10%zj**	*9%*	*8%*	*7%*	*8%*	*8%*
65-74	**110**	90	22	55	18	10	29	6	13	3	24	52	18	53	16	93	134
	11%d	**11%dh**	*12%*	**14%zdeh**	*7%*	*7%*	*10%*	*9%*	*7%*	*9%*	*10%*	*11%*	*11%*	*12%*	*10%*	*11%*	*13%*
75+	**91**	73	21	47	14	9	22	2	9	5	13	40	15	28	11	78	112
	9%dhjm	**9%dh**	**11%dgh**	**12%zadefgh**	*6%*	*6%*	*8%*	*2%*	*5%*	**14%dgh**	*6%*	*9%*	*9%*	*6%*	*7%*	*9%*	*11%*
Refused	**1**	1	1	1	1	-	1	-	-	-	-	1	-	1	-	1	1
	*******	***	*1%*	***	***	*-*	***	*-*	*-*	*-*	*-*	***	*-*	***	*-*	***	***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 194

Age

Base : All respondents

	Wtd. **Total** (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
16-24	**151**	57	42	64	34	66	112
	15%c	*14%*	**17%c**	*11%*	*16%*	**16%c**	*11%*
25-34	**162**	57	40	75	44	56	149
	16%c	*14%*	*16%*	*13%*	**20%ace**	*13%*	*15%*
35-44	**178**	62	38	87	37	60	182
	18%ce	*16%*	*16%*	*15%*	*17%*	*14%*	*18%*
45-54	**174**	65	33	98	34	66	177
	17%	*17%*	*13%*	*17%*	*16%*	*16%*	*17%*
55-59	**69**	28	17	38	18	29	70
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*
60-64	**79**	28	27	49	15	39	78
	8%	*7%*	**11%zad**	*9%*	*7%*	**9%a**	*8%*
65-74	**110**	51	30	80	23	54	134
	11%	*13%*	*13%*	**14%z**	*11%*	*13%*	*13%*
75+	**91**	45	15	77	11	49	112
	9%d	**11%zbd**	*6%*	**14%zbd**	*5%*	**12%zbd**	*11%*
Refused	**1**	1	1	-	-	1	1
	*******	***	***	*-*	*-*	***	***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 195

Social grade

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
A	**32**	11	20	5	-	15	4	8	32	-	-	-	12	11	1	7	31
	3%dijk	*2%*	*4%*	**4%d**	-	**4%d**	**3%d**	**4%d**	**14%zijk**	-	-	-	*2%*	*5%*	*1%*	*4%*	*3%*
B	**192**	90	102	12	31	80	30	38	192	-	-	-	117	48	4	22	193
	19%cijkno	*18%*	*20%*	*8%*	**19%c**	**23%zc**	**20%c**	**19%c**	**86%zijk**	-	-	-	**22%zno**	**21%no**	*6%*	*13%*	*19%*
C1	**314**	160	154	58	51	88	51	67	-	314	-	-	182	68	11	52	308
	31%ehjkn	*32%*	*30%*	**39%e**	*31%*	*25%*	**34%e**	**33%e**	-	**100%zhjk**	-	-	**34%n**	**30%n**	*14%*	**31%n**	*30%*
C2	**218**	108	110	28	33	85	30	42	-	-	218	-	135	47	10	25	220
	21%hiko	*22%*	*21%*	*19%*	*20%*	*24%*	*20%*	*21%*	-	-	**100%zhik**	-	**25%zno**	*21%*	*13%*	*15%*	*22%*
D	**155**	80	76	28	31	53	17	26	-	-	-	155	89	29	16	21	151
	15%hij	*16%*	*15%*	*18%*	*19%*	*15%*	*12%*	*13%*	-	-	-	**60%zhij**	*17%*	*13%*	*21%*	*12%*	*15%*
E	**105**	46	59	20	17	31	17	21	-	-	-	105	2	25	35	42	112
	10%hijl	*9%*	*11%*	*13%*	*10%*	*9%*	*11%*	*11%*	-	-	-	**40%zhij**	*	**11%l**	**45%zlmo**	**25%zlm**	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
A	**32**	-	4	26	1	10	11	10	2	12	1	8	26	2	1	2	1	14	17	27	5	21	8	31
	3%a	-	*2%*	**4%za**	*8%*	*5%*	*2%*	*3%*	*3%*	*4%*	*5%*	*4%*	*3%*	*18%*	*1%*	*5%*	*6%*	*3%*	*4%*	*3%*	*5%*	*3%*	*3%*	*3%*
B	**192**	7	27	152	5	41	92	59	22	70	7	31	164	2	17	5	2	112	80	173	18	125	58	193
	19%a	*4%*	**14%a**	**24%zab**	*31%*	*20%*	*19%*	*18%*	**39%zik**	*21%*	*34%*	*17%*	*19%*	*16%*	*20%*	*13%*	*13%*	*20%*	*17%*	*19%*	*18%*	*18%*	*21%*	*19%*
C1	**314**	29	61	220	4	67	161	86	17	111	4	55	268	3	25	10	7	168	146	279	34	211	84	308
	31%adj	*17%*	**31%a**	**35%za**	*24%*	*32%*	**34%g**	*26%*	*30%*	*34%*	*20%*	*29%*	*31%*	*25%*	*29%*	*29%*	*42%*	*30%*	*31%*	*31%*	*34%*	*31%*	*31%*	*30%*
C2	**218**	44	34	137	2	37	103	78	10	80	5	52	196	3	12	7	-	123	94	200	18	152	57	220
	21%	**27%b**	*17%*	*22%*	*13%*	*18%*	*22%*	*23%*	*18%*	*24%*	*28%*	**28%z**	**23%z**	*24%*	*14%*	*19%*	-	*22%*	*20%*	*22%*	*17%*	*22%*	*21%*	*22%*
D	**155**	43	36	72	4	29	59	67	5	32	2	27	126	1	22	5	1	77	78	138	17	103	44	151
	15%cfi	**26%zc**	**18%c**	*11%*	*23%*	*14%*	*12%*	**20%zf**	*10%*	*10%*	*12%*	*14%*	*15%*	*10%*	**26%zl**	*13%*	*7%*	*14%*	*17%*	*15%*	*17%*	*15%*	*16%*	*15%*
E	**105**	44	34	27	-	24	49	31	-	22	-	14	84	1	8	7	5	57	48	96	9	78	22	112
	10%chi	**26%zbc**	**17%zc**	*4%*	-	*12%*	*10%*	*9%*	-	*7%*	-	**8%h**	*10%*	*7%*	*9%*	*20%*	*32%*	*10%*	*10%*	*11%*	*9%*	*11%*	*8%*	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
A	**32**	7	2	14	1	1	3	1	3	1	22	4	9	13	9	31
	3%	**8%zbegi**	*1%*	**9%zbefghi**	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*	*3%*	*5%*	*3%*	*3%*
B	**192**	18	31	37	2	17	40	19	17	10	121	37	51	47	82	193
	19%deijl	**21%di**	**28%zdehi**	**25%dei**	*4%*	*13%*	**24%dei**	**18%d**	**16%d**	*9%*	*17%*	*22%*	*14%*	*17%*	**26%zlm**	*19%*
C1	**314**	38	36	42	8	30	47	42	30	42	217	48	124	94	80	308
	31%den	**43%zcdefh**	**32%d**	*28%*	*15%*	*22%*	*28%*	**40%zde**	*28%*	**41%zcdef**	*31%*	*29%*	**34%n**	**34%n**	*25%*	*30%*
C2	**218**	12	27	23	10	26	48	19	23	30	154	34	89	44	75	220
	21%m	*13%*	*24%*	*15%*	*20%*	*19%*	**29%zaceg**	*18%*	*21%*	**29%zac**	*22%*	*21%*	**25%m**	*16%*	**24%m**	*22%*
D	**155**	11	8	16	17	35	20	18	22	10	112	26	54	52	41	151
	15%b	*12%*	*7%*	*11%*	**34%zabcfgi**	**26%zabcfi**	*12%*	**17%b**	**21%bcfi**	*10%*	*16%*	*16%*	*15%*	**19%n**	*13%*	*15%*
E	**105**	3	9	19	13	27	7	6	11	10	76	16	33	27	33	112
	10%af	*3%*	*8%*	**13%af**	**25%zabcfghi**	**20%zabfgi**	*4%*	*6%*	*11%*	*10%*	*11%*	*9%*	*9%*	*10%*	*10%*	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Social grade

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
A	**32**	24	1	9	9	5	6	2	3	1	6	15	3	14	16	16	31
	3%bq	**3%b**	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	**10%zq**	*2%*	*3%*
B	**192**	156	40	86	38	30	54	14	44	4	28	100	28	96	51	135	193
	19%jq	**20%d**	**22%d**	**22%d**	*15%*	*19%*	*19%*	*22%*	**22%d**	*10%*	*12%*	**22%zj**	*16%*	*22%*	**31%zq**	*16%*	*19%*
C1	**314**	245	53	120	81	55	87	21	60	11	66	144	62	134	59	250	308
	31%	*31%*	*29%*	*30%*	*33%*	*36%*	*31%*	*33%*	*31%*	*33%*	*29%*	*31%*	*36%*	*30%*	*36%*	*30%*	*30%*
C2	**218**	178	40	83	66	40	71	14	46	7	53	105	35	101	27	189	220
	21%	*23%*	*22%*	*21%*	**26%zc**	*26%*	*25%*	*22%*	*24%*	*21%*	*23%*	*23%*	*20%*	*23%*	*16%*	**23%z**	*22%*
D	**155**	108	28	52	31	14	34	8	24	3	52	52	23	55	8	140	151
	15%aekmp	*14%*	*15%*	*13%*	*12%*	*9%*	*12%*	*13%*	*12%*	*7%*	**23%zk**	*11%*	*14%*	*12%*	*5%*	**17%zp**	*15%*
E	**105**	79	22	44	24	10	32	5	18	8	24	42	19	42	3	101	112
	10%p	*10%*	*12%*	*11%*	*10%*	*7%*	*11%*	*8%*	*9%*	**25%zabcdefgh**	*10%*	*9%*	*11%*	*9%*	*2%*	**12%zp**	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 199

Social grade

Base : All respondents

	Wtd. Total (z)	Newspaper readership					Unwtd total
		Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
A	**32**	4	18	12	9	12	31
	3%ac	*1%*	**7%zacde**	**2%a**	**4%a**	**3%a**	*3%*
B	**192**	70	86	79	57	95	193
	19%c	**18%c**	**35%zacde**	*14%*	**26%zac**	**23%zac**	*19%*
C1	**314**	124	86	143	74	135	308
	31%c	**32%c**	**36%c**	*25%*	**34%c**	**32%c**	*30%*
C2	**218**	93	32	137	35	94	220
	21%bd	**24%bd**	*13%*	**24%zbd**	*16%*	**22%bd**	*22%*
D	**155**	63	10	111	23	53	151
	15%bde	**16%bde**	*4%*	**20%zabde**	**11%b**	**13%b**	*15%*
E	**105**	40	10	85	18	32	112
	10%be	**10%be**	*4%*	**15%zabde**	**8%b**	**8%b**	*11%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 200

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Chief Income Earner	**655**	403	252	46	112	228	106	162	141	210	126	177	369	177	41	68	674
	65%bcjno	**82%zb**	*48%*	*31%*	**69%c**	**65%c**	**71%c**	**81%zcdef**	*63%*	**67%j**	*58%*	**68%j**	**69%zno**	**78%zlno**	*53%*	*40%*	*66%*
Not Chief Income Earner	**360**	92	268	105	51	124	42	39	82	104	91	83	170	51	36	103	341
	35%aglm	*18%*	**52%za**	**69%zdefg**	**31%g**	**35%g**	**29%g**	*19%*	*37%*	*33%*	**42%zik**	*32%*	**31%m**	*22%*	**47%zlm**	**60%zlm**	*34%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 201

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Chief Income Earner	**655**	110	142	394	8	172	291	192	34	206	14	108	560	8	49	27	9	364	291	585	70	472	153	674
	65%cgkv	*66%*	**72%zc**	*62%*	*49%*	**83%zfq**	*61%*	*58%*	*61%*	*63%*	*70%*	*58%*	*65%*	*67%*	*57%*	**77%n**	*56%*	*66%*	*63%*	*64%*	*69%*	**68%zv**	*56%*	*66%*
Not Chief Income Earner	**360**	56	54	241	9	36	183	140	22	120	6	78	304	4	37	8	7	188	172	329	31	218	121	341
	35%beu	*34%*	*28%*	**38%zb**	*51%*	*17%*	**39%e**	**42%ze**	*39%*	*37%*	*30%*	**42%z**	*35%*	*33%*	**43%o**	*23%*	*44%*	*34%*	*37%*	*36%*	*31%*	*32%*	**44%zu**	*34%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 202

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Chief Income Earner	**655**	58	63	101	35	94	103	62	68	72	465	102	233	161	218	674
	65%bm	*66%*	*56%*	*67%*	*70%*	**69%b**	*62%*	*59%*	*65%*	**69%b**	*66%*	*62%*	*65%*	*58%*	**68%m**	*66%*
Not Chief Income Earner	**360**	30	50	49	15	41	62	43	37	32	236	63	126	116	101	341
	35%	*34%*	**44%zei**	*33%*	*30%*	*31%*	*38%*	*41%*	*35%*	*31%*	*34%*	*38%*	*35%*	**42%zn**	*32%*	*34%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 203

Respondent is Chief Income Earner?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Chief Income Earner	**655**	503	121	271	147	106	183	32	128	21	150	307	112	296	106	537	674
	65%dg	**64%g**	**66%g**	**69%zadg**	*59%*	**69%dg**	**65%g**	*50%*	**66%g**	*62%*	*65%*	*67%*	*65%*	*67%*	*65%*	*65%*	*66%*
Not Chief Income Earner	**360**	287	63	124	102	48	101	31	66	13	79	152	59	145	58	294	341
	35%c	**36%c**	*34%*	*31%*	**41%zce**	*31%*	*35%*	**50%zabcefh**	*34%*	*38%*	*35%*	*33%*	*35%*	*33%*	*35%*	*35%*	*34%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 204

Respondent is Chief Income Earner?

Base : All respondents

	Wtd. **Total** (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Chief Income Earner	**655**	243	171	367	147	264	674
	65%	*62%*	**71%zae**	*65%*	**68%a**	*63%*	*66%*
Not Chief Income Earner	**360**	152	71	201	69	156	341
	35%b	**38%bd**	*29%*	*35%*	*32%*	**37%b**	*34%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 205

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Pensioner only (ie no children or other adults)	**208**	107	101	1	-	1	26	180	51	67	37	53	15	190	1	2	249
	20%cdelno	*22%*	*19%*	*1%*	-	*	**17%cde**	**90%zcdef**	*23%*	*21%*	*17%*	*20%*	*3%*	**83%zlno**	*1%*	*1%*	*25%*
Non-pensioners (ie adults/no dependent children under 16)	**475**	255	220	101	73	171	111	18	103	161	103	108	307	34	44	90	451
	47%bgm	**52%zb**	*42%*	**67%zdeg**	**45%g**	**49%g**	**75%zdeg**	*9%*	*46%*	**51%k**	*47%*	*42%*	**57%zm**	*15%*	**56%m**	**52%m**	*44%*
Adults with dependent child/ren under 16	**332**	133	199	49	89	180	12	3	69	86	78	99	217	3	33	79	315
	33%afgim	*27%*	**38%za**	**32%fg**	**55%zcfg**	**51%zcfg**	**8%g**	*1%*	*31%*	*28%*	*36%*	**38%zi**	**40%zm**	*2%*	**43%m**	**46%zm**	*31%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 206

Household is:

Base : All respondents

	Wtd. **Total (z)**	Home Ownership: Social renter (a)	Home Ownership: Private renter (b)	Home Ownership: Owner - occupier (c)	Home Ownership: Other (d)	Household Type: Pensioner (e)	Household Type: Non-pensioner (f)	Household Type: Adults with dependent children (g)	NHS/social care staff: NHS staff (h)	NHS/social care staff: Know NHS staff (i)	NHS/social care staff: Social care worker (j)	NHS/social care staff: Informal social carer (k)	Ethnicity: White (l)	Ethnicity: Mixed/ multiple ethnic groups (m)	Ethnicity: Asian/ Asian British (n)	Ethnicity: Black/ African / Caribbean/ Black British (o)	Ethnicity: Other ethnic group (p)	Hospital use: Hospital/A&E user (q)	Hospital use: Not hospital/A&E user (r)	NHS use: NHS user (s)	NHS use: Non NHS user (t)	People are treated with dignity and respect: Agree (u)	People are treated with dignity and respect: Disagree (v)	Unwtd total (w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Pensioner only (ie no children or other adults)	**208**	23	9	172	4	208	-	-	2	52	1	37	198	2	4	4	-	129	79	195	13	155	46	249
	20%abfg hinr	**14%b**	*5%*	**27%zab**	*25%*	**100%zfg**	-	-	*4%*	**16%h**	*4%*	**20%h**	**23%zn**	*15%*	*4%*	*12%*	-	**23%zr**	*17%*	*21%*	*13%*	**22%z**	*17%*	*25%*
Non-pensioners (ie adults/no dependent children under 16)	**475**	73	99	291	12	-	475	-	32	164	12	94	411	4	36	11	11	237	237	406	69	327	127	451
	47%egqs	*44%*	*50%*	*46%*	*67%*	-	**100%zeg**	-	*57%*	*50%*	*63%*	*50%*	*48%*	*30%*	*42%*	*31%*	*65%*	*43%*	**51%zq**	*44%*	**68%zs**	*47%*	*47%*	*44%*
Adults with dependent child/ren under 16	**332**	71	88	172	1	-	-	332	22	110	6	56	254	7	46	20	6	186	146	313	19	209	100	315
	33%cefl tu	**43%zc**	**45%zc**	*27%*	*8%*	-	-	**100%zef**	*39%*	*34%*	*33%*	*30%*	*29%*	*55%*	**54%zl**	**56%zl**	*35%*	*34%*	*32%*	**34%zt**	*19%*	*30%*	*37%*	*31%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 207

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Pensioner only (ie no children or other adults)	**208**	22	24	18	7	28	35	24	29	19	156	28	73	50	66	249
	20%c	**25%c**	**21%c**	*12%*	*14%*	*21%*	**21%c**	**23%c**	**28%c**	*18%*	**22%z**	*17%*	*20%*	*18%*	*21%*	*25%*
Non-pensioners (ie adults/no dependent children under 16)	**475**	43	58	78	20	65	87	40	31	54	324	75	175	123	151	451
	47%h	**49%h**	**52%gh**	**52%gh**	*39%*	**48%h**	**53%gh**	*38%*	*29%*	**52%gh**	*46%*	*46%*	*49%*	*44%*	*47%*	*44%*
Adults with dependent child/ren under 16	**332**	23	30	54	24	42	43	40	45	31	221	62	112	104	102	315
	33%	*26%*	*27%*	*36%*	**47%zabefi**	*31%*	*26%*	**39%f**	**43%zabfi**	*30%*	*31%*	*38%*	*31%*	*38%*	*32%*	*31%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 208

Household is:

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Pensioner only (ie no children or other adults)	**208**	170	43	103	31	19	50	7	21	8	38	97	36	84	30	175	249
	20%deh	**22%defh**	**23%degh**	**26%zadefgh**	*12%*	*12%*	**17%dh**	*12%*	*11%*	**23%h**	*17%*	*21%*	*21%*	*19%*	*19%*	*21%*	*25%*
Non-pensioners (ie adults/no dependent children under 16)	**475**	344	61	175	106	64	119	17	87	19	99	223	75	217	66	399	451
	47%abg	**44%bg**	*33%*	**44%bg**	**43%bg**	**42%g**	**42%bg**	*26%*	**45%bg**	**55%bg**	*43%*	*49%*	*44%*	*49%*	*40%*	*48%*	*44%*
Adults with dependent child/ren under 16	**332**	276	80	117	112	71	116	39	86	8	91	138	60	141	67	257	315
	33%q	**35%zc**	**44%zaci**	*30%*	**45%zaci**	**46%zaci**	**41%zaci**	**62%zabcdefh i**	**44%zaci**	*23%*	**40%zk**	*30%*	*35%*	*32%*	**41%zq**	*31%*	*31%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 209

Household is:

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Pensioner only (ie no children or other adults)	**208**	95	54	161	37	110	249
	20%	**24%zd**	**22%d**	**28%zad**	*17%*	**26%zd**	*25%*
Non-pensioners (ie adults/no dependent children under 16)	**475**	179	116	245	105	191	451
	47%c	*45%*	*48%*	*43%*	*48%*	*45%*	*44%*
Adults with dependent child/ren under 16	**332**	120	72	162	75	120	315
	33%ce	*31%*	*30%*	*29%*	*35%*	*28%*	*31%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 210

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Working	**538**	**276**	**263**	**61**	**119**	**262**	**82**	**13**	**130**	**182**	**135**	**92**	**538**	**-**	**-**	**-**	**498**
	53%cgkmno	***56%***	***51%***	**40%g**	**73%zcfg**	**75%zcfg**	**56%cg**	***6%***	**58%k**	**58%zk**	**62%zk**	***35%***	**100%zmno**	**-**	**-**	**-**	***49%***
Working - Full time (30+ hrs)	**437**	250	187	42	106	216	66	7	114	151	104	68	437	-	-	-	393
	43%bcgkmno	**50%zb**	*36%*	**28%g**	**65%zcfg**	**61%zcfg**	**45%cg**	*4%*	**51%zk**	**48%zk**	**48%k**	*26%*	**81%zmno**	-	-	-	*39%*
Working - Part-time (9-29 hrs)	**101**	26	76	19	13	46	16	6	16	31	31	24	101	-	-	-	105
	10%agmno	*5%*	**15%za**	**13%g**	**8%g**	**13%zg**	**11%g**	*3%*	*7%*	*10%*	**14%zh**	*9%*	**19%zmno**	-	-	-	*10%*
Unemployed	**78**	**38**	**40**	**18**	**16**	**33**	**10**	**-**	**5**	**11**	**10**	**51**	**-**	**-**	**78**	**-**	**79**
	8%ghilmo	***8%***	***8%***	**12%g**	**10%g**	**9%g**	**7%g**	**-**	***2%***	***4%***	***5%***	**20%zhij**	**-**	**-**	**100%zlmo**	**-**	***8%***
Unemployed - seeking work	**51**	28	23	11	14	22	4	-	4	10	5	32	-	-	51	-	52
	5%ghjlmo	*6%*	*4%*	**8%g**	**8%zfg**	**6%g**	**3%g**	-	*2%*	*3%*	*2%*	**12%zhij**	-	-	**65%zlmo**	-	*5%*
Unemployed - not seeking work	**27**	11	17	7	3	11	6	-	1	2	5	20	-	-	27	-	27
	3%ghilmo	*2%*	*3%*	**4%g**	*2%*	**3%g**	**4%g**	-	*	*1%*	*2%*	**8%zhij**	-	-	**35%zlmo**	-	*3%*
Not working	**317**	**138**	**179**	**8**	**17**	**51**	**54**	**188**	**75**	**80**	**63**	**99**	**-**	**228**	**-**	**89**	**368**
	31%acdeiln	***28%***	**34%za**	***5%***	***11%***	**14%c**	**36%cde**	**94%zcdef**	**34%i**	***25%***	***29%***	**38%zij**	**-**	**100%zlno**	**-**	**52%zln**	***36%***
Not working - retired	**228**	117	111	-	-	2	39	187	59	68	47	54	-	228	-	-	274
	22%cdelno	*24%*	*21%*	-	-	*	**26%cde**	**93%zcdef**	*26%*	*22%*	*22%*	*21%*	-	**100%zlno**	-	-	*27%*
Not working - looking after house/children	**56**	2	53	6	16	29	4	-	14	10	8	24	-	-	-	56	57
	5%agilmn	*	**10%za**	**4%g**	**10%zfg**	**8%zfg**	**2%g**	-	*6%*	*3%*	*4%*	**9%zij**	-	-	-	**33%zlmn**	*6%*
Not working - invalid/ disabled	**34**	18	15	1	1	20	11	1	3	2	8	21	-	-	-	34	37
	3%dghilm	*4%*	*3%*	*1%*	*1%*	**6%zcdg**	**7%zcdg**	*	*1%*	*1%*	**4%i**	**8%zhij**	-	-	-	**20%zlmn**	*4%*
Student	**74**	39	35	64	9	1	-	-	10	40	9	14	-	-	-	74	61
	7%efglmn	*8%*	*7%*	**43%zdefg**	**5%efg**	*	-	-	*5%*	**13%zhjk**	*4%*	*5%*	-	-	-	**43%zlmn**	*6%*
Other	**8**	5	3	-	1	5	2	-	3	1	-	4	-	-	-	8	9
	1%l	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	*1%*	*	-	*2%*	-	-	-	**5%zlm**	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 211

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	1015	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	1015	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Working	538	71	111	348	8	15	307	217	52	199	19	95	453	8	50	20	7	291	248	475	64	363	152	498
	53%aes	43%	56%a	55%a	49%	7%	65%ze	65%ze	93%zik	61%zk	96%	51%	52%	67%	58%	56%	40%	53%	53%	52%	63%zs	53%	55%	49%
Working - Full time (30+ hrs)	437	58	84	290	5	11	254	172	42	160	14	73	365	7	42	17	5	221	216	381	56	300	117	393
	43%aeqs	35%	43%	46%za	27%	5%	54%ze	52%ze	76%zik	49%zk	73%	39%	42%	60%	49%	47%	32%	40%	47%zq	42%	55%zs	43%	43%	39%
Working - Part-time (9-29 hrs)	101	13	27	58	4	4	53	44	9	39	4	22	88	1	8	3	1	70	32	94	7	63	35	105
	10%er	8%	14%	9%	22%	2%	11%e	13%ze	17%	12%	23%	12%	10%	7%	9%	9%	8%	13%zr	7%	10%	7%	9%	13%	10%
Unemployed	78	25	24	27	2	1	44	33	1	19	-	14	58	2	10	4	3	34	44	68	9	51	24	79
	8%celq	15%zc	12%zc	4%	12%	1%	9%e	10%e	2%	6%	-	7%	7%	15%	12%	12%	21%	6%	9%	7%	9%	7%	9%	8%
Unemployed - seeking work	51	17	12	19	2	1	27	22	1	14	-	11	42	2	5	1	1	20	30	43	7	32	17	52
	5%ceq	10%zc	6%	3%	12%	1%	6%e	7%e	2%	4%	-	6%	5%	15%	5%	3%	6%	4%	7%zq	5%	7%	5%	6%	5%
Unemployed - not seeking work	27	8	12	7	-	-	17	11	-	5	-	2	16	-	6	3	2	14	13	25	2	19	7	27
	3%cel	5%c	6%zc	1%	-	-	3%e	3%e	-	1%	-	1%	2%	-	7%zl	10%zl	14%	3%	3%	3%	2%	3%	2%	3%
Not working	317	58	33	221	4	192	72	53	2	85	1	67	284	1	17	11	4	192	125	297	20	217	80	368
	31%bfgh inrt	35%b	17%	35%zb	25%	92%zfq	15%	16%	4%	26%h	4%	36%hi	33%zn	7%	20%	32%	23%	35%zr	27%	33%zt	19%	31%	29%	36%
Not working - retired	228	21	10	193	4	190	34	3	2	57	1	44	214	1	4	8	-	138	90	212	16	163	55	274
	22%abfg hinr	13%b	5%	30%zab	25%	91%zfg	7%g	1%	4%	18%h	4%	24%h	25%zn	7%	5%	24%n	-	25%zr	19%	23%	16%	24%	20%	27%
Not working - looking after house/children	56	17	18	20	-	-	13	43	-	17	-	15	42	-	9	2	3	28	28	53	3	29	17	57
	5%cefl u	10%zc	9%zc	3%	-	-	3%e	13%zef	-	5%	-	8%h	5%	-	11%zl	5%	17%	5%	6%	6%	3%	4%	6%	6%
Not working - invalid/ disabled	34	20	5	8	-	2	25	7	-	11	-	8	28	-	3	1	1	26	7	33	1	25	8	37
	3%cer	12%zbc	3%	1%	-	1%	5%zeg	2%	-	3%	-	4%	3%	-	4%	3%	6%	5%zr	2%	4%	1%	4%	3%	4%
Student	74	10	26	36	2	-	47	27	1	20	-	8	62	1	8	-	3	32	42	66	8	55	14	61
	7%ceq	6%	13%zac	6%	14%	-	10%ze	8%e	2%	6%	-	4%	7%	11%	10%	-	16%	6%	9%q	7%	8%	8%	5%	6%
Other	8	3	2	3	-	-	5	3	-	3	-	3	7	-	1	-	-	4	4	7	1	4	3	9
	1%	2%	1%	*	-	-	1%	1%	-	1%	-	2%	1%	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 212

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Working	538	53	61	84	24	54	101	57	50	55	365	95	194	139	185	498
	53%e	60%e	54%e	56%e	48%	40%	61%zeh	54%e	47%	53%e	52%	58%	54%	50%	58%z	49%
Working - Full time (30+ hrs)	437	46	46	72	20	42	82	45	39	45	306	67	154	112	155	393
	43%e	52%e	41%	48%e	39%	31%	49%e	43%	37%	43%	44%	41%	43%	41%	49%z	39%
Working - Part-time (9-29 hrs)	101	7	15	12	4	11	20	12	11	10	59	28	40	26	30	105
	10%j	8%	14%	8%	9%	8%	12%	11%	10%	10%	8%	17%zj	11%	10%	9%	10%
Unemployed	78	4	7	11	12	16	5	3	14	6	56	14	21	26	25	79
	8%f	4%	6%	7%	23%zabcfgi	12%zfg	3%	3%	13%zafg	6%	8%	8%	6%	9%	8%	8%
Unemployed - seeking work	51	1	5	5	7	13	3	3	8	5	35	11	14	15	18	52
	5%	2%	4%	3%	14%zabcfg	10%zacfg	2%	3%	7%f	5%	5%	7%	4%	5%	6%	5%
Unemployed - not seeking work	27	2	2	6	4	3	2	-	6	1	21	3	6	11	6	27
	3%	2%	2%	4%g	9%zefgj	2%	1%	-	6%fgj	1%	3%	2%	2%	4%	2%	3%
Not working	317	23	32	44	14	56	52	36	34	25	225	51	116	84	91	368
	31%	26%	29%	29%	27%	42%zabci	32%	35%	32%	24%	32%	31%	32%	30%	29%	36%
Not working - retired	228	18	26	24	8	36	42	28	29	18	169	34	82	60	65	274
	22%c	20%	23%	16%	15%	26%c	25%	27%c	28%c	17%	24%	20%	23%	22%	20%	27%
Not working - looking after house/children	56	4	7	12	5	7	6	5	4	5	39	8	21	19	13	57
	5%	5%	6%	8%	10%	5%	4%	5%	4%	5%	6%	5%	6%	7%	4%	6%
Not working - invalid/ disabled	34	1	-	8	1	13	4	3	1	2	17	10	13	5	13	37
	3%bj	1%	-	5%b	2%	10%zabfghi	3%	3%	1%	2%	2%	6%zj	4%	2%	4%	4%
Student	74	6	8	11	1	9	6	9	7	18	50	4	26	27	16	61
	7%fkn	7%	7%	7%	3%	6%	3%	8%	6%	17%zbcdefh	7%k	2%	7%	10%n	5%	6%
Other	8	2	4	-	-	-	1	-	1	-	6	1	4	1	3	9
	1%	2%	3%zcei	-	-	-	1%	-	1%	-	1%	*	1%	*	1%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 213

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		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Working	538	408	88	200	144	91	156	31	109	8	118	266	86	256	109	417	498
	53%iq	52%i	48%i	51%i	58%abci	59%abci	55%i	50%i	56%i	24%	51%	58%z	50%	58%z	67%zq	50%	49%
Working - Full time (30+ hrs)	437	328	71	149	107	71	119	22	92	4	91	222	66	211	95	336	393
	43%ciq	42%i	39%i	38%i	43%i	47%ci	42%i	35%i	47%ci	12%	40%	48%zj	39%	48%zl	58%zq	40%	39%
Working - Part-time (9-29 hrs)	101	80	17	51	37	20	37	9	18	4	26	44	20	45	14	81	105
	10%	10%	9%	13%za	15%zabh	13%	13%	15%	9%	12%	11%	10%	11%	10%	9%	10%	10%
Unemployed	78	60	16	25	13	8	18	3	15	3	25	26	16	26	1	76	79
	8%kp	8%	9%	6%	5%	5%	6%	5%	8%	8%	11%zk	6%	9%	6%	1%	9%zp	8%
Unemployed - seeking work	51	38	9	14	7	5	10	-	10	1	16	17	10	20	1	49	52
	5%p	5%	5%	4%	3%	3%	3%	-	5%	2%	7%	4%	6%	4%	1%	6%zp	5%
Unemployed - not seeking work	27	22	7	11	6	2	8	3	6	2	9	8	5	7	-	27	27
	3%np	3%	4%	3%	2%	2%	3%	5%	3%	5%	4%	2%	3%	1%	-	3%zp	3%
Not working	317	265	78	151	66	43	94	17	51	20	63	146	51	127	39	274	368
	31%p	34%zdh	42%zadefgh	38%zadeh	26%	28%	33%d	26%	27%	57%zacdefgh	28%	32%	30%	29%	24%	33%zp	36%
Not working - retired	228	189	47	113	38	23	59	8	26	10	39	110	37	95	30	196	274
	22%dehj	24%zdegh	26%degh	29%zadefgh	15%	15%	21%dh	13%	14%	28%deh	17%	24%j	21%	22%	19%	24%	27%
Not working - looking after house/children	56	48	16	16	12	10	21	8	16	3	18	19	6	18	7	47	57
	5%	6%c	9%c	4%	5%	7%	7%c	12%zcd	8%c	8%	8%	4%	3%	4%	4%	6%	6%
Not working - invalid/ disabled	34	28	14	22	16	10	14	1	9	7	6	17	8	14	2	31	37
	3%	4%	8%za	6%za	6%za	6%z	5%	1%	5%	21%zabcdefgh	3%	4%	5%	3%	1%	4%	4%
Student	74	50	1	17	23	10	14	11	15	3	21	17	16	28	15	57	61
	7%abck	6%bc	1%	4%b	9%bcf	6%b	5%b	17%zabcefh	8%b	8%b	9%k	4%	10%	6%	9%	7%	6%
Other	8	7	1	3	3	2	3	1	3	1	2	4	2	3	-	8	9
	1%	1%	*	1%	1%	1%	1%	2%	2%	3%	1%	1%	1%	1%	-	1%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 214

Working Status of Respondent:

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Working	538	198	129	241	122	215	498
	53%c	50%c	53%c	42%	56%c	51%c	49%
Working - Full time (30+ hrs)	437	162	108	186	104	176	393
	43%c	41%c	45%c	33%	48%ac	42%c	39%
Working - Part-time (9-29 hrs)	101	36	21	55	18	39	105
	10%	9%	9%	10%	8%	9%	10%
Unemployed	78	33	12	50	14	29	79
	8%	8%	5%	9%	6%	7%	8%
Unemployed - seeking work	51	22	12	31	11	19	52
	5%	6%	5%	5%	5%	4%	5%
Unemployed - not seeking work	27	11	-	19	3	10	27
	3%b	3%b	-	3%b	1%	2%b	3%
Not working	317	134	72	240	57	144	368
	31%	34%d	30%	42%zabde	26%	34%d	36%
Not working - retired	228	106	57	178	41	116	274
	22%	27%zd	24%	31%zabd	19%	28%zd	27%
Not working - looking after house/children	56	15	10	39	10	15	57
	5%e	4%	4%	7%zae	5%	4%	6%
Not working - invalid/ disabled	34	14	4	24	5	12	37
	3%	3%	2%	4%	2%	3%	4%
Student	74	26	28	30	22	32	61
	7%c	7%	12%zace	5%	10%ac	8%	6%
Other	8	3	1	6	3	1	9
	1%	1%	*	1%e	1%	*	1%
Don't know	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 215

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Married	**479**	248	231	7	63	207	90	112	133	151	108	87	280	126	29	44	499
	47%cdko	*50%*	*44%*	*4%*	**39%c**	**59%zcd**	**61%zcd**	**56%zcd**	**60%zijk**	**48%k**	**50%k**	*33%*	**52%zno**	**55%zno**	*37%*	*26%*	*49%*
Single	**282**	144	138	123	57	63	25	14	50	90	52	91	124	20	38	101	254
	28%efghlm	*29%*	*27%*	**82%zdefg**	**35%zefg**	**18%g**	**17%g**	*7%*	*22%*	*29%*	*24%*	**35%zhj**	**23%m**	*9%*	**48%zlm**	**59%zlm**	*25%*
Separated/Divorced	**87**	28	59	2	1	46	19	19	12	26	19	30	52	21	6	9	90
	9%acd	*6%*	**11%za**	*1%*	*1%*	**13%zcd**	**13%zcd**	**9%cd**	*5%*	*8%*	*9%*	**12%h**	*10%*	*9%*	*7%*	*5%*	*9%*
Widowed	**69**	23	46	1	-	7	6	54	11	19	16	23	7	56	1	5	82
	7%acdelno	*5%*	**9%za**	*1%*	-	*2%*	**4%d**	**27%zcdef**	*5%*	*6%*	*7%*	*9%*	*1%*	**25%zlno**	*1%*	*3%*	*8%*
Cohabiting	**97**	52	45	18	41	28	7	3	16	28	23	29	75	5	5	12	89
	10%fgm	*11%*	*9%*	**12%fg**	**25%zcefg**	**8%g**	**5%g**	*1%*	*7%*	*9%*	*11%*	*11%*	**14%zmo**	*2%*	*6%*	**7%m**	*9%*
Don't know/Refused	**1**	-	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1
	*****	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Married	**479**	46	56	376	1	104	192	183	33	161	11	93	388	5	61	17	9	257	222	430	49	308	147	499
	47%abfiu	*27%*	*28%*	**59%zab**	*9%*	**50%f**	*40%*	**55%zf**	*60%*	*49%*	*55%*	*50%*	*45%*	*39%*	**71%zlo**	*48%*	*54%*	*47%*	*48%*	*47%*	*49%*	*45%*	**54%zu**	*49%*
Single	**282**	71	76	127	9	23	182	77	7	77	2	47	232	5	24	14	7	136	146	250	33	199	68	254
	28%cegh iq	**42%zc**	**39%zc**	*20%*	*50%*	*11%*	**38%zeg**	**23%e**	*13%*	*24%*	*11%*	*25%*	*27%*	*41%*	*28%*	*39%*	*41%*	*25%*	**32%zq**	*27%*	*32%*	*29%*	*25%*	*25%*
Separated/Divorced	**87**	22	18	43	3	23	38	26	7	31	4	14	82	-	1	3	1	52	35	79	7	55	27	90
	9%cn	**13%zc**	*9%*	*7%*	*17%*	*11%*	*8%*	*8%*	*12%*	*10%*	*21%*	*8%*	**9%zn**	-	*1%*	*8%*	*6%*	*9%*	*8%*	*9%*	*7%*	*8%*	*10%*	*9%*
Widowed	**69**	11	6	51	1	55	9	4	1	19	-	10	67	1	-	1	-	46	22	66	3	53	13	82
	7%bfgnr	*7%*	*3%*	**8%b**	*5%*	**27%zfg**	*2%*	*1%*	*1%*	*6%*	-	*5%*	**8%zn**	*10%*	-	*2%*	-	**8%zr**	*5%*	*7%*	*3%*	*8%*	*5%*	*8%*
Cohabiting	**97**	17	40	38	2	3	52	42	8	36	2	22	94	1	-	1	-	60	37	88	10	75	17	89
	10%cenv	*10%*	**21%zac**	*6%*	*13%*	*1%*	**11%e**	**13%ze**	*14%*	*11%*	*12%*	*12%*	**11%zn**	*10%*	-	*2%*	-	*11%*	*8%*	*10%*	*9%*	**11%v**	*6%*	*9%*
Don't know/Refused	**1**	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	-	1	1
	*****	-	-	-	*6%*	-	*	-	-	*	-	-	-	-	-	-	-	*	-	*	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Married	**479**	36	62	69	12	54	92	55	62	37	326	85	167	126	166	499
	47%di	**41%d**	**55%dei**	**46%d**	*23%*	**40%d**	**56%zadei**	**52%di**	**59%zacdei**	*36%*	*47%*	*51%*	*46%*	*46%*	**52%z**	*49%*
Single	**282**	32	27	60	15	38	26	25	21	39	195	35	98	81	80	254
	28%fhk	**36%fh**	*24%*	**40%zbefgh**	**30%f**	**28%f**	*16%*	*24%*	*20%*	**38%zbfgh**	*28%*	*21%*	*27%*	*29%*	*25%*	*25%*
Separated/Divorced	**87**	9	5	8	6	17	12	9	12	8	56	19	30	20	30	90
	9%	*10%*	*4%*	*5%*	*12%*	**13%bc**	*8%*	*9%*	*11%*	*8%*	*8%*	*12%*	*8%*	*7%*	*10%*	*9%*
Widowed	**69**	8	10	5	3	11	14	5	5	9	49	12	26	18	20	82
	7%c	**10%c**	**9%c**	*3%*	*5%*	*8%*	*8%*	*4%*	*5%*	**9%c**	*7%*	*8%*	*7%*	*6%*	*6%*	*8%*
Cohabiting	**97**	2	9	7	15	15	21	11	6	11	74	13	38	31	24	89
	10%ac	*3%*	*8%*	*5%*	**30%zabcefghi**	**11%a**	**13%ach**	*10%*	*5%*	**10%a**	*11%*	*8%*	*10%*	*11%*	*7%*	*9%*
Don't know/Refused	**1**	-	-	1	-	-	-	-	-	-	-	1	1	-	-	1
	*****	-	-	*1%*	-	-	-	-	-	-	-	**1%j**	*	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Married	**479**	382	85	191	114	72	130	32	83	14	103	243	77	232	105	366	499
	47%q	*48%*	*46%*	*48%*	*46%*	*47%*	*46%*	*51%*	*43%*	*42%*	*45%*	**53%z**	*45%*	**52%z**	**64%zq**	*44%*	*49%*
Single	**282**	205	45	88	65	41	67	15	56	13	68	97	57	100	31	244	254
	28%ackmp	**26%c**	*24%*	*22%*	*26%*	*27%*	*23%*	*23%*	**29%c**	**39%bcf**	**30%k**	*21%*	**33%m**	*23%*	*19%*	**29%zp**	*25%*
Separated/Divorced	**87**	68	17	41	22	18	29	3	18	1	18	41	7	44	6	78	90
	9%lp	*9%*	*9%*	*10%*	*9%*	*12%*	*10%*	*4%*	*9%*	*2%*	*8%*	*9%*	*4%*	**10%l**	*4%*	**9%p**	*9%*
Widowed	**69**	58	13	37	15	5	20	1	10	5	14	29	17	22	8	61	82
	7%m	**7%e**	*7%*	**9%zdegh**	*6%*	*3%*	*7%*	*1%*	*5%*	**14%eg**	*6%*	*6%*	**10%m**	*5%*	*5%*	*7%*	*8%*
Cohabiting	**97**	76	23	37	31	17	37	13	27	1	25	48	13	43	13	83	89
	10%	*10%*	*13%*	*9%*	*13%*	*11%*	**13%zac**	**20%zaci**	**14%zaci**	*3%*	*11%*	*10%*	*8%*	*10%*	*8%*	*10%*	*9%*
Don't know/Refused	**1**	1	1	1	1	-	1	-	-	-	-	1	-	1	-	1	1
	*****	*	*1%*	*	*	-	*	-	-	-	-	*	-	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 219

QA. Marital status

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Married	**479**	189	119	254	103	196	499
	47%	*48%*	*49%*	*45%*	*48%*	*47%*	*49%*
Single	**282**	112	79	154	67	127	254
	28%	*28%*	*33%*	*27%*	*31%*	*30%*	*25%*
Separated/Divorced	**87**	31	17	52	12	36	90
	9%	*8%*	*7%*	*9%*	*5%*	*8%*	*9%*
Widowed	**69**	27	8	62	10	25	82
	7%b	**7%b**	*3%*	**11%zabde**	*4%*	**6%b**	*8%*
Cohabiting	**97**	35	19	47	25	36	89
	10%	*9%*	*8%*	*8%*	**11%b**	*9%*	*9%*
Don't know/Refused	**1**	1	1	-	-	1	1
	*****	*	*	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 220

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Other people	**816**	393	424	145	141	297	107	125	183	265	181	187	469	142	60	145	798
	80%fgkm	*79%*	*81%*	**96%zdefg**	**87%zfg**	**85%zfg**	**72%g**	*62%*	**82%k**	**84%zk**	**83%k**	*72%*	**87%zmn**	*62%*	**77%m**	**85%m**	*79%*
Alone	**196**	101	95	6	20	54	41	75	38	48	37	73	67	86	18	26	214
	19%cdeil	*20%*	*18%*	*4%*	**12%c**	**15%c**	**28%zcde**	**37%zcde**	*17%*	*15%*	*17%*	**28%zhij**	*12%*	**38%zlno**	**23%l**	*15%*	*21%*
Refused/Not stated	**3**	2	1	-	1	-	-	1	2	1	-	-	3	-	-	-	3
	*****	*	*	-	*1%*	-	-	*	*1%*	*	-	-	*1%*	-	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 221

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Other people	**816**	120	165	518	12	116	377	324	50	266	17	163	679	11	79	31	15	440	376	733	83	546	226	798
	80%ael	*72%*	**84%a**	**82%a**	*72%*	*56%*	**79%e**	**97%zef**	*90%*	*82%*	*89%*	**87%z**	*79%*	*92%*	**92%zl**	*89%*	*93%*	*80%*	*81%*	*80%*	*82%*	*79%*	*82%*	*79%*
Alone	**196**	46	31	115	4	92	96	8	4	59	2	24	184	1	6	4	1	109	87	177	19	144	46	214
	19%ghkn	**28%zbc**	*16%*	*18%*	*22%*	**44%zfg**	**20%g**	*3%*	*8%*	**18%h**	*11%*	*13%*	**21%zn**	*8%*	*7%*	*11%*	*7%*	*20%*	*19%*	*19%*	*18%*	*21%*	*17%*	*21%*
Refused/Not stated	**3**	-	-	2	1	1	2	-	1	1	-	-	1	-	1	-	-	3	-	3	-	1	2	3
	***l**	-	-	*	*6%*	*	*	-	**2%z**	*	-	-	*	-	**1%l**	-	-	*1%*	-	*	-	*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 222

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Other people	**816**	67	90	112	40	103	136	95	90	82	559	131	289	236	252	798
	80%	*76%*	*80%*	*75%*	*78%*	*77%*	*83%*	**91%zabcdei**	**86%c**	*79%*	*80%*	*79%*	*80%*	**85%zn**	*79%*	*79%*
Alone	**196**	21	22	36	11	32	29	10	15	21	141	32	69	40	66	214
	19%gm	**24%g**	**20%g**	**24%g**	**22%g**	**23%g**	*17%*	*9%*	*14%*	**20%g**	*20%*	*20%*	*19%*	*15%*	*21%*	*21%*
Refused/Not stated	**3**	-	-	2	-	-	-	-	-	1	1	2	2	-	1	3
	*****	-	-	**1%z**	-	-	-	-	-	*1%*	*	**1%zj**	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 223

QB. Do you live alone or with other people?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Other people	**816**	630	150	304	211	129	224	61	162	23	192	367	140	360	143	655	798
	80%ciq	**80%i**	**82%i**	*77%*	**85%zacfi**	**84%ci**	*79%*	**96%zabcdefhi**	**84%ci**	*66%*	*84%*	*80%*	*82%*	*82%*	**87%zq**	*79%*	*79%*
Alone	**196**	157	33	89	36	24	58	3	32	12	36	89	30	80	20	174	214
	19%dgp	**20%dg**	**18%g**	**22%zdegh**	**15%g**	**16%g**	**20%dg**	*4%*	**16%g**	**34%zabdefgh**	*16%*	*20%*	*17%*	*18%*	*12%*	**21%zp**	*21%*
Refused/Not stated	**3**	3	1	3	1	-	3	-	-	-	1	2	1	1	1	2	3
	*****	*	*1%*	*1%*	*	-	**1%z**	-	-	-	*	*	*	*	*1%*	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 224

QB. Do you live alone or with other people?

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Other people	**816**	319	193	426	179	335	798
	80%c	**81%c**	*80%*	*75%*	**83%c**	**80%c**	*79%*
Alone	**196**	74	47	141	38	85	214
	19%	*19%*	*19%*	**25%zade**	*17%*	*20%*	*21%*
Refused/Not stated	**3**	1	2	1	-	1	3
	*****	*	*1%*	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 225

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	**798**	395	403	107	129	302	106	154	181	255	181	181	431	172	60	135	798
Weighted Total	**816**	393	424	145	141	297	107	125	183	265	181	187	469	142	60*	145	798
Yes, aged 60-74	**152**	83	69	10	3	10	47	82	40	55	35	22	49	88	5	10	166
	19%cdeklno	*21%*	*16%*	*7%*	*2%*	*3%*	**44%zcde**	**65%zcdef**	**22%k**	**21%k**	*19%*	*12%*	*10%*	**62%zlno**	*8%*	*7%*	*21%*
Yes, aged 75-84	**44**	25	19	-	-	5	1	38	11	14	11	8	5	38	-	1	52
	5%cdeflo	*6%*	*4%*	-	-	*2%*	*1%*	**30%zcdef**	*6%*	*5%*	*6%*	*4%*	*1%*	**27%zlno**	-	*	*7%*
Yes, aged 85+	**11**	4	6	-	2	2	1	6	4	1	1	6	2	6	-	3	12
	1%l	*1%*	*2%*	-	*2%*	*1%*	*1%*	**5%zce**	*2%*	*	*	**3%i**	*1%*	**4%zl**	-	*2%*	*2%*
None aged 60+	**618**	284	334	135	136	280	58	9	130	198	138	152	412	19	55	131	578
	76%afgm	*72%*	**79%za**	**93%zfg**	**96%zfg**	**94%zfg**	**54%g**	*7%*	*71%*	*75%*	*76%*	**81%h**	**88%zm**	*13%*	**92%zm**	**91%zm**	*72%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 226

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**798**	114	153	520	11	140	352	306	47	255	16	160	667	11	75	31	13	436	362	716	82	533	221	798
Weighted Total	**816**	120	165	518	12**	116	377	324	50*	266	17**	163	679	11**	79*	31**	15**	440	376	733	83*	546	226	798
Yes, aged 60-74	**152**	12	6	129	5	73	67	12	4	44	2	30	131	2	10	7	2	84	68	141	11	103	41	166
	19%abgh	*10%*	*4%*	**25%zab**	*41%*	**63%zfg**	**18%g**	*4%*	*8%*	*16%*	*10%*	*19%*	*19%*	*21%*	*13%*	*22%*	*14%*	*19%*	*18%*	*19%*	*14%*	*19%*	*18%*	*21%*
Yes, aged 75-84	**44**	2	1	41	-	36	6	3	1	8	-	11	41	-	2	1	-	29	16	41	4	29	13	52
	5%bfgj	*2%*	*1%*	**8%zab**	-	**31%zfg**	*2%*	*1%*	*2%*	*3%*	-	*7%*	*6%*	-	*3%*	*3%*	-	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	*7%*
Yes, aged 85+	**11**	3	1	7	-	6	4	1	1	1	-	5	8	1	2	-	-	7	4	9	2	7	3	12
	1%g	*3%*	*1%*	*1%*	-	**5%zfg**	*1%*	*	*2%*	*	-	**3%l**	*1%*	*8%*	*3%*	-	-	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
None aged 60+	**618**	103	157	350	7	9	300	308	44	216	16	118	507	8	65	24	13	325	292	552	66	411	173	578
	76%ce	**86%zc**	**95%zac**	*68%*	*59%*	*8%*	**80%ze**	**95%zef**	**88%zk**	**81%zk**	*90%*	*73%*	*75%*	*72%*	*82%*	*78%*	*86%*	*74%*	*78%*	*75%*	*80%*	*75%*	*77%*	*72%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 227

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	**798**	54	104	106	36	106	126	86	87	93	547	129	284	226	250	798
Weighted Total	**816**	67*	90	112	40*	103	136	95*	90*	82*	559	131	289	236	252	798
Yes, aged 60-74	**152**	17	16	25	4	13	28	20	20	9	109	23	56	39	49	166
	19%	**25%ei**	*18%*	*22%*	*9%*	*13%*	*20%*	*21%*	*23%*	*12%*	*19%*	*18%*	*19%*	*16%*	*19%*	*21%*
Yes, aged 75-84	**44**	4	4	3	-	5	9	10	6	3	28	10	15	11	15	52
	5%	*6%*	*4%*	*3%*	-	*5%*	*7%*	**11%zcd**	*7%*	*3%*	*5%*	*8%*	*5%*	*5%*	*6%*	*7%*
Yes, aged 85+	**11**	1	1	4	-	2	1	1	1	-	7	2	3	1	6	12
	1%	*1%*	*2%*	*3%*	-	*2%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*1%*	*	*2%*	*2%*
None aged 60+	**618**	48	69	81	36	84	100	65	64	70	418	99	217	187	187	578
	76%	*72%*	*77%*	*73%*	**91%zacfgh**	*81%*	*73%*	*69%*	*71%*	**85%zcfgh**	*75%*	*76%*	*75%*	*79%*	*74%*	*72%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 228

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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**798**	619	150	307	206	125	221	58	153	24	185	365	135	355	138	642	798
Weighted Total	**816**	630	150	304	211	129	224	61*	162	23**	192	367	140	360	143	655	798
Yes, aged 60-74	**152**	129	27	64	40	18	40	10	22	4	23	78	23	79	26	123	166
	19%j	**21%zeh**	*18%*	**21%eh**	*19%*	*14%*	*18%*	*17%*	*13%*	*16%*	*12%*	**21%j**	*16%*	**22%z**	*18%*	*19%*	*21%*
Yes, aged 75-84	**44**	34	13	24	7	5	11	1	5	2	6	25	9	15	5	37	52
	5%	*5%*	**9%dgh**	**8%zadeh**	*3%*	*4%*	*5%*	*1%*	*3%*	*11%*	*3%*	*7%*	*7%*	*4%*	*4%*	*6%*	*7%*
Yes, aged 85+	**11**	7	2	5	2	2	1	-	2	2	1	8	3	5	2	9	12
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	-	*1%*	*8%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*
None aged 60+	**618**	468	112	216	164	105	174	51	134	16	162	263	106	267	110	495	578
	76%ck	*74%*	*75%*	*71%*	**78%c**	**81%c**	**78%c**	**83%c**	**83%zac**	*69%*	**85%zk**	*72%*	*76%*	*74%*	*77%*	*76%*	*72%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 229

QC. Are there any elderly people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**798**	318	186	431	175	330	798
Weighted Total	**816**	319	193	426	179	335	798
Yes, aged 60-74	**152**	68	48	93	43	78	166
	19%	*21%*	**25%z**	**22%z**	**24%z**	**23%z**	*21%*
Yes, aged 75-84	**44**	29	8	33	8	26	52
	5%	**9%zbd**	*4%*	**8%z**	*5%*	**8%zb**	*7%*
Yes, aged 85+	**11**	2	2	10	1	2	12
	1%	*1%*	*1%*	**2%zae**	*1%*	*1%*	*2%*
None aged 60+	**618**	227	137	297	130	232	578
	76%ace	*71%*	*71%*	*70%*	*73%*	*69%*	*72%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 230

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	**798**	395	403	107	129	302	106	154	181	255	181	181	431	172	60	135	798
Weighted Total	**816**	393	424	145	141	297	107	125	183	265	181	187	469	142	60*	145	798
Yes, aged 0-4	**140**	53	87	14	68	56	2	1	31	40	27	42	93	1	12	34	131
	17%acfgm	*13%*	**21%za**	**9%fg**	**48%zcefg**	**19%cfg**	*2%*	*1%*	*17%*	*15%*	*15%*	**23%z**	**20%zm**	*1%*	**21%m**	**23%m**	*16%*
Yes, aged 5-12	**166**	58	108	13	39	113	2	-	34	43	29	61	104	1	19	42	162
	20%acfgim	*15%*	**25%za**	**9%fg**	**27%zcfg**	**38%zcdfg**	*2%*	-	*18%*	*16%*	*16%*	**32%zhij**	**22%m**	*1%*	**32%zm**	**29%zm**	*20%*
Yes, aged 13-17	**160**	64	96	41	10	98	11	-	26	46	42	45	98	3	14	45	152
	20%adfghm	*16%*	**23%za**	**28%zdfg**	**7%g**	**33%zdfg**	**10%g**	-	*14%*	*17%*	**23%h**	**24%h**	**21%m**	*2%*	**23%m**	**31%zlm**	*19%*
None under 18	**455**	253	202	82	55	99	95	124	109	164	103	79	239	139	27	50	456
	56%bdeklo	**65%zb**	*48%*	**57%de**	*39%*	*33%*	**88%zcde**	**99%zcdef**	**60%k**	**62%zk**	**57%k**	*42%*	**51%o**	**98%zlno**	*44%*	*35%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 231

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**798**	114	153	520	11	140	352	306	47	255	16	160	667	11	75	31	13	436	362	716	82	533	221	798
Weighted Total	**816**	120	165	518	12**	116	377	324	50*	266	17**	163	679	11**	79*	31**	15**	440	376	733	83*	546	226	798
Yes, aged 0-4	**140**	35	47	58	-	1	15	124	9	49	2	21	97	4	23	12	3	85	55	132	8	93	40	131
	17%cefl	**29%zc**	**28%zc**	*11%*	-	*1%*	*4%*	**38%zef**	*19%*	*18%*	*10%*	*13%*	*14%*	*37%*	**30%zl**	*37%*	*22%*	*19%*	*15%*	*18%*	*10%*	*17%*	*18%*	*16%*
Yes, aged 5-12	**166**	48	39	79	-	-	16	150	12	54	3	32	122	3	30	10	2	91	75	153	13	100	58	162
	20%cefl	**40%zbc**	**23%c**	*15%*	-	-	**4%e**	**46%zef**	*24%*	*20%*	*18%*	*20%*	*18%*	*27%*	**37%zl**	*30%*	*12%*	*21%*	*20%*	*21%*	*15%*	*18%*	**25%zu**	*20%*
Yes, aged 13-17	**160**	41	25	93	1	-	49	111	6	44	6	37	129	3	18	10	-	81	79	149	11	106	45	152
	20%ef	**34%zbc**	*15%*	*18%*	*9%*	-	**13%e**	**34%zef**	*12%*	*17%*	*33%*	*23%*	*19%*	*23%*	*23%*	*33%*	-	*18%*	*21%*	*20%*	*13%*	*19%*	*20%*	*19%*
None under 18	**455**	36	78	330	11	115	303	37	29	150	9	90	402	4	27	10	10	238	217	397	58	316	114	456
	56%abgns	*30%*	**47%a**	**64%zab**	*91%*	**99%zfg**	**80%zg**	*11%*	*57%*	*56%*	*51%*	*55%*	**59%zn**	*40%*	*34%*	*33%*	*66%*	*54%*	*58%*	*54%*	**70%zs**	*58%*	*51%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 232

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	**798**	54	104	106	36	106	126	86	87	93	547	129	284	226	250	798
Weighted Total	**816**	67*	90	112	40*	103	136	95*	90*	82*	559	131	289	236	252	798
Yes, aged 0-4	**140**	11	18	27	10	15	14	13	22	11	102	21	46	41	46	131
	17%f	*16%*	**20%f**	**24%f**	**24%f**	*14%*	*10%*	*14%*	**24%f**	*13%*	*18%*	*16%*	*16%*	*17%*	*18%*	*16%*
Yes, aged 5-12	**166**	11	13	23	12	27	25	13	29	13	108	34	52	53	53	162
	20%	*16%*	*14%*	*21%*	*29%*	**26%bg**	*18%*	*14%*	**33%zabfgi**	*16%*	*19%*	*26%*	*18%*	*23%*	*21%*	*20%*
Yes, aged 13-17	**160**	14	14	21	5	21	18	24	21	22	102	33	59	51	44	152
	20%f	*21%*	*15%*	*19%*	*13%*	*21%*	*13%*	**25%f**	*23%*	**26%f**	*18%*	*26%*	*21%*	*21%*	*17%*	*19%*
None under 18	**455**	42	55	57	18	52	89	54	41	46	319	66	167	120	146	456
	56%h	*63%*	**61%h**	*51%*	*46%*	*50%*	**65%zcdeh**	*57%*	*45%*	*56%*	*57%*	*51%*	*58%*	*51%*	*58%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 233

QD. Are there any young 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**798**	619	150	307	206	125	221	58	153	24	185	365	135	355	138	642	798
Weighted Total	**816**	630	150	304	211	129	224	61*	162	23**	192	367	140	360	143	655	798
Yes, aged 0-4	**140**	116	43	53	44	32	49	21	45	3	49	57	23	54	31	106	131
	17%	*18%*	**29%zacd**	*17%*	*21%*	**25%zc**	**22%z**	**34%zacdf**	**27%zac**	*12%*	**26%zk**	*15%*	*17%*	*15%*	*22%*	*16%*	*16%*
Yes, aged 5-12	**166**	137	38	59	56	39	55	18	42	4	50	59	31	61	22	141	162
	20%km	*22%*	*25%*	*19%*	**27%zc**	**30%zac**	**25%c**	*29%*	*26%*	*19%*	**26%zk**	*16%*	*22%*	*17%*	*16%*	*21%*	*20%*
Yes, aged 13-17	**160**	120	27	56	42	35	43	11	28	2	36	67	26	66	33	122	152
	20%	*19%*	*18%*	*18%*	*20%*	**27%zabcfh**	*19%*	*17%*	*17%*	*10%*	*19%*	*18%*	*18%*	*18%*	*23%*	*19%*	*19%*
None under 18	**455**	344	69	172	99	49	111	23	74	16	89	223	77	211	73	372	456
	56%bdefghj	**55%bdegh**	*46%*	**57%bdefgh**	**47%e**	*38%*	**50%e**	*37%*	*46%*	*72%*	*47%*	**61%zj**	*55%*	*58%*	*51%*	*57%*	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 234

QD. Are there any young people in household?

Base : All respondents who live with other people

	Wtd. Total (z)	Newspaper readership					Unwtd total
		Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**798**	318	186	431	175	330	798
Weighted Total	**816**	319	193	426	179	335	798
Yes, aged 0-4	**140**	46	31	65	29	47	131
	17%e	*14%*	*16%*	*15%*	*16%*	*14%*	*16%*
Yes, aged 5-12	**166**	58	28	91	34	55	162
	20%be	*18%*	*15%*	**21%be**	*19%*	*17%*	*20%*
Yes, aged 13-17	**160**	55	23	82	25	51	152
	20%bde	*17%*	*12%*	**19%b**	*14%*	*15%*	*19%*
None under 18	**455**	190	120	248	105	209	456
	56%	*59%*	*62%*	*58%*	*59%*	**62%z**	*57%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 235

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Yes, respondent	**204**	108	96	8	11	64	40	81	42	49	45	69	55	93	17	39	226
	20%cdil	*22%*	*18%*	*5%*	*7%*	**18%cd**	**27%zcde**	**40%zcdef**	*19%*	*16%*	*21%*	**26%zi**	*10%*	**41%zlno**	**21%l**	**23%l**	*22%*
Yes, other household member	**146**	63	82	20	15	43	31	35	25	47	35	38	68	42	8	28	147
	14%d	*13%*	*16%*	*13%*	*9%*	*12%*	**21%zde**	**18%d**	*11%*	*15%*	*16%*	*15%*	*13%*	**19%zl**	*10%*	*16%*	*14%*
No	**693**	338	355	123	138	250	81	100	164	224	144	162	421	109	54	109	673
	68%fgkm	*68%*	*68%*	**82%zefg**	**85%zefg**	**71%fg**	*55%*	*50%*	**73%k**	**71%k**	*66%*	*62%*	**78%zmo**	*48%*	**69%m**	**63%m**	*66%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 236

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Yes, respondent	**204**	44	28	128	4	78	83	42	5	67	3	34	186	-	6	8	4	150	53	198	6	135	65	226
	20%bqhnrt	**26%zb**	*14%*	*20%*	*25%*	**37%zfg**	*18%*	*13%*	*9%*	**21%h**	*16%*	*18%*	**22%zn**	-	*7%*	**22%n**	*25%*	**27%zr**	*12%*	**22%zt**	*6%*	*20%*	*24%*	*22%*
Yes, other household member	**146**	28	13	102	3	35	65	45	7	53	5	64	135	1	7	1	1	81	65	132	14	97	41	147
	14%bo	**17%b**	*6%*	**16%zb**	*16%*	*17%*	*14%*	*14%*	*13%*	*16%*	*28%*	**34%zhi**	**16%zo**	*9%*	*8%*	*3%*	*6%*	*15%*	*14%*	*14%*	*13%*	*14%*	*15%*	*14%*
No	**693**	96	158	428	11	110	334	250	43	215	11	95	567	11	74	27	12	341	352	610	83	478	175	673
	68%aeklqs	*58%*	**80%zac**	**67%a**	*63%*	*53%*	**70%e**	**75%ze**	**78%k**	**66%k**	*56%*	*51%*	*66%*	*91%*	**87%zl**	*78%*	*75%*	*62%*	**76%zq**	*67%*	**82%zs**	*69%*	*64%*	*66%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Yes, respondent	**204**	21	19	25	11	37	36	22	12	22	128	47	77	46	68	226
	20%hj	**23%h**	*17%*	*17%*	*21%*	**27%zbch**	**22%h**	*21%*	*11%*	**21%h**	*18%*	**28%zj**	*21%*	*17%*	*21%*	*22%*
Yes, other household member	**146**	12	18	7	6	24	28	18	23	11	99	26	63	27	50	147
	14%cm	**14%c**	**16%c**	*4%*	*12%*	**18%c**	**17%c**	**17%c**	**22%zcl**	*10%*	*14%*	*16%*	**17%zm**	*10%*	**16%m**	*14%*
No	**693**	58	78	118	36	80	108	70	72	72	491	98	232	209	208	673
	68%ek	*66%*	*69%*	**79%zaef**	*71%*	*59%*	*66%*	*67%*	*68%*	*70%*	**70%k**	*59%*	*64%*	**76%zln**	*65%*	*66%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 238

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)**	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Yes, respondent	**204**	180	60	131	64	45	77	11	42	15	31	112	35	94	29	173	226
	20%j	**23%z**	**33%zagh**	**33%zadfgh**	**26%z**	**29%zag**	**27%z**	*17%*	*22%*	**43%zadfgh**	*13%*	**24%zj**	*21%*	*21%*	*18%*	*21%*	*22%*
Yes, other household member	**146**	120	22	59	50	28	54	17	28	7	21	83	17	83	21	122	147
	14%j	*15%*	*12%*	*15%*	**20%zabc**	*18%*	**19%zab**	**27%zabch**	*15%*	*19%*	*9%*	**18%zj**	*10%*	**19%zl**	*13%*	*15%*	*14%*
No	**693**	516	108	225	146	85	160	38	131	14	180	280	120	282	118	559	673
	68%abcdefikm	**65%bcdefi**	**59%i**	*57%*	**59%i**	*56%*	*56%*	*61%*	**67%bcdefi**	*41%*	**79%zk**	*61%*	*70%*	*64%*	*72%*	*67%*	*66%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 239

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Yes, respondent	**204**	82	41	135	44	84	226
	20%	*21%*	*17%*	**24%zb**	*20%*	*20%*	*22%*
Yes, other household member	**146**	63	33	77	34	60	147
	14%	*16%*	*13%*	*14%*	*16%*	*14%*	*14%*
No	**693**	261	177	374	147	291	673
	68%	*66%*	**73%ac**	*66%*	*68%*	**69%a**	*66%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 240

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	**226**	123	103	6	11	68	41	100	46	54	49	77	53	113	17	43	226
Weighted Total	**204**	108	96	8**	11**	64*	40*	81*	42*	49*	45*	69*	55*	93	17**	39*	226
Agree	**192**	101	91	6	11	59	38	77	41	48	40	63	54	90	15	33	213
	94%o	*94%*	*95%*	*81%*	*100%*	*92%*	*95%*	*96%*	*97%*	*98%*	*90%*	*92%*	**98%o**	**97%o**	*91%*	*85%*	*94%*
Disagree	**10**	6	4	1	-	4	2	3	1	1	4	4	1	3	1	5	11
	5%	*5%*	*5%*	*19%*	-	*7%*	*5%*	*3%*	*3%*	*2%*	*10%*	*6%*	*2%*	*3%*	*9%*	**13%zlm**	*5%*
Don't know/Refused	**2**	1	1	-	-	1	-	1	-	-	-	2	-	1	-	1	2
	1%	*1%*	*1%*	-	-	*1%*	-	*1%*	-	-	-	*2%*	-	*1%*	-	*2%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 241

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**226**	49	30	142	5	95	87	44	5	71	3	36	206	-	7	9	4	169	57	220	6	152	70	226
Weighted Total	**204**	44*	28**	128	4**	78*	83*	42*	5**	67*	3**	34*	186	-**	6**	8**	4**	150	53*	198	6**	135	65*	226
Agree	**192**	39	26	123	4	75	77	40	4	63	3	33	176	-	5	8	3	142	50	188	4	130	58	213
	94%	*88%*	*94%*	***96%a***	*100%*	*96%*	*92%*	*96%*	*78%*	*94%*	*100%*	*95%*	*95%*	-	*88%*	*100%*	*77%*	*94%*	*94%*	***95%z***	*75%*	*96%*	*90%*	*94%*
Disagree	**10**	4	1	5	-	3	6	2	1	4	-	2	9	-	1	-	1	7	3	9	1	4	6	11
	5%su	*10%*	*3%*	*4%*	-	*3%*	*7%*	*4%*	*22%*	*5%*	-	*5%*	*5%*	-	*12%*	-	*23%*	*5%*	*6%*	*4%*	*25%*	*3%*	***10%u***	*5%*
Don't know/Refused	**2**	1	1	-	-	1	1	-	-	1	-	-	2	-	-	-	-	2	-	2	-	2	-	2
	1%	*2%*	*3%*	-	-	*1%*	*1%*	-	-	*1%*	-	-	*1%*	-	-	-	-	*1%*	-	*1%*	-	*1%*	-	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	**226**	19	25	28	11	43	37	22	13	28	146	50	86	51	76	226
Weighted Total	**204**	21**	19**	25**	11**	37*	36*	22**	12**	22**	128	47*	77*	46*	68*	226
Agree	**192**	20	18	22	11	34	34	21	12	21	124	43	72	44	65	213
	94%	*96%*	*96%*	*88%*	*100%*	*93%*	*94%*	*95%*	*100%*	*94%*	***97%z***	*91%*	*94%*	*95%*	*95%*	*94%*
Disagree	**10**	1	1	3	-	2	2	1	-	1	3	4	4	2	3	11
	5%j	*4%*	*4%*	*12%*	-	*4%*	*6%*	*5%*	-	*3%*	*3%*	*8%*	*5%*	*5%*	*4%*	*5%*
Don't know/Refused	**2**	-	-	-	-	1	-	-	-	1	1	1	1	-	1	2
	1%	-	-	-	-	*2%*	-	-	-	*3%*	*1%*	*1%*	*1%*	-	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 243

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)**	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**226**	200	69	147	71	49	84	13	46	17	34	124	38	105	30	194	226
Weighted Total	**204**	180	60*	131	64*	45*	77*	11**	42*	15**	31*	112	35*	94	29**	173	226
Agree	**192**	171	54	122	60	43	71	10	39	13	30	104	32	88	28	162	213
	94%	*95%*	*90%*	*94%*	*94%*	*94%*	*93%*	*92%*	*91%*	*87%*	*98%*	*93%*	*91%*	*94%*	*96%*	*94%*	*94%*
Disagree	**10**	9	5	7	3	3	4	-	3	2	1	6	2	5	1	9	11
	5%	*5%*	*8%*	*5%*	*4%*	*6%*	*6%*	-	*7%*	*13%*	*2%*	*6%*	*7%*	*5%*	*4%*	*5%*	*5%*
Don't know/Refused	**2**	1	1	2	1	-	1	1	1	-	-	2	1	1	-	2	2
	1%	*	*1%*	*1%*	*1%*	-	*1%*	*8%*	*2%*	-	-	*1%*	*2%*	*1%*	-	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/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 244

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

		Newspaper readership					Unwtd total
	Wtd. **Total (z)**	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**226**	93	44	154	48	93	226
Weighted Total	**204**	82*	41*	135	44*	84*	226
Agree	**192**	79	40	127	43	80	213
	94%	*97%*	*98%*	*94%*	*98%*	*96%*	*94%*
Disagree	**10**	3	-	7	-	3	11
	5%	*3%*	-	*5%*	-	*3%*	*5%*
Don't know/Refused	**2**	-	1	1	1	1	2
	1%	-	*2%*	*1%*	*2%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 245

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Owned outright	**324**	168	157	25	6	54	81	158	83	113	68	61	110	177	9	28	352
	32%cdeklno	*34%*	*30%*	**17%d**	*4%*	**15%d**	**55%zcde**	**79%zcdef**	**37%k**	**36%k**	*31%*	*23%*	*20%*	**78%zlno**	*12%*	*16%*	*35%*
Buying on mortgage	**310**	135	175	38	58	173	31	10	96	107	69	38	238	16	17	39	296
	31%afgkmo	*27%*	**34%za**	**25%g**	**36%fg**	**49%zcdfg**	**21%g**	*5%*	**43%zijk**	**34%k**	**32%k**	*15%*	**44%zmno**	*7%*	**22%m**	**23%m**	*29%*
Rented from local authority	**88**	43	45	15	18	37	11	7	4	17	20	47	36	8	17	27	88
	9%ghilm	*9%*	*9%*	**10%g**	**11%g**	**10%g**	*8%*	*3%*	*2%*	**5%h**	**9%h**	**18%zhij**	*7%*	*4%*	**21%zlm**	**16%zlm**	*9%*
Rented from Housing Association	**79**	35	43	12	15	29	11	11	3	12	24	40	35	13	8	22	78
	8%hi	*7%*	*8%*	*8%*	*9%*	*8%*	*8%*	*6%*	*1%*	*4%*	**11%hi**	**15%zhi**	*6%*	*6%*	*10%*	**13%zlm**	*8%*
Rented from private landlord	**196**	106	90	53	64	58	13	8	31	61	34	70	111	10	24	52	185
	19%fghm	*21%*	*17%*	**35%zefg**	**40%zefg**	**17%fg**	*9%*	*4%*	*14%*	*20%*	*16%*	**27%zhij**	**21%m**	*4%*	**31%zlm**	**30%zlm**	*18%*
Other	**4**	3	1	-	-	1	-	3	1	1	1	2	1	3	-	-	5
	*****	*1%*	*	-	-	*	-	**2%z**	*	*	*	*1%*	*	**1%zl**	-	-	*
Refused	**13**	4	8	8	1	-	1	2	6	4	1	2	7	1	2	2	11
	1%e	*1%*	*2%*	**5%zdefg**	*1%*	-	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*	*3%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 246

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Owned outright	**324**	-	-	324	-	162	127	36	14	97	3	62	292	3	16	8	4	181	144	300	24	218	91	352
	32%abfgn	-	-	**51%zab**	-	**78%zfg**	**27%g**	*11%*	*25%*	*30%*	*16%*	*33%*	**34%zn**	*26%*	*19%*	*24%*	*26%*	*33%*	*31%*	*33%*	*24%*	*32%*	*33%*	*35%*
Buying on mortgage	**310**	-	-	310	-	10	164	136	36	117	9	61	265	3	32	9	1	165	145	277	33	203	91	296
	31%abe	-	-	**49%zab**	-	*5%*	**35%ze**	**41%ze**	**65%zik**	**36%z**	*47%*	*33%*	*31%*	*25%*	*37%*	*26%*	*8%*	*30%*	*31%*	*30%*	*33%*	*29%*	*33%*	*29%*
Rented from local authority	**88**	88	-	-	-	10	39	39	-	19	2	26	69	1	10	6	2	47	41	81	7	55	29	88
	9%bceh i	**53%zbc**	-	-	-	*5%*	*8%*	**12%ze**	-	*6%*	*10%*	**14%zhi**	*8%*	*10%*	*11%*	*17%*	*11%*	*8%*	*9%*	*9%*	*7%*	*8%*	*11%*	*9%*
Rented from Housing Association	**79**	79	-	-	-	13	34	32	1	25	2	16	73	1	-	4	-	51	27	71	7	59	17	78
	8%bcnr	**47%zbc**	-	-	-	*6%*	*7%*	*10%*	*2%*	*8%*	*11%*	*9%*	**8%zn**	*8%*	-	**12%n**	-	*9%*	*6%*	*8%*	*7%*	*9%*	*6%*	*8%*
Rented from private landlord	**196**	-	196	-	-	9	99	88	5	62	3	21	149	4	26	7	9	98	99	170	26	147	38	185
	19%acehk lv	-	**100%zac**	-	-	*4%*	**21%e**	**27%ze**	*8%*	**19%hk**	*16%*	*11%*	*17%*	*31%*	**31%zl**	*21%*	*54%*	*18%*	*21%*	*19%*	*26%*	**21%zv**	*14%*	*18%*
Other	**4**	-	-	-	4	3	1	-	-	2	-	-	4	-	-	-	-	3	2	4	-	4	-	5
	*****	-	-	-	*26%*	**2%zfg**	*	-	-	*1%*	-	-	*1%*	-	-	-	-	*	*	*	-	*1%*	-	*
Refused	**13**	-	-	-	13	1	11	1	-	5	-	1	10	-	2	-	-	7	6	10	3	5	8	11
	1%cu	-	-	-	*74%*	*	**2%zg**	*	-	*1%*	-	*	*1%*	-	*2%*	-	-	*1%*	*1%*	*1%*	*3%*	*1%*	**3%zu**	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Owned outright	**324**	25	38	33	13	36	73	39	42	26	231	47	117	81	105	352
	32%c	*28%*	**34%c**	*22%*	*26%*	*27%*	**44%zacdei**	**37%c**	**40%cei**	*25%*	*33%*	*29%*	*33%*	*29%*	*33%*	*35%*
Buying on mortgage	**310**	25	42	33	9	41	58	39	33	30	199	64	112	90	102	296
	31%cj	*28%*	**37%cd**	*22%*	*18%*	*31%*	**35%cd**	**38%cd**	*31%*	*29%*	*28%*	**39%zj**	*31%*	*33%*	*32%*	*29%*
Rented from local authority	**88**	7	3	32	-	11	6	5	9	15	64	19	29	20	32	88
	9%bdf	*8%*	*3%*	**21%zabdefgh**	-	**8%d**	*3%*	*5%*	**8%d**	**14%zbdfg**	*9%*	*11%*	*8%*	*7%*	*10%*	*9%*
Rented from Housing Association	**79**	2	3	11	3	26	17	11	3	3	54	16	30	19	25	78
	8%bi	*2%*	*3%*	*8%*	*6%*	**19%zabcdfhi**	**10%abhi**	**10%abhi**	*3%*	*3%*	*8%*	*10%*	*8%*	*7%*	*8%*	*8%*
Rented from private landlord	**196**	27	23	36	25	20	11	9	16	28	140	15	60	65	53	185
	19%fgk	**30%zefgh**	**21%fg**	**24%fg**	**50%zabcefghi**	**15%f**	*7%*	*9%*	**15%f**	**27%zefgh**	**20%k**	*9%*	*17%*	**23%ln**	*17%*	*18%*
Other	**4**	2	-	-	-	-	1	1	-	1	3	1	3	1	-	5
	*****	**2%z**	-	-	-	-	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*	-	*
Refused	**13**	2	3	5	-	-	-	-	2	1	9	2	8	1	2	11
	1%	*2%*	**3%ef**	**3%zef**	-	-	-	-	*2%*	*1%*	*1%*	*1%*	**2%zm**	*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 248

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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Owned outright	**324**	267	52	139	64	39	78	16	50	8	65	156	53	145	58	260	352
	32%dh	**34%zdefh**	*28%*	**35%bdefh**	*26%*	*26%*	*28%*	*25%*	*26%*	*22%*	*28%*	*34%*	*31%*	*33%*	*36%*	*31%*	*35%*
Buying on mortgage	**310**	241	56	122	78	46	91	26	63	7	62	155	34	162	70	232	296
	31%lq	*30%*	*30%*	*31%*	*31%*	*30%*	*32%*	**41%l**	*32%*	*20%*	*27%*	**34%z**	*20%*	**37%zl**	**43%zq**	*28%*	*29%*
Rented from local authority	**88**	72	14	36	27	12	26	4	17	6	20	40	19	36	4	82	88
	9%p	*9%*	*8%*	*9%*	*11%*	*8%*	*9%*	*7%*	*9%*	**18%zbe**	*9%*	*9%*	*11%*	*8%*	*3%*	**10%zp**	*9%*
Rented from Housing Association	**79**	62	23	40	21	19	28	5	19	4	20	37	15	27	2	77	78
	8%p	*8%*	**12%za**	**10%z**	*8%*	**13%za**	*10%*	*8%*	*10%*	*10%*	*9%*	*8%*	*9%*	*6%*	*1%*	**9%zp**	*8%*
Rented from private landlord	**196**	138	37	53	52	36	57	13	43	10	60	65	45	65	27	169	185
	19%ackm	**17%c**	**20%c**	*13%*	**21%c**	**23%ac**	**20%c**	*20%*	**22%c**	**30%ac**	**26%zk**	*14%*	**27%zm**	*15%*	*17%*	*20%*	*18%*
Other	**4**	4	1	3	2	1	1	-	1	-	-	1	-	2	-	4	5
	*****	*	*	*1%*	*1%*	*1%*	*	-	*1%*	-	-	*	-	*	-	*1%*	*
Refused	**13**	7	1	3	6	-	3	-	2	-	3	5	4	5	2	7	11
	1%q	*1%*	*1%*	*1%*	**2%ac**	-	*1%*	-	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Table 249

QG. Which of these best describes the ownership of your home?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Owned outright	**324**	137	93	215	67	164	352
	32%	*35%*	**38%zd**	**38%zd**	*31%*	**39%zad**	*35%*
Buying on mortgage	**310**	126	75	128	68	126	296
	31%c	**32%c**	**31%c**	*22%*	**31%c**	**30%c**	*29%*
Rented from local authority	**88**	39	7	68	16	28	88
	9%be	**10%be**	*3%*	**12%zbde**	**7%b**	**7%b**	*9%*
Rented from Housing Association	**79**	29	10	50	12	28	78
	8%b	*7%*	*4%*	**9%b**	*5%*	*7%*	*8%*
Rented from private landlord	**196**	57	51	102	49	67	185
	19%ae	*15%*	**21%ae**	*18%*	**23%ae**	*16%*	*18%*
Other	**4**	-	-	3	-	-	5
	*****	-	-	*1%*	-	-	*
Refused	**13**	6	7	2	5	8	11
	1%c	**2%c**	**3%zc**	*	**2%c**	**2%c**	*1%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 250

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
No - No private insurance	**831**	406	426	129	132	272	126	171	151	250	189	241	417	196	76	143	835
	82%ehl	*82%*	*82%*	*85%*	*81%*	*77%*	*85%*	**85%e**	*68%*	**80%h**	**87%zhi**	**92%zhij**	*77%*	**86%zl**	**97%zlmo**	*84%*	*82%*
Yes - Have private health insurance	**164**	79	85	19	26	71	21	27	67	59	27	11	109	30	1	23	160
	16%kn	*16%*	*16%*	*12%*	*16%*	**20%zg**	*14%*	*14%*	**30%zijk**	**19%jk**	**12%k**	*4%*	**20%zmn**	**13%n**	*1%*	**14%n**	*16%*
Refused/Not stated	**20**	11	10	4	4	9	1	2	5	5	2	8	13	2	1	5	20
	2%	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 251

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
No - No private insurance	**831**	158	169	492	11	175	399	257	44	266	15	154	715	7	64	31	12	456	375	753	78	569	219	835
	82%cg	**95%zbc**	**86%c**	*78%*	*66%*	**84%g**	**84%g**	*77%*	*80%*	*82%*	*79%*	*82%*	*83%*	*58%*	*75%*	*89%*	*72%*	*83%*	*81%*	*82%*	*77%*	*82%*	*80%*	*82%*
Yes - Have private health insurance	**164**	6	27	128	2	30	66	67	9	55	3	30	133	5	18	3	4	85	78	143	21	107	48	160
	16%a	*4%*	**14%a**	**20%za**	*13%*	*15%*	*14%*	**20%zf**	*15%*	*17%*	*17%*	*16%*	*15%*	*42%*	*21%*	*8%*	*28%*	*15%*	*17%*	*16%*	*20%*	*16%*	*18%*	*16%*
Refused/Not stated	**20**	2	-	14	4	2	10	8	3	6	1	2	16	-	4	1	-	10	10	17	3	14	6	20
	2%	*1%*	-	**2%b**	*22%*	*1%*	*2%*	*2%*	*5%*	*2%*	*4%*	*1%*	*2%*	-	*4%*	*3%*	-	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 252

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
No - No private insurance	**831**	66	87	112	50	116	137	90	85	88	578	132	299	220	262	835
	82%c	*75%*	*78%*	*75%*	**98%zabcefghi**	**86%ac**	*83%*	**86%c**	*81%*	**86%c**	*82%*	*80%*	*83%*	*80%*	*82%*	*82%*
Yes - Have private health insurance	**164**	20	21	35	1	16	28	10	17	14	107	29	54	51	52	160
	16%d	**22%dg**	**19%d**	**23%zdeg**	*2%*	**12%d**	**17%d**	*10%*	**16%d**	**14%d**	*15%*	*17%*	*15%*	*19%*	*16%*	*16%*
Refused/Not stated	**20**	3	4	3	-	3	-	4	3	1	16	4	7	5	6	20
	2%	**3%f**	**4%f**	*2%*	-	*2%*	-	**4%f**	**3%f**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 253

QH. Do you have private health insurance, in addition 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		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
No - No private insurance	**831**	654	165	329	199	123	237	53	164	31	182	386	139	361	-	831	835
	82%p	*83%*	**90%zacdef**	*83%*	*80%*	*80%*	*83%*	*84%*	*84%*	*91%*	*80%*	*84%*	*81%*	*82%*	-	**100%zp**	*82%*
Yes - Have private health insurance	**164**	122	18	59	45	26	42	8	29	3	41	69	27	76	164	-	160
	16%bq	**15%b**	*10%*	**15%b**	**18%b**	**17%b**	*15%*	*13%*	*15%*	*9%*	*18%*	*15%*	*16%*	*17%*	**100%zq**	-	*16%*
Refused/Not stated	**20**	14	1	7	4	4	6	2	2	-	5	4	5	5	-	-	20
	2%kmq	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	-	*2%*	*1%*	*3%*	*1%*	-	-	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 254

QH. Do you have private health insurance, in addition to the NHS?

Base : All respondents

	Wtd. **Total (z)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
No - No private insurance	**831**	329	173	492	175	336	835
	82%b	**83%be**	*72%*	**87%zabde**	**81%b**	**80%b**	*82%*
Yes - Have private health insurance	**164**	59	65	66	40	75	160
	16%c	**15%c**	**27%zacde**	*12%*	**18%c**	**18%ac**	*16%*
Refused/Not stated	**20**	7	4	9	2	9	20
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 255

QI. Which group on this card do you consider you belong to?

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
White	864	416	448	125	125	287	139	188	190	268	196	210	453	214	58	139	870
	85%dekn	84%	86%	83%	77%	81%	94%zcde	94%zcde	85%	85%	90%zk	81%	84%n	94%zlno	74%	81%	86%
English/Welsh/ Scottish/Northern Irish/British	790	384	407	113	100	261	135	182	161	254	177	197	405	208	52	125	800
	78%dehn	78%	78%	75%d	62%	74%d	91%zcde	90%zcde	72%	81%h	82%h	76%	75%	91%zlno	66%	73%	79%
Irish	10	3	7	4	-	3	1	2	1	3	3	3	3	1	2	3	10
	1%	1%	1%	3%	-	1%	1%	1%	*	1%	1%	1%	1%	1%	3%l	2%	1%
Gypsy or Irish traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other white background	63	29	35	8	25	23	4	4	27	10	16	10	44	5	4	11	60
	6%fgim	6%	7%	5%	15%zcefg	7%g	3%	2%	12%zik	3%	7%i	4%	8%zm	2%	5%	6%m	6%
Mixed/Multiple Ethnic Groups	12	8	4	1	4	5	-	2	4	3	3	2	8	1	2	1	12
	1%	2%	1%	1%	3%	1%	-	1%	2%	1%	1%	1%	2%	*	2%	1%	1%
White and Black Caribbean	5	4	1	-	2	3	-	-	2	1	-	2	4	-	1	-	5
	*	1%	*	-	1%	1%	-	-	1%	*	-	1%	1%	-	1%	-	*
White and Black African	3	1	2	-	-	1	-	2	1	1	1	-	2	1	-	-	3
	*	*	*	-	-	*	-	1%	*	*	*	-	*	*	-	-	*
White and Asian	3	2	1	1	2	-	-	-	1	1	1	-	1	-	1	1	3
	*	*	*	1%	1%e	-	-	-	1%	*	*	-	*	-	1%	1%	*
Any other Mixed/ multiple ethnic background	1	1	-	-	-	1	-	-	-	-	1	-	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	*	-	*	-	-	-	*
Asian/Asian British	86	48	38	13	22	42	4	4	18	25	12	30	50	4	10	22	82
	8%fgm	10%	7%	9%fg	14%zfg	12%zfg	3%	2%	8%	8%	6%	11%j	9%m	2%	13%m	13%zm	8%
Indian	33	17	16	4	9	17	1	1	6	14	7	6	23	1	2	7	31
	3%fgm	3%	3%	3%	6%fg	5%zfg	1%	*	3%	5%	3%	2%	4%m	*	2%	4%m	3%
Pakistani	35	23	12	6	5	19	3	2	3	8	2	22	15	2	9	10	34
	3%bghjm	5%	2%	4%g	3%	5%zg	2%	1%	1%	3%	1%	8%zhij	3%	1%	11%zlm	6%m	3%
Bangladeshi	3	2	1	-	1	2	-	-	2	-	1	-	2	-	-	1	3
	*	*	*	-	1%	1%	-	-	1%	-	*	-	*	-	-	*	*
Chinese	6	4	2	1	3	2	-	-	2	2	1	1	3	-	-	3	6
	1%	1%	*	1%	2%zq	1%	-	-	1%	1%	*	*	1%	-	-	2%m	1%
Any other Asian background	9	2	7	1	4	2	-	2	6	1	1	1	6	2	-	1	8
	1%	*	1%	1%	2%	1%	-	1%	3%zik	*	1%	*	1%	1%	-	1%	1%
Black/African/Caribbean/ Black British	35	14	21	6	7	13	3	7	7	10	7	12	20	8	4	3	35
	3%	3%	4%	4%	4%	4%	2%	3%	3%	3%	3%	4%	4%	4%	6%	2%	3%
African	20	7	13	6	6	7	2	-	2	5	4	9	13	2	4	1	18
	2%g	1%	3%	4%g	3%g	2%g	1%	-	1%	2%	2%	4%	2%	1%	6%zmo	*	2%
Caribbean	12	6	6	-	-	5	-	7	3	5	2	2	4	7	-	1	13
	1%	1%	1%	-	-	1%	-	3%zcdf	1%	2%	1%	1%	1%	3%zl	-	1%	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 255

QI. Which group 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	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Any other Black/ African/Caribbean background	**4** *****	2 *	2 *	- -	1 *1%*	2 *1%*	1 *1%*	- -	2 *1%*	- -	1 *	1 *	3 *1%*	- -	- -	1 *1%*	4 *
Other Ethnic Group	**16** **2%m**	**8** ***2%***	**8** ***2%***	**6** **4%g**	**3** **2%g**	**5** ***1%***	**2** ***1%***	**-** **-**	**3** ***1%***	**7** **2%j**	**-** **-**	**6** **2%j**	**7** ***1%***	**-** **-**	**3** **4%lm**	**6** **4%zlm**	**14** ***1%***
Arab	**6** ***1%***	5 *1%*	1 *	3 **2%e**	1 *1%*	- -	2 **1%e**	- -	1 *1%*	4 *1%*	- -	1 *	3 *	- -	1 *1%*	3 *2%*	5 *
Any other ethnic group	**10** ***1%***	3 *1%*	7 *1%*	3 *2%*	2 *1%*	5 *1%*	- -	- -	2 *1%*	3 *1%*	- -	5 **2%j**	4 *1%*	- -	2 **3%m**	4 **2%m**	9 *1%*
Refused/Not stated	**2** *****	1 *	1 *	- -	1 *1%*	- -	- -	- -	1 *	1 *	- -	- -	2 *	- -	- -	- -	2 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 256

QI. Which group on this card do you consider you belong to?

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)
Unweighted Total	1015	166	185	648	16	249	451	315	52	319	18	186
Weighted Total	1015	167	196	635	17**	208	475	332	56*	326	19**	187
White	864	143	149	557	15	198	411	254	46	283	17	171
	85%bgno	86%b	76%	88%zb	85%	95%zfg	87%g	76%	83%	87%	88%	92%z
English/Welsh/ Scottish/Northern Irish/British	790	134	107	536	13	191	382	217	41	266	16	164
	78%bgno	80%b	54%	84%zb	77%	92%zfg	80%g	65%	73%	82%	84%	88%zhi
Irish	10	3	4	4	-	2	5	3	-	3	-	2
	1%	2%	2%	1%	-	1%	1%	1%	-	1%	-	1%
Gypsy or Irish traveller	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Any other white background	63	6	38	18	1	5	25	34	6	14	1	5
	6%ceknv	4%	20%zac	3%	8%	2%	5%	10%zef	10%k	4%	4%	3%
Mixed/Multiple Ethnic Groups	12	2	4	6	-	2	4	7	-	4	-	1
	1%l	1%	2%	1%	-	1%	1%	2%	-	1%	-	1%
White and Black Caribbean	5	1	3	1	-	-	2	3	-	1	-	1
	*cl	1%	1%c	*	-	-	*	1%	-	*	-	1%
White and Black African	3	-	1	2	-	2	-	1	-	2	-	-
	*	-	1%	*	-	1%f	-	*	-	1%	-	-
White and Asian	3	-	-	3	-	-	1	2	-	1	-	-
	*	-	-	1%	-	-	*	1%	-	*	-	-
Any other Mixed/ multiple ethnic background	1	1	-	-	-	-	1	-	-	-	-	-
	*	1%	-	-	-	-	*	-	-	-	-	-
Asian/Asian British	86	10	26	48	2	4	36	46	10	23	1	12
	8%elq	6%	13%zac	8%	9%	2%	8%e	14%zef	17%zik	7%	7%	6%
Indian	33	3	10	18	2	1	16	16	7	15	-	7
	3%el	2%	5%	3%	9%	*	3%e	5%e	12%zik	5%	-	4%
Pakistani	35	6	10	19	-	2	13	21	1	2	-	3
	3%eilq	4%	5%	3%	-	1%	3%	6%zef	2%	1%	-	2%
Bangladeshi	3	1	1	1	-	-	-	3	-	2	-	-
	*	1%	*	*	-	-	-	1%f	-	1%	-	-
Chinese	6	-	3	3	-	-	3	3	-	-	-	-
	1%l	-	2%	*	-	-	1%	1%	-	-	-	-
Any other Asian background	9	-	2	6	-	1	4	4	2	3	1	1
	1%l	-	1%	1%	-	*	1%	1%	4%z	1%	7%	1%
Black/African/Caribbean/ Black British	35	10	7	17	-	4	11	20	-	13	1	3
	3%l	6%c	4%	3%	-	2%	2%	6%zef	-	4%	5%	1%

	Ethnicity: White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital use: Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS use: NHS user (s)	Non NHS user (t)	People are treated with dignity and respect: Agree (u)	Disagree (v)	Unwtd total (w)
Unweighted Total	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
White	864	-	-	-	-	480	383	775	89	589	231	870
	100%zno	-	-	-	-	87%	83%	85%	88%	85%	84%	86%
English/Welsh/ Scottish/Northern Irish/British	790	-	-	-	-	443	347	710	80	538	220	800
	91%zno	-	-	-	-	80%zr	75%	78%	79%	78%	80%	79%
Irish	10	-	-	-	-	5	5	10	-	7	2	10
	1%	-	-	-	-	1%	1%	1%	-	1%	1%	1%
Gypsy or Irish traveller	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Any other white background	63	-	-	-	-	32	32	54	9	43	9	60
	7%zn	-	-	-	-	6%	7%	6%	9%	6%	3%	6%
Mixed/Multiple Ethnic Groups	-	12	-	-	-	6	6	11	1	8	2	12
	-	100%	-	-	-	1%	1%	1%	1%	1%	1%	1%
White and Black Caribbean	-	5	-	-	-	4	1	5	-	3	1	5
	-	39%	-	-	-	1%	*	1%	-	*	*	*
White and Black African	-	3	-	-	-	1	2	2	1	2	1	3
	-	25%	-	-	-	*	*	*	1%	*	*	*
White and Asian	-	3	-	-	-	-	3	3	-	2	-	3
	-	27%	-	-	-	-	1%q	*	-	*	-	*
Any other Mixed/ multiple ethnic background	-	1	-	-	-	1	-	1	-	1	-	1
	-	8%	-	-	-	*	-	*	-	*	-	*
Asian/Asian British	-	-	86	-	-	36	49	78	7	51	29	82
	-	-	100%zlo	-	-	7%	11%zq	9%	7%	7%	11%	8%
Indian	-	-	33	-	-	19	14	29	4	20	10	31
	-	-	38%zlo	-	-	3%	3%	3%	4%	3%	4%	3%
Pakistani	-	-	35	-	-	7	28	32	3	19	14	34
	-	-	41%zlo	-	-	1%	6%zq	3%	3%	3%	5%	3%
Bangladeshi	-	-	3	-	-	2	1	3	-	1	2	3
	-	-	3%zl	-	-	*	*	*	-	*	1%	*
Chinese	-	-	6	-	-	3	3	6	-	5	-	6
	-	-	7%zl	-	-	1%	1%	1%	-	1%	-	1%
Any other Asian background	-	-	9	-	-	5	3	9	-	5	4	8
	-	-	10%zl	-	-	1%	1%	1%	-	1%	1%	1%
Black/African/Caribbean/ Black British	-	-	-	35	-	20	16	34	1	28	8	35
	-	-	-	100%zin	-	4%	3%	4%	1%	4%	3%	3%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 256

QI. Which group 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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
African	**20**	7	7	6	-	1	6	13	-	7	-	1	-	-	-	20	-	11	9	20	-	16	4	18
	2%cel	**4%zc**	**3%c**	*1%*	-	*	*1%*	**4%zef**	-	*2%*	-	*	-	-	-	**57%zln**	-	*2%*	*2%*	*2%*	-	*2%*	*1%*	*2%*
Caribbean	**12**	2	-	10	-	3	3	5	-	5	1	1	-	-	-	12	-	7	4	12	-	10	2	13
	1%l	*1%*	-	*2%*	-	*2%*	*1%*	*2%*	-	*2%*	*5%*	*1%*	-	-	-	**33%zln**	-	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*
Any other Black/ African/Caribbean background	**4**	1	1	2	-	-	2	2	-	-	-	1	-	-	-	4	-	2	2	3	1	2	2	4
	*****	*1%*	*	*	-	-	*	*1%*	-	-	-	*	-	-	-	**10%zln**	-	*	*	*	*1%*	*	*1%*	*
Other Ethnic Group	**16**	**2**	**9**	**6**	**-**	**-**	**11**	**6**	**-**	**1**	**-**	**-**	**-**	**-**	**-**	**-**	**16**	**8**	**8**	**14**	**2**	**14**	**2**	**14**
	2%cil	*1%*	**4%zc**	*1%*	-	-	**2%e**	*2%*	-	*	-	-	-	-	-	-	*100%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*
Arab	**6**	-	4	3	-	-	5	1	-	1	-	-	-	-	-	-	6	3	3	5	1	6	-	5
	1%l	-	**2%z**	*	-	-	*1%*	*	-	*	-	-	-	-	-	-	*38%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*
Any other ethnic group	**10**	2	5	3	-	-	6	4	-	-	-	-	-	-	-	-	10	5	5	9	1	8	2	9
	1%cl	*1%*	**3%zc**	*	-	-	*1%*	*1%*	-	-	-	-	-	-	-	-	*62%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Refused/Not stated	**2**	-	1	-	1	-	2	-	-	2	-	-	-	-	-	-	-	1	1	1	1	-	2	2
	*****	-	*	-	*6%*	-	*	-	-	*1%*	-	-	-	-	-	-	-	*	*	*	*1%*	-	**1%u**	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 257

QI. Which group 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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
White	864	71	96	84	46	129	156	103	83	95	596	139	307	234	272	870
	85%c	81%c	86%c	56%	91%c	96%zabch	94%zabch	99%zabcdhi	79%c	92%zach	85%	84%	85%	85%	85%	86%
English/Welsh/ Scottish/Northern Irish/British	790	64	86	49	44	126	149	102	79	91	558	125	282	218	246	800
	78%c	73%c	76%c	33%	86%c	93%zabch	90%zabch	98%zabcdfhi	75%c	88%zabch	80%z	76%	78%	79%	77%	79%
Irish	10	1	3	3	-	1	-	-	1	1	7	2	5	3	2	10
	1%	1%	2%f	2%	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%
Gypsy or Irish traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other white background	63	6	8	32	3	2	7	1	3	2	31	11	20	13	24	60
	6%egij	7%g	7%eg	21%zabdefghi	5%	2%	4%	1%	3%	2%	4%	7%	5%	5%	7%	6%
Mixed/Multiple Ethnic Groups	12	1	1	3	-	1	2	-	2	2	5	2	4	2	7	12
	1%j	1%	1%	2%	-	1%	1%	-	2%	2%	1%	1%	1%	1%	2%	1%
White and Black Caribbean	5	-	-	-	-	1	1	-	1	2	2	1	2	-	3	5
	*	-	-	-	-	1%	1%	-	1%	2%	*	1%	1%	-	1%	*
White and Black African	3	1	-	1	-	-	1	-	-	-	-	1	1	-	2	3
	*	1%	-	1%	-	-	1%	-	-	-	-	1%j	*	-	1%	*
White and Asian	3	-	1	1	-	-	-	-	1	-	2	-	-	1	2	3
	*	-	1%	1%	-	-	-	-	1%	-	*	-	-	*	1%	*
Any other Mixed/ multiple ethnic background	1	-	-	1	-	-	-	-	-	-	1	-	-	1	-	1
	*	-	-	1%	-	-	-	-	-	-	*	-	-	*	-	*
Asian/Asian British	86	9	11	34	1	2	7	1	17	4	59	17	28	26	24	82
	8%efgi	10%eg	9%eg	23%zabdefgi	2%	2%	4%	1%	16%zdefgi	3%	8%	11%	8%	10%	8%	8%
Indian	33	6	8	11	1	1	-	-	5	1	20	8	11	7	11	31
	3%f	7%efgi	7%zefgi	7%zefgi	2%	1%	-	-	4%fg	1%	3%	5%	3%	2%	3%	3%
Pakistani	35	-	-	15	-	1	6	-	12	2	28	5	14	12	7	34
	3%b	-	-	10%zabdefgi	-	1%	4%b	-	11%zabdefgi	2%	4%	3%	4%	4%	2%	3%
Bangladeshi	3	-	1	2	-	-	-	-	-	-	1	2	1	-	1	3
	*	-	1%	1%z	-	-	-	-	-	-	*	1%	*	-	*	*
Chinese	6	1	1	2	-	-	1	-	-	1	4	-	-	3	3	6
	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	-	-	1%l	1%	1%
Any other Asian background	9	1	1	4	-	-	-	1	1	-	5	2	2	5	2	8
	1%	2%	1%	3%zf	-	-	-	1%	1%	-	1%	1%	1%	2%	1%	1%
Black/African/Caribbean/ Black British	35	2	5	21	1	2	-	-	2	3	29	5	14	7	13	35
	3%f	2%	4%fg	14%zabdefghi	3%f	1%	-	-	2%	2%f	4%	3%	4%	2%	4%	3%
African	20	-	3	13	1	-	-	-	2	1	19	-	8	4	7	18
	2%	-	2%f	9%zabefghi	3%f	-	-	-	2%	1%	3%zk	-	2%	1%	2%	2%
Caribbean	12	2	2	7	-	1	-	-	-	-	8	3	4	2	6	13
	1%	2%	2%	5%zefghi	-	1%	-	-	-	-	1%	2%	1%	1%	2%	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 257

QI. Which group 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	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Any other Black/ African/Caribbean background	**4**	-	-	1	-	1	-	-	-	2	2	2	2	1	1	4
	*****	-	-	*1%*	-	*1%*	-	-	-	**2%z**	*	*1%*	*	*	*	*
Other Ethnic Group	**16**	**5**	**-**	**7**	**2**	**1**	**-**	**-**	**1**	**-**	**13**	**1**	**6**	**6**	**3**	**14**
	2%	***6%zbfgi***	**-**	***4%zbfgi***	***4%bfi***	***1%***	**-**	**-**	***1%***	**-**	***2%***	***1%***	***2%***	***2%***	***1%***	***1%***
Arab	**6**	4	-	-	1	1	-	-	-	-	5	-	1	4	1	5
	1%	***4%zbcfhi***	-	-	*2%*	*1%*	-	-	-	-	*1%*	-	*	*1%*	*	*
Any other ethnic group	**10**	1	-	7	1	-	-	-	1	-	8	1	5	2	2	9
	1%	*1%*	-	***4%zbefgi***	*2%*	-	-	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Refused/Not stated	**2**	-	-	1	-	-	-	-	-	1	-	1	1	1	-	2
	*****	-	-	*1%*	-	-	-	-	-	*1%*	-	**1%j**	*	*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 258

QI. Which group on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
White	864	671	160	346	212	137	252	59	163	31	168	414	128	383	133	715	870
	85%jl	85%	87%	88%	85%	89%	89%za	93%	84%	92%	74%	90%zj	75%	87%l	81%	86%	86%
English/Welsh/ Scottish/Northern Irish/British	790	615	147	323	200	134	229	57	150	28	150	385	112	361	116	660	800
	78%jlp	78%	80%	82%za	81%	88%zabcdfh	81%	90%zah	78%	81%	66%	84%zj	66%	82%zl	71%	79%zp	79%
Irish	10	10	3	5	2	-	3	-	2	3	-	5	2	3	1	8	10
	1%	1%	1%	1%	1%	-	1%	-	1%	8%zabcdefgh	-	1%	1%	1%	1%	1%	1%
Gypsy or Irish traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other white background	63	46	11	19	10	3	21	2	11	1	19	23	13	19	16	47	60
	6%em	6%e	6%e	5%	4%	2%	7%de	3%	6%e	3%	8%	5%	8%	4%	10%	6%	6%
Mixed/Multiple Ethnic Groups	12	9	4	4	5	3	5	-	3	1	4	7	4	6	5	7	12
	1%q	1%	2%	1%	2%	2%	2%	-	1%	2%	2%	2%	2%	1%	3%zq	1%	1%
White and Black Caribbean	5	2	4	3	4	2	3	-	3	1	2	3	1	3	1	4	5
	*	*	2%za	1%	2%za	1%	1%a	-	1%a	2%a	1%	1%	*	1%	1%	*	*
White and Black African	3	2	-	1	-	-	-	-	-	-	-	3	2	1	3	-	3
	*	*	-	*	-	-	-	-	-	-	-	1%	1%	*	2%zq	-	*
White and Asian	3	3	-	-	-	-	1	-	-	-	2	-	1	2	1	2	3
	*	*	-	-	-	-	*	-	-	-	1%k	-	1%	1%	1%	*	*
Any other Mixed/ multiple ethnic background	1	1	-	-	1	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	1%	-	-	-	-	-	*	-	-	-	*	*
Asian/Asian British	86	68	6	27	18	7	16	2	18	-	34	24	22	33	18	64	82
	8%bfk	9%bf	3%	7%b	7%b	5%	5%	4%	9%b	-	15%zk	5%	13%zm	8%	11%	8%	8%
Indian	33	25	4	14	12	3	6	-	9	-	9	12	3	19	9	22	31
	3%q	3%	2%	4%	5%f	2%	2%	-	5%	-	4%	3%	2%	4%	5%	3%	3%
Pakistani	35	28	-	4	3	2	3	-	5	-	22	8	15	7	2	32	34
	3%bcdfkm	3%bcdf	-	1%	1%	1%	1%	-	2%b	-	10%zk	2%	9%zm	1%	1%	4%	3%
Bangladeshi	3	3	1	2	1	1	2	1	-	-	-	3	-	3	-	3	3
	*	*	*	*	*	1%	1%	1%	-	-	-	1%	-	1%	-	*	*
Chinese	6	5	-	2	2	-	1	-	3	-	1	-	2	2	2	4	6
	1%	1%	-	1%	1%	-	*	-	2%	-	*	-	1%	1%	1%	1%	1%
Any other Asian background	9	7	1	4	-	1	4	1	1	-	1	1	2	2	6	3	8
	1%kq	1%	1%	1%	-	1%	1%	2%d	*	-	*	*	1%	1%	3%zq	*	1%
Black/African/Caribbean/ Black British	35	28	11	13	9	6	7	-	6	2	15	10	11	13	3	31	35
	3%k	4%	6%f	3%	3%	4%	2%	-	3%	6%	7%zk	2%	7%zm	3%	2%	4%	3%
African	20	16	7	5	5	1	6	-	6	1	10	5	7	6	1	19	18
	2%	2%	4%ce	1%	2%	1%	2%	-	3%	4%	4%zk	1%	4%m	1%	1%	2%	2%
Caribbean	12	9	4	6	3	3	-	-	-	1	5	3	4	6	1	10	13
	1%	1%	2%f	2%f	1%	2%f	-	-	-	2%fh	2%	1%	2%	1%	1%	1%	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 258

QI. Which group on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Any other Black/ African/Caribbean background	**4**	3	-	2	1	2	1	-	-	-	-	2	1	1	1	3	4
	*****	*	-	*	*	*1%*	*	-	-	-	-	*	*1%*	*	*1%*	*	*
Other Ethnic Group	**16**	**13**	**2**	**4**	**4**	**-**	**4**	**2**	**4**	**-**	**8**	**2**	**5**	**4**	**4**	**12**	**14**
	2%k	*2%*	*1%*	*1%*	*1%*	-	*1%*	**4%e**	*2%*	-	**3%zk**	*	*3%*	*1%*	*3%*	*1%*	*1%*
Arab	**6**	5	1	3	-	-	1	1	1	-	1	1	1	2	3	3	5
	1%	*1%*	*	*1%*	-	-	*	**2%d**	*1%*	-	*	*	*1%*	*	*2%*	*	*
Any other ethnic group	**10**	8	1	1	4	-	3	1	3	-	7	1	4	2	2	8	9
	1%ck	**1%c**	*1%*	*	**1%c**	-	*1%*	*1%*	**2%c**	-	**3%zk**	*	**2%m**	*	*1%*	*1%*	*1%*
Refused/Not stated	**2**	1	1	1	1	-	1	-	-	-	-	2	-	2	-	2	2
	*****	*	*1%*	*	*	-	*	-	-	-	-	*	-	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 259

QI. Which group on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
White	864	348	210	480	182	379	870
	85%	88%zc	87%	85%	84%	90%zcd	86%
English/Welsh/ Scottish/Northern Irish/British	790	326	184	445	163	348	800
	78%	83%zbcd	76%	78%	75%	83%zbcd	79%
Irish	10	6	3	5	5	7	10
	1%	1%	1%	1%	2%	2%	1%
Gypsy or Irish traveller	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Any other white background	63	17	23	30	15	23	60
	6%a	4%	9%zace	5%	7%	5%	6%
Mixed/Multiple Ethnic Groups	12	4	4	8	4	7	12
	1%	1%	2%	1%	2%	2%	1%
White and Black Caribbean	5	2	2	3	3	2	5
	*	1%	1%	1%	1%	1%	*
White and Black African	3	1	1	3	1	2	3
	*	*	*	1%	1%	1%	*
White and Asian	3	1	1	1	-	2	3
	*	*	1%	*	-	1%	*
Any other Mixed/ multiple ethnic background	1	-	-	1	-	-	1
	*	-	-	*	-	-	*
Asian/Asian British	86	21	18	51	17	19	82
	8%ae	5%	7%e	9%ae	8%	5%	8%
Indian	33	7	8	16	7	8	31
	3%ae	2%	3%	3%	3%	2%	3%
Pakistani	35	6	4	27	4	5	34
	3%ae	2%	2%	5%zabde	2%	1%	3%
Bangladeshi	3	1	1	1	1	2	3
	*	*	*	*	*	*	*
Chinese	6	3	2	3	3	2	6
	1%	1%	1%	1%	1%	1%	1%
Any other Asian background	9	4	3	3	3	3	8
	1%	1%	1%	1%	1%	1%	1%
Black/African/Caribbean/ Black British	35	16	5	21	10	11	35
	3%	4%e	2%	4%	5%b	3%	3%
African	20	9	3	9	3	9	18
	2%	2%	1%	2%	2%	2%	2%
Caribbean	12	7	1	9	5	2	13
	1%e	2%e	*	2%e	2%be	*	1%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Table 259

QI. Which group on this card do you consider you belong to?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Weighted Total	**1015**	395	242	568	217	420	1015
Any other Black/ African/Caribbean background	**4** *****	1 *	1 *	3 *1%*	2 *1%*	1 *	4 *
Other Ethnic Group	**16** ***2%***	**3** ***1%***	**3** ***1%***	**8** ***1%***	**2** ***1%***	**3** ***1%***	**14** ***1%***
Arab	**6** **1%c**	1 *	2 *1%*	1 *	1 *1%*	3 *1%*	5 *
Any other ethnic group	**10** **1%e**	2 *	1 *	7 *1%*	1 *	1 *	9 *1%*
Refused/Not stated	**2** *****	1 *	2 **1%c**	- -	1 *	1 *	2 *

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 260

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Yes - me personally	**56**	11	45	2	12	30	9	2	24	17	10	5	52	2	1	1	52
	5%acgkmo	*2%*	**9%za**	*1%*	**8%cg**	**8%zcg**	**6%cg**	*1%*	**11%zijk**	*5%*	*5%*	*2%*	**10%zmno**	*1%*	*1%*	*1%*	*5%*
Yes - members of my family	**204**	86	117	20	31	80	40	31	52	68	48	36	123	40	9	32	202
	20%agkn	*17%*	**23%a**	*14%*	*19%*	**23%cg**	**27%zcg**	*16%*	**23%k**	**22%k**	**22%k**	*14%*	**23%zn**	*18%*	*11%*	*19%*	*20%*
Yes - friends	**174**	69	105	28	38	66	27	15	44	63	42	25	111	23	11	30	167
	17%agkm	*14%*	**20%za**	**19%g**	**23%zg**	**19%g**	**18%g**	*8%*	**20%k**	**20%k**	**19%k**	*9%*	**21%zm**	*10%*	*14%*	**17%m**	*16%*
No	**663**	349	313	104	97	220	86	154	128	197	135	203	319	169	57	118	672
	65%bhl	**71%zb**	*60%*	*69%*	*60%*	*63%*	*58%*	**77%zdef**	*57%*	*63%*	*62%*	**78%zhij**	*59%*	**74%zl**	**73%l**	**69%l**	*66%*
Don't know/Not sure	**6**	3	3	4	1	1	-	-	2	3	-	1	4	-	1	1	5
	1%	*1%*	*1%*	**3%zeg**	*1%*	*	-	-	*1%*	*1%*	-	*	*1%*	-	*1%*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Yes - me personally	**56**	1	5	50	-	2	32	22	56	35	1	13	46	-	10	-	-	36	19	50	6	39	15	52
	5%abe	*1%*	*2%*	**8%zab**	-	*1%*	**7%e**	**7%e**	**100%zik**	**11%z**	*4%*	*7%*	*5%*	-	**11%zlo**	-	-	*7%*	*4%*	*5%*	*6%*	*6%*	*6%*	*5%*
Yes - members of my family	**204**	29	31	142	2	37	94	73	24	204	7	54	179	1	15	6	1	129	75	187	17	138	57	202
	20%r	*18%*	*16%*	**22%zb**	*11%*	*18%*	*20%*	*22%*	**43%zk**	**62%zhk**	*35%*	**29%z**	*21%*	*8%*	*18%*	*18%*	*8%*	**23%zr**	*16%*	*20%*	*17%*	*20%*	*21%*	*20%*
Yes - friends	**174**	22	40	107	5	20	91	62	25	174	3	38	144	3	17	9	-	94	80	160	14	122	47	167
	17%e	*13%*	*20%*	*17%*	*28%*	*10%*	**19%e**	**19%e**	**45%zk**	**53%zk**	*17%*	*20%*	*17%*	*25%*	*19%*	*26%*	-	*17%*	*17%*	*18%*	*14%*	*18%*	*17%*	*16%*
No	**663**	121	134	398	11	155	296	212	-	-	11	106	557	8	60	22	15	340	323	589	73	448	175	672
	65%chik q	**72%zc**	*68%*	*63%*	*61%*	**74%zfg**	*62%*	*64%*	-	-	*56%*	**57%hi**	*65%*	*67%*	*70%*	*64%*	*92%*	*62%*	**70%zq**	*65%*	*72%*	*65%*	*64%*	*66%*
Don't know/Not sure	**6**	1	1	4	-	-	4	2	-	-	-	2	6	-	-	-	-	5	1	6	-	6	-	5
	1%	*1%*	*1%*	*1%*	-	-	*1%*	*1%*	-	-	-	*1%*	*1%*	-	-	-	-	*1%*	*	*1%*	-	*1%*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Yes - me personally	**56**	5	7	6	1	5	15	8	5	3	22	23	24	6	24	52
	5%jm	*6%*	*6%*	*4%*	*2%*	*4%*	**9%z**	*7%*	*4%*	*3%*	*3%*	**14%zj**	**7%m**	*2%*	**8%m**	*5%*
Yes - members of my family	**204**	26	31	9	10	28	37	26	22	16	144	37	92	35	70	202
	20%cm	**29%zci**	**27%zci**	*6%*	**19%c**	**21%c**	**22%c**	**25%c**	**21%c**	**16%c**	*21%*	*23%*	**26%zm**	*13%*	**22%m**	*20%*
Yes - friends	**174**	26	26	16	5	19	30	19	12	21	112	37	74	29	69	167
	17%cm	**29%zcdeh**	**24%zceh**	*10%*	*11%*	*14%*	*18%*	*18%*	*11%*	**20%c**	*16%*	*22%*	**20%zm**	*11%*	**21%zm**	*16%*
No	**663**	45	69	120	36	86	101	64	72	68	464	97	208	213	192	672
	65%aln	*51%*	*61%*	**80%zabefghi**	**72%a**	*64%*	*61%*	*62%*	**68%a**	*66%*	*66%*	*59%*	*58%*	**77%zln**	*60%*	*66%*
Don't know/Not sure	**6**	-	1	-	-	1	2	1	-	1	3	2	1	2	2	5
	1%	-	*1%*	-	-	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*	*1%*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Yes - me personally	**56**	45	9	32	10	8	18	6	13	-	5	43	4	38	9	44	52
	5%j	*6%*	*5%*	**8%zad**	*4%*	*5%*	*6%*	*9%*	*7%*	-	*2%*	**9%zj**	*3%*	**9%zl**	*5%*	*5%*	*5%*
Yes - members of my family	**204**	162	40	93	64	36	60	20	36	8	45	115	30	113	33	166	202
	20%	*20%*	*22%*	**24%z**	**26%zah**	*23%*	*21%*	**31%zah**	*19%*	*24%*	*20%*	**25%z**	*18%*	**26%zl**	*20%*	*20%*	*20%*
Yes - friends	**174**	143	22	71	51	35	59	17	38	10	32	97	24	102	29	143	167
	17%b	**18%b**	*12%*	**18%b**	**21%b**	**23%b**	**21%b**	**26%b**	**20%b**	**30%zb**	*14%*	**21%zj**	*14%*	**23%zl**	*17%*	*17%*	*16%*
No	**663**	505	123	239	140	93	169	30	125	19	159	260	121	251	105	547	672
	65%cdfgkm	**64%dg**	**67%dfg**	**60%g**	*56%*	**61%g**	*59%*	*47%*	**64%dg**	*54%*	**69%k**	*57%*	**71%m**	*57%*	*64%*	*66%*	*66%*
Don't know/Not sure	**6**	5	3	3	5	-	3	-	2	-	1	-	-	1	-	5	5
	1%	*1%*	*1%*	*1%*	**2%za**	-	*1%*	-	*1%*	-	*	-	-	*	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 264

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Yes - me personally	**56**	12	11	19	10	11	52
	5%ace	*3%*	*5%*	*3%*	*5%*	*3%*	*5%*
Yes - members of my family	**204**	86	55	99	51	91	202
	20%c	**22%c**	*23%*	*17%*	**23%c**	**22%c**	*20%*
Yes - friends	**174**	54	61	67	54	67	167
	17%ac	*14%*	**25%zace**	*12%*	**25%zace**	**16%ac**	*16%*
No	**663**	260	143	404	127	273	672
	65%bd	**66%bd**	*59%*	**71%zabde**	*59%*	**65%b**	*66%*
Don't know/Not sure	**6**	6	1	2	1	5	5
	1%	**2%zc**	*	*	*1%*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 265

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Yes - me personally	**19**	6	14	3	3	8	5	1	8	4	5	2	19	1	-	-	18
	2%gm	*1%*	*3%*	*2%*	*2%*	*2%*	**3%g**	*	*3%*	*1%*	*3%*	*1%*	**3%zmo**	*	-	-	*2%*
Yes - members of my family	**109**	51	58	21	20	28	13	26	23	24	32	30	61	28	4	16	105
	11%ej	*10%*	*11%*	*14%*	*12%*	*8%*	*9%*	**13%e**	*10%*	*8%*	**15%zi**	*11%*	*11%*	*12%*	*5%*	*9%*	*10%*
Yes - friends	**101**	41	60	15	21	38	16	11	22	30	33	17	64	13	7	18	99
	10%gkm	*8%*	*12%*	*10%*	**13%g**	**11%g**	**11%g**	*5%*	*10%*	*9%*	**15%zk**	*6%*	**12%m**	*6%*	*9%*	*11%*	*10%*
No	**803**	400	403	115	125	284	114	165	176	260	153	215	410	188	67	138	809
	79%l	*81%*	*78%*	*76%*	*77%*	*81%*	*77%*	*82%*	**79%j**	**83%j**	*70%*	**82%j**	*76%*	**83%l**	*86%*	*81%*	*80%*
Don't know/Not sure	**1**	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1
	*****	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 266

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Yes - me personally	**19**	4	3	12	-	1	12	6	1	8	19	9	17	-	1	1	-	16	3	19	-	13	6	18
	2%er	*2%*	*2%*	*2%*	-	*	**3%e**	*2%*	*1%*	*2%*	*100%*	**5%z**	*2%*	-	*2%*	*3%*	-	**3%zr**	*1%*	*2%*	-	*2%*	*2%*	*2%*
Yes - members of my family	**109**	19	16	73	1	27	49	33	6	49	5	34	99	1	4	3	1	70	39	102	6	77	31	105
	11%r	*11%*	*8%*	*12%*	*6%*	*13%*	*10%*	*10%*	*10%*	**15%z**	*25%*	**18%z**	*11%*	*10%*	*5%*	*10%*	*8%*	**13%zr**	*8%*	*11%*	*6%*	*11%*	*11%*	*10%*
Yes - friends	**101**	11	20	68	2	13	50	39	10	67	8	30	90	1	5	5	-	67	34	98	3	67	33	99
	10%ert	*6%*	*10%*	*11%*	*13%*	*6%*	*11%*	**12%e**	*17%*	**21%z**	*41%*	**16%z**	*10%*	*10%*	*6%*	*15%*	-	**12%zr**	*7%*	**11%zt**	*3%*	*10%*	*12%*	*10%*
No	**803**	136	161	493	14	170	373	261	40	213	-	123	673	10	77	27	15	413	390	712	92	545	209	809
	79%iklqs	*82%*	*82%*	*78%*	*81%*	*82%*	*79%*	*78%*	*72%*	*65%*	-	*66%*	*78%*	*80%*	**89%zl**	*76%*	*92%*	*75%*	**84%zq**	*78%*	**90%zs**	*79%*	*76%*	*80%*
Don't know/Not sure	**1**	-	-	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	1
	*****	-	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 267

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Yes - me personally	**19**	3	2	1	4	2	3	1	1	3	16	2	7	3	7	18
	2%	*3%*	*2%*	*1%*	**7%zch**	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*
Yes - members of my family	**109**	15	11	4	3	20	28	5	15	8	73	22	45	27	30	105
	11%cg	**17%cg**	**10%c**	*3%*	*7%*	**14%cg**	**17%zcgi**	*5%*	**14%cg**	**8%c**	*10%*	*13%*	*13%*	*10%*	*10%*	*10%*
Yes - friends	**101**	10	11	7	5	11	24	12	6	16	69	21	42	18	38	99
	10%cm	*12%*	*10%*	*5%*	*9%*	*8%*	**14%ch**	*11%*	*5%*	**15%ch**	*10%*	*13%*	**12%m**	*6%*	**12%m**	*10%*
No	**803**	64	90	137	43	105	113	88	85	80	558	122	272	230	251	809
	79%fl	*72%*	**80%f**	**91%zabefhi**	**84%f**	*78%*	*68%*	**84%f**	**81%f**	*77%*	*80%*	*74%*	*76%*	**83%l**	*79%*	*80%*
Don't know/Not sure	**1**	-	-	1	-	-	-	-	-	-	1	-	-	1	-	1
	*****	-	-	*1%*	-	-	-	-	-	-	*	-	-	*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 268

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Yes - me personally	**19**	16	2	15	6	4	7	-	3	1	3	10	4	11	3	15	18
	2%	*2%*	*1%*	*4%zab*	*3%*	*2%*	*3%*	*-*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Yes - members of my family	**109**	92	20	56	31	20	40	12	29	3	22	60	10	56	20	88	105
	11%l	*12%*	*11%*	*14%z*	*12%*	*13%*	*14%z*	*20%za*	*15%*	*10%*	*10%*	*13%z*	*6%*	*13%l*	*12%*	*11%*	*10%*
Yes - friends	**101**	87	18	43	35	20	30	12	27	9	22	55	19	53	16	86	99
	10%	*11%z*	*10%*	*11%*	*14%z*	*13%*	*11%*	*19%zabf*	*14%*	*26%zabcdef*	*10%*	*12%z*	*11%*	*12%*	*10%*	*10%*	*10%*
No	**803**	610	148	292	184	117	212	40	138	22	185	346	140	330	127	657	809
	79%acdfghik m	*77%cgh*	*80%cghi*	*74%*	*74%*	*76%g*	*75%g*	*63%*	*71%*	*64%*	*81%*	*76%*	*82%*	*75%*	*77%*	*79%*	*80%*
Don't know/Not sure	**1**	1	-	1	1	-	-	-	-	-	-	-	-	1	1	-	1
	*******	***	*-*	***	***	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	***	*1%q*	*-*	***

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 269

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Yes - me personally	**19**	6	3	7	3	5	18
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
Yes - members of my family	**109**	51	32	62	39	50	105
	11%	*13%*	*13%*	*11%*	***18%zabce***	*12%*	*10%*
Yes - friends	**101**	48	30	50	32	52	99
	10%	***12%c***	*12%*	*9%*	***15%zc***	***12%zc***	*10%*
No	**803**	296	179	457	149	319	809
	79%abde	***75%d***	*74%*	***80%abde***	*69%*	***76%d***	*80%*
Don't know/Not sure	**1**	1	-	-	-	1	1
	*******	*	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 270

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	**1015**	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	**1015**	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Yes - for family	**152**	61	90	25	22	53	30	22	32	42	42	35	82	33	9	28	149
	15%ag	*12%*	**17%za**	*16%*	*14%*	*15%*	**20%g**	*11%*	*14%*	*13%*	**19%z**	*13%*	*15%*	*14%*	*11%*	*17%*	*15%*
Yes - for friend	**19**	7	12	4	-	8	2	5	5	8	6	1	9	6	1	3	20
	2%k	*1%*	*2%*	*3%*	-	*2%*	*1%*	**3%d**	*2%*	**3%k**	**3%k**	*	*2%*	*3%*	*1%*	*2%*	*2%*
Yes - for neighbour	**16**	6	10	2	-	6	2	7	2	6	6	3	5	6	3	3	18
	2%	*1%*	*2%*	*1%*	-	*2%*	*1%*	**3%zd**	*1%*	*2%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*2%*
Yes -for someone else	**8**	4	4	2	3	-	1	2	1	2	-	5	1	2	3	2	8
	1%l	*1%*	*1%*	**2%e**	**2%e**	-	*1%*	*1%*	*	*1%*	-	**2%zj**	*	*1%*	**4%zlm**	*1%*	*1%*
No	**828**	421	406	121	137	287	113	168	184	259	166	219	444	184	64	136	828
	82%bj	**85%zb**	*78%*	*80%*	*85%*	*81%*	*77%*	*84%*	*82%*	*83%*	*76%*	**84%j**	*82%*	*81%*	*83%*	*80%*	*82%*
Don't know/Not sure	**1**	-	1	-	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 271

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Yes - for family	**152**	37	13	102	-	26	80	46	12	63	7	152	139	1	8	3	-	101	51	143	9	98	45	149
	15%br	**22%zb**	*7%*	**16%b**	-	*12%*	*17%*	*14%*	*21%*	**19%z**	*35%*	**81%zhi**	**16%z**	*9%*	*10%*	*8%*	-	**18%zr**	*11%*	*16%*	*9%*	*14%*	*16%*	*15%*
Yes - for friend	**19**	2	4	14	-	6	8	5	-	9	2	19	18	-	1	-	-	14	5	19	-	15	5	20
	2%	*1%*	*2%*	*2%*	-	*3%*	*2%*	*1%*	-	*3%*	*11%*	**10%zhi**	*2%*	-	*1%*	-	-	*3%*	*1%*	*2%*	-	*2%*	*2%*	*2%*
Yes - for neighbour	**16**	3	1	11	1	5	6	6	1	4	-	16	13	-	3	-	-	12	4	16	-	10	4	18
	2%	*2%*	*1%*	*2%*	*5%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	**9%zi**	*2%*	-	*4%*	-	-	*2%*	*1%*	*2%*	-	*1%*	*1%*	*2%*
Yes -for someone else	**8**	2	3	2	-	2	3	3	-	2	-	8	7	-	1	-	-	6	2	8	-	7	1	8
	1%c	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	-	*1%*	-	**4%zi**	*1%*	-	*1%*	-	-	*1%*	*	*1%*	-	*1%*	*	*1%*
No	**828**	123	176	512	16	171	380	276	43	251	11	-	692	11	74	32	16	426	402	735	93	563	224	828
	82%aikl gs	*74%*	**90%zac**	*81%*	*95%*	*82%*	*80%*	*83%*	**77%k**	**77%k**	*55%*	-	*80%*	*91%*	*87%*	*92%*	*100%*	*77%*	**87%zq**	*80%*	**91%zs**	*82%*	*82%*	*82%*
Don't know/Not sure	**1**	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	1
	*****	*1%*	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	*	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 272

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	**1015**	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	**1015**	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Yes - for family	**152**	14	15	7	6	27	44	14	7	17	106	28	59	34	54	149
	15%ch	**16%c**	**13%c**	*5%*	*11%*	**20%ch**	**26%zbcdgh**	**13%c**	*7%*	**17%ch**	*15%*	*17%*	*16%*	*12%*	*17%*	*15%*
Yes - for friend	**19**	3	2	2	3	2	4	-	1	4	14	4	3	6	7	20
	2%l	*3%*	*2%*	*1%*	**6%g**	*1%*	*2%*	-	*1%*	*4%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Yes - for neighbour	**16**	1	4	2	-	1	2	2	3	2	11	3	8	6	3	18
	2%	*1%*	**4%z**	*1%*	-	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
Yes -for someone else	**8**	-	-	1	3	-	-	1	-	3	6	1	2	2	1	8
	1%	-	-	*1%*	**7%zabcefgh**	-	-	*1%*	-	**2%zf**	*1%*	*1%*	*1%*	*1%*	*	*1%*
No	**828**	70	92	139	39	106	119	88	95	81	568	133	289	231	258	828
	82%f	*79%*	*81%*	**92%zabdefi**	*76%*	*79%*	*72%*	**84%f**	**90%zdefi**	*78%*	*81%*	*81%*	*80%*	*84%*	*81%*	*82%*
Don't know/Not sure	**1**	-	-	1	-	-	-	-	-	-	1	-	-	-	1	1
	*****	-	-	*1%*	-	-	-	-	-	-	*	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 273

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**1015**	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	**1015**	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Yes - for family	**152**	119	22	76	43	36	57	17	31	8	28	79	20	77	23	128	149
	15%	*15%*	*12%*	*19%zab*	*17%*	*24%zabh*	*20%zab*	*27%zabh*	*16%*	*24%*	*12%*	*17%*	*12%*	*17%*	*14%*	*15%*	*15%*
Yes - for friend	**19**	16	3	9	7	5	8	1	3	-	4	8	2	12	5	15	20
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*1%*	-	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*
Yes - for neighbour	**16**	15	6	12	9	4	7	1	4	3	10	2	5	6	3	12	18
	2%k	*2%*	*3%*	*3%za*	*4%z*	*2%*	*2%*	*1%*	*2%*	*8%za*	*4%zk*	*	*3%*	*1%*	*2%*	*2%*	*2%*
Yes -for someone else	**8**	6	3	3	2	2	4	-	1	-	2	2	1	-	1	6	8
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*	*1%*	-	*1%*	*1%*	*1%*
No	**828**	640	151	299	193	108	211	45	158	25	189	369	144	349	133	677	828
	82%cefg	*81%cef*	*82%cef*	*76%*	*78%e*	*70%*	*74%*	*71%*	*82%ef*	*71%*	*82%*	*81%*	*84%*	*79%*	*81%*	*81%*	*82%*
Don't know/Not sure	**1**	1	-	1	1	1	1	-	-	-	-	-	-	1	-	1	1
	*******	*	-	*	*	*1%*	*	-	-	-	-	-	-	*	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 274

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)**	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
Yes - for family	**152**	64	36	81	37	59	149
	15%	*16%*	*15%*	*14%*	*17%*	*14%*	*15%*
Yes - for friend	**19**	10	7	11	4	11	20
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*
Yes - for neighbour	**16**	9	5	7	3	10	18
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*
Yes -for someone else	**8**	4	1	5	1	4	8
	1%	*1%*	*	*1%*	*	*1%*	*1%*
No	**828**	314	197	468	173	342	828
	82%	*80%*	*81%*	*82%*	*80%*	*81%*	*82%*
Don't know/Not sure	**1**	-	-	1	-	-	1
	*****	-	-	*	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 275

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	**186**	75	111	23	22	65	36	40	41	55	50	40	87	52	13	34	186
Weighted Total	**187**	74*	113	30**	25**	64*	35*	32*	39*	55*	52*	41*	95*	44*	14**	34*	186
Agree	**165**	60	104	25	22	58	31	29	37	47	44	37	82	40	12	30	165
	88%a	*82%*	**93%za**	*84%*	*88%*	*90%*	*88%*	*90%*	*95%*	*86%*	*85%*	*90%*	*87%*	*92%*	*86%*	*89%*	*89%*
Disagree	**17**	10	7	5	1	6	3	2	1	7	7	3	9	3	1	3	16
	9%b	*14%*	*6%*	*16%*	*4%*	*9%*	*8%*	*8%*	*2%*	*12%*	*13%*	*6%*	*10%*	*8%*	*7%*	*9%*	*9%*
Don't know/Refused	**5**	3	2	-	2	1	1	1	1	1	1	2	3	-	1	1	5
	3%	*4%*	*2%*	-	*9%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	-	*7%*	*2%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 276

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Unweighted Total	**186**	40	19	126	1	44	88	54	12	72	8	186	171	1	11	3	-	126	60	177	9	126	50	186
Weighted Total	**187**	42*	21**	123	1**	37*	94*	56*	13**	75*	9**	187	171	1**	12**	3**	-**	125	61*	178	9**	126	50*	186
Agree	**165**	37	17	110	1	33	80	51	13	68	9	165	151	1	10	3	-	114	51	158	7	115	42	165
	88%	*87%*	*82%*	*90%*	*100%*	*91%*	*86%*	*91%*	*100%*	*91%*	*100%*	*88%*	*88%*	*100%*	*84%*	*100%*	-	*91%*	*83%*	*89%*	*79%*	*91%*	*84%*	*89%*
Disagree	**17**	4	4	10	-	3	11	3	-	6	-	17	15	-	2	-	-	11	6	16	1	9	7	16
	9%	*8%*	*18%*	*8%*	-	*8%*	*12%*	*6%*	-	*8%*	-	*9%*	*9%*	-	*16%*	-	-	*9%*	*10%*	*9%*	*7%*	*7%*	*15%*	*9%*
Don't know/Refused	**5**	2	-	3	-	1	2	2	-	1	-	5	5	-	-	-	-	1	4	4	1	2	1	5
	3%gs	*5%*	-	*2%*	-	*2%*	*2%*	*3%*	-	*1%*	-	*3%*	*3%*	-	-	-	-	*1%*	***7%zq***	*2%*	*13%*	*2%*	*1%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 277

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	**186**	15	25	11	11	30	43	16	10	25	132	32	70	46	60	186
Weighted Total	**187**	18**	21**	11**	12**	29**	46*	17**	11**	22**	133	32*	71*	45*	61*	186
Agree	**165**	15	21	8	12	25	42	14	9	20	120	30	62	40	54	165
	88%	*85%*	*100%*	*71%*	*100%*	*87%*	*91%*	*83%*	*81%*	*87%*	*90%*	*93%*	*87%*	*88%*	*90%*	*89%*
Disagree	**17**	3	-	1	-	3	3	3	2	2	12	-	7	5	4	16
	9%	*15%*	-	*9%*	-	*10%*	*7%*	*17%*	*19%*	*10%*	*9%*	-	*10%*	*12%*	*7%*	*9%*
Don't know/Refused	**5**	-	-	2	-	1	1	-	-	1	1	2	2	-	2	5
	3%j	-	-	*19%*	-	*3%*	*2%*	-	-	*3%*	*1%*	***7%j***	*3%*	-	*3%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 278

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)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	**186**	150	34	96	54	42	72	16	34	11	41	89	26	90	29	154	186
Weighted Total	**187**	149	33*	95*	55*	45*	72*	18**	36*	10**	40*	89*	27**	91*	30**	154	186
Agree	**165**	135	31	88	51	38	62	17	33	9	37	80	26	79	27	136	165
	88%	*90%*	*95%*	*92%*	*93%*	*86%*	*86%*	*92%*	*91%*	*90%*	*93%*	*90%*	*98%*	*86%*	*88%*	*89%*	*89%*
Disagree	**17**	13	2	7	4	5	8	1	2	1	3	7	-	11	3	14	16
	9%	*8%*	*5%*	*7%*	*7%*	*12%*	*11%*	*8%*	*6%*	*10%*	*7%*	*7%*	-	*12%*	*9%*	*9%*	*9%*
Don't know/Refused	**5**	2	-	1	-	1	2	-	1	-	-	3	1	2	1	3	5
	3%a	*1%*	-	*1%*	-	*2%*	*3%*	-	*3%*	-	-	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i - z/j/k - z/l/m - z/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 279

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

		Newspaper readership					Unwtd total
	Wtd. **Total (z)**	Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	(p)
Unweighted Total	**186**	81	46	102	44	80	186
Weighted Total	**187**	80*	45*	99*	44*	79*	186
Agree	**165**	73	44	85	42	74	165
	88%	*91%*	**97%zc**	*85%*	**95%c**	**95%zac**	*89%*
Disagree	**17**	4	1	11	1	3	16
	9%e	*5%*	*3%*	**11%ade**	*2%*	*4%*	*9%*
Don't know/Refused	**5**	3	-	4	1	1	5
	3%	**3%e**	-	*4%*	*3%*	*1%*	*3%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used. * small base

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 280

QN. Which, if any, of these newspapers do you read or look at regularly?

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
Daily Express	32	18	14	3	1	7	6	15	5	12	8	6	8	18	4	2	35
	3%l	4%	3%	2%	1%	2%	4%	8%zcde	2%	4%	4%	2%	1%	8%zlo	5%l	1%	3%
Daily Mail	128	48	80	14	8	38	22	46	30	50	27	21	62	47	5	15	133
	13%adk	10%	15%za	9%	5%	11%d	15%d	23%zcde	13%	16%zk	12%	8%	12%	20%zlno	6%	9%	13%
Daily Record	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Mirror	85	45	40	9	20	27	11	18	13	22	22	27	43	19	10	13	87
	8%	9%	8%	6%	12%	8%	7%	9%	6%	7%	10%	11%	8%	8%	12%	8%	9%
The Daily Telegraph	66	37	29	10	5	16	15	19	31	22	9	4	31	22	4	10	69
	7%dk	8%	6%	7%	3%	5%	10%de	10%zde	14%zijk	7%k	4%	1%	6%	9%z	5%	6%	7%
Financial Times	18	11	7	5	-	9	1	2	13	4	1	-	10	2	1	5	17
	2%k	2%	1%	4%d	-	3%d	1%	1%	6%zijk	1%	*	-	2%	1%	1%	3%	2%
The Guardian	69	36	33	19	7	22	12	10	30	23	7	9	41	10	3	15	67
	7%jk	7%	6%	12%zdeg	4%	6%	8%	5%	14%zijk	7%jk	3%	3%	8%	5%	4%	9%	7%
The Independent	36	18	17	8	4	12	10	2	15	18	1	2	19	7	2	7	35
	4%gjk	4%	3%	5%g	2%	3%	7%zg	1%	7%zjk	6%zjk	*	1%	4%	3%	2%	4%	3%
The Scotsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star	21	10	11	1	2	13	3	2	3	4	6	7	10	2	7	2	22
	2%	2%	2%	1%	1%	4%zg	2%	1%	1%	1%	3%	3%	2%	1%	9%zlmo	1%	2%
The Sun	150	74	76	35	33	50	16	16	21	33	46	48	86	19	19	25	145
	15%ghim	15%	15%	23%zefg	21%zfg	14%g	11%	8%	10%	11%	21%zhi	19%hi	16%m	9%	25%zm	15%	14%
The Times	62	34	28	16	11	13	10	11	27	21	10	4	33	12	1	16	59
	6%ek	7%	5%	11%e	7%	4%	7%	5%	12%zijk	7%k	5%k	1%	6%	5%	1%	10%n	6%
London Evening Standard	28	13	14	1	4	17	1	3	13	6	4	4	22	3	1	1	27
	3%	3%	3%	1%	2%	5%zfg	1%	2%	6%zijk	2%	2%	2%	4%zo	2%	1%	1%	3%
Other	25	14	11	5	4	5	3	8	5	13	4	3	13	8	1	2	25
	2%	3%	2%	3%	3%	1%	2%	4%e	2%	4%zk	2%	1%	2%	4%	1%	1%	2%
None	485	239	246	69	92	190	61	72	83	141	108	152	268	82	41	93	479
	48%ghm	48%	47%	46%	57%zfg	54%zfg	41%	36%	37%	45%	50%h	58%zhi	50%m	36%	53%m	54%m	47%
Refused	5	-	5	3	1	-	1	-	-	1	1	2	-	1	1	3	4
	*	-	1%a	2%e	1%	-	1%	-	-	*	1%	1%	-	*	1%l	2%zl	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

QN. Which, if any, of these newspapers do you read or look at regularly?

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)
Unweighted Total	**1015**	166	185	648	16	249	451	315	52	319	18	186
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187
Daily Express	**32**	5	5	23	-	17	13	2	1	5	1	6
	3%gi	*3%*	*2%*	*4%*	-	**8%zfg**	**3%g**	*1%*	*1%*	*2%*	*4%*	*3%*
Daily Mail	**128**	9	10	105	4	43	60	24	4	44	3	23
	13%abgn	*6%*	*5%*	**17%zab**	*21%*	**21%zfg**	**13%g**	*7%*	*8%*	*14%*	*17%*	*12%*
Daily Record	**-**	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Daily Mirror	**85**	16	14	53	1	16	41	28	3	32	1	22
	8%	*10%*	*7%*	*8%*	*6%*	*8%*	*9%*	*8%*	*6%*	*10%*	*7%*	*12%*
The Daily Telegraph	**66**	2	12	51	2	22	28	16	-	22	1	14
	7%a	*1%*	**6%a**	**8%za**	*12%*	**11%zfg**	*6%*	*5%*	-	*7%*	*5%*	**8%h**
Financial Times	**18**	-	5	11	2	2	7	8	-	3	-	3
	2%	-	**3%a**	*2%*	*13%*	*1%*	*1%*	*3%*	-	*1%*	-	*2%*
The Guardian	**69**	7	15	44	4	11	37	21	1	22	1	12
	7%v	*4%*	*7%*	*7%*	*21%*	*5%*	*8%*	*6%*	*2%*	*7%*	*5%*	*7%*
The Independent	**36**	5	9	21	1	8	18	10	2	18	-	6
	4%	*3%*	*5%*	*3%*	*6%*	*4%*	*4%*	*3%*	*4%*	**6%z**	-	*3%*
The Scotsman	**-**	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star	**21**	3	8	9	1	1	13	7	1	4	-	6
	2%ce	*2%*	**4%c**	*1%*	*6%*	*	**3%e**	*2%*	*2%*	*1%*	-	*3%*
The Sun	**150**	38	29	81	3	16	70	63	5	51	3	37
	15%ce	**23%zc**	*15%*	*13%*	*15%*	*8%*	**15%e**	**19%ze**	*8%*	*16%*	*17%*	**20%zh**
The Times	**62**	3	13	44	3	10	36	16	1	24	-	12
	6%a	*2%*	**7%a**	**7%a**	*17%*	*5%*	*8%*	*5%*	*2%*	*7%*	-	*6%*
London Evening Standard	**28**	2	6	19	1	3	12	13	2	8	-	2
	3%	*1%*	*3%*	*3%*	*6%*	*1%*	*3%*	*4%*	*4%*	*2%*	-	*1%*
Other	**25**	1	5	19	-	7	11	7	-	8	1	4
	2%l	*	*3%*	*3%*	-	*3%*	*2%*	*2%*	-	*2%*	*7%*	*2%*
None	**485**	93	112	271	9	73	234	177	41	159	12	86
	48%cel	**56%zc**	**57%zc**	*43%*	*50%*	*35%*	**49%e**	**53%ze**	**74%zik**	*49%*	*62%*	*46%*
Refused	**5**	2	-	2	-	1	1	2	-	2	-	2
	*****	*1%*	-	*	-	*	*	*1%*	-	*1%*	-	*1%*

	Ethnicity: White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	People are treated with dignity and respect: Agree (u)	Disagree (v)	Unwtd total (w)
Unweighted Total	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Daily Express	30	-	2	-	-	18	14	28	4	22	9	35
	3%	-	*2%*	-	-	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
Daily Mail	118	1	4	4	-	77	51	119	9	82	38	133
	14%zn	*8%*	*4%*	*11%*	-	*14%*	*11%*	*13%*	*9%*	*12%*	*14%*	*13%*
Daily Record	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Daily Mirror	69	2	7	5	1	50	34	79	6	59	19	87
	8%	*20%*	*9%*	*14%*	*6%*	*9%*	*7%*	*9%*	*6%*	*9%*	*7%*	*9%*
The Daily Telegraph	60	2	2	1	-	34	32	57	9	44	18	69
	7%	*20%*	*2%*	*3%*	-	*6%*	*7%*	*6%*	*9%*	*6%*	*7%*	*7%*
Financial Times	14	-	3	-	1	12	6	16	2	12	6	17
	2%	-	*4%*	-	*6%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
The Guardian	62	1	2	4	-	37	32	63	6	56	11	67
	7%	*9%*	*2%*	**12%n**	-	*7%*	*7%*	*7%*	*6%*	**8%zv**	*4%*	*7%*
The Independent	34	1	-	-	1	20	16	34	2	28	8	35
	4%	*7%*	-	-	*7%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*
The Scotsman	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star	17	1	1	2	-	13	8	18	3	14	7	22
	2%	*7%*	*1%*	*6%*	-	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
The Sun	127	3	11	8	1	86	63	134	16	109	38	145
	15%	*28%*	*12%*	*23%*	*6%*	*16%*	*14%*	*15%*	*16%*	*16%*	*14%*	*14%*
The Times	54	2	4	-	1	33	29	57	6	43	16	59
	6%	*18%*	*4%*	-	*8%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*
London Evening Standard	23	-	2	1	1	15	12	23	4	17	8	27
	3%	-	*3%*	*2%*	*6%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
Other	16	1	4	4	-	12	14	22	3	20	6	25
	2%	*10%*	*4%*	**13%zl**	-	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*
None	398	4	57	13	11	253	231	433	52	320	137	479
	46%	*32%*	**66%zlo**	*38%*	*68%*	*46%*	*50%*	*47%*	*51%*	*46%*	*50%*	*47%*
Refused	5	-	-	-	-	2	2	5	-	2	2	4
	1%	-	-	-	-	*	*1%*	*1%*	-	*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

QN. Which, if any, of these newspapers do you read or look at regularly?

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
Daily Express	32	3	1	1	-	9	1	7	7	3	23	6	9	11	10	35
	3%cf	3%	1%	1%	-	7%zbcf	1%	7%bcf	7%zbcf	3%	3%	3%	3%	4%	3%	3%
Daily Mail	128	6	18	7	5	17	33	11	22	9	94	15	45	44	32	133
	13%c	7%	16%c	5%	11%	13%c	20%zacgi	10%	20%zacgi	9%	13%	9%	12%	16%n	10%	13%
Daily Record	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Mirror	85	10	11	11	4	19	8	4	7	11	53	17	40	15	24	87
	8%m	11%	10%	8%	7%	14%zfgh	5%	3%	6%	11%g	8%	10%	11%zm	5%	7%	9%
The Daily Telegraph	66	2	10	9	4	1	13	8	10	11	44	13	22	17	22	69
	7%e	3%	9%e	6%e	7%e	1%	8%e	7%e	9%e	10%ae	6%	8%	6%	6%	7%	7%
Financial Times	18	-	1	11	-	-	3	-	1	1	11	4	6	4	6	17
	2%	-	1%	8%zabefghi	-	-	2%	-	1%	1%	2%	2%	2%	1%	2%	2%
The Guardian	69	6	8	11	6	8	10	3	5	11	46	10	25	10	28	67
	7%m	6%	7%	7%	11%	6%	6%	3%	5%	10%g	6%	6%	7%	3%	9%m	7%
The Independent	36	6	3	3	-	3	6	5	2	8	23	5	13	8	12	35
	4%	7%	3%	2%	-	3%	3%	5%	2%	7%zc	3%	3%	4%	3%	4%	3%
The Scotsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star	21	2	2	1	1	7	2	-	2	3	13	3	8	6	6	22
	2%	3%	2%	1%	2%	5%zcg	1%	-	2%	3%	2%	2%	2%	2%	2%	2%
The Sun	150	12	20	24	9	17	26	4	14	24	103	22	53	43	43	145
	15%g	14%g	18%g	16%g	18%g	12%g	16%g	3%	13%g	23%zegh	15%	13%	15%	15%	14%	14%
The Times	62	8	6	13	-	7	9	9	6	4	40	9	23	18	18	59
	6%	9%d	6%	9%d	-	5%	5%	8%d	6%	4%	6%	6%	6%	6%	6%	6%
London Evening Standard	28	1	5	9	-	-	12	-	1	-	19	5	7	7	10	27
	3%	1%	4%egi	6%zegi	-	-	7%zeghi	-	1%	-	3%	3%	2%	3%	3%	3%
Other	25	8	3	2	3	-	-	4	2	3	21	2	12	4	10	25
	2%f	9%zcef	3%ef	2%	6%ef	-	-	3%ef	2%	3%ef	3%	2%	3%	1%	3%	2%
None	485	37	51	74	25	64	76	62	51	45	327	83	163	139	154	479
	48%	42%	45%	49%	49%	48%	46%	60%zabfi	48%	43%	47%	50%	45%	50%	48%	47%
Refused	5	-	-	-	-	3	1	-	-	-	3	2	4	-	1	4
	*	-	-	-	-	2%z	1%	-	-	-	*	1%	1%	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

QN. Which, if any, of these newspapers do you read or look at regularly?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
Daily Express	32	24	7	16	4	4	9	2	7	1	9	11	4	10	-	31	35
	3%p	3%	4%	4%d	2%	3%	3%	4%	4%	3%	4%	2%	3%	2%	-	4%p	3%
Daily Mail	128	111	26	56	36	17	46	7	25	2	28	56	22	50	25	100	133
	13%	14%z	14%	14%	15%	11%	16%z	11%	13%	7%	12%	12%	13%	11%	15%	12%	13%
Daily Record	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Mirror	85	68	15	37	22	13	28	7	20	6	19	44	15	46	13	71	87
	8%	9%	8%	9%	9%	9%	10%	10%	10%	18%za	8%	10%	9%	10%z	8%	9%	9%
The Daily Telegraph	66	50	9	30	14	12	22	4	10	2	18	27	16	26	22	45	69
	7%q	6%	5%	8%	6%	8%	8%	7%	5%	5%	8%	6%	10%	6%	13%zq	5%	7%
Financial Times	18	14	3	6	8	2	2	1	5	-	5	5	2	9	13	5	17
	2%q	2%	2%	2%	3%cf	1%	1%	2%	3%f	-	2%	1%	1%	2%	8%zq	1%	2%
The Guardian	69	57	10	22	20	18	22	8	19	2	9	42	6	46	13	55	67
	7%j	7%	6%	6%	8%	12%zabc	8%	12%c	10%c	6%	4%	9%zj	3%	11%zl	8%	7%	7%
The Independent	36	29	5	16	12	10	15	3	13	2	7	23	5	23	8	28	35
	4%	4%	3%	4%	5%	6%	5%	5%	6%za	6%	3%	5%z	3%	5%z	5%	3%	3%
The Scotsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star	21	13	4	8	6	3	6	-	6	1	2	9	5	8	3	18	22
	2%	2%	2%	2%	3%	2%	2%	-	3%	2%	1%	2%	3%	2%	2%	2%	2%
The Sun	150	115	31	59	42	17	42	13	36	4	38	57	40	45	17	133	145
	15%km	15%	17%	15%	17%e	11%	15%	20%	18%e	13%	17%	12%	24%zm	10%	10%	16%z	14%
The Times	62	50	7	26	14	15	24	12	17	-	15	24	14	29	20	40	59
	6%q	6%	4%	7%	6%	10%b	8%b	18%zabcdefhi	9%b	-	7%	5%	8%	6%	12%zq	5%	6%
London Evening Standard	28	20	5	10	6	2	13	3	8	-	7	13	7	11	8	19	27
	3%	3%	3%	3%	2%	1%	5%zae	5%	4%	-	3%	3%	4%	3%	5%	2%	3%
Other	25	22	2	7	4	1	7	-	2	-	8	13	4	13	5	19	25
	2%	3%	1%	2%	1%	1%	3%	-	1%	-	3%	3%	2%	3%	3%	2%	2%
None	485	368	85	180	116	69	124	25	79	18	110	215	70	206	62	411	479
	48%hp	47%	46%	45%	47%	45%	44%	39%	41%	51%	48%	47%	41%	47%	38%	49%zp	47%
Refused	5	3	-	1	1	1	1	-	-	-	1	2	1	-	-	5	4
	*	*	-	*	1%	1%	*	-	-	-	1%	*	1%	-	-	1%	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 284

QN. Which, if any, of these newspapers do you read or look at regularly?

Base : All respondents

	Wtd. Total (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	1015	401	238	591	215	423	1015
Weighted Total	1015	395	242	568	217	420	1015
Daily Express	32	32	7	24	4	32	35
	3%	8%zbcd	3%	4%z	2%	8%zbcd	3%
Daily Mail	128	128	26	67	26	128	133
	13%	32%zbcd	11%	12%	12%	30%zbcd	13%
Daily Record	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Daily Mirror	85	85	13	85	85	34	87
	8%	21%zbce	6%	15%zbe	39%zabce	8%	9%
The Daily Telegraph	66	14	66	24	18	66	69
	7%ac	3%	27%zacde	4%	8%ac	16%zacd	7%
Financial Times	18	5	18	2	11	10	17
	2%c	1%c	7%zace	*	5%zac	2%ac	2%
The Guardian	69	18	69	21	69	28	67
	7%ac	5%	28%zace	4%	32%zace	7%ac	7%
The Independent	36	11	36	10	36	17	35
	4%c	3%	15%zace	2%	17%zace	4%ac	3%
The Scotsman	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Daily Star	21	21	1	15	8	13	22
	2%b	5%zbce	*	3%b	4%b	3%zb	2%
The Sun	150	150	17	86	35	150	145
	15%b	38%zbcd	7%	15%b	16%b	36%zbcd	14%
The Times	62	22	62	19	18	62	59
	6%c	5%c	26%zacde	3%	8%c	15%zacd	6%
London Evening Standard	28	28	9	10	6	12	27
	3%c	7%zcde	4%	2%	3%	3%	3%
Other	25	6	4	16	9	3	25
	2%e	2%e	2%	3%e	4%abe	1%	2%
None	485	26	38	280	30	32	479
	48%abde	7%	16%ae	49%abde	14%ae	8%	47%
Refused	5	-	-	5	-	-	4
	*	-	-	1%	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 285

QO. Which, if any, of the following news websites do you look at regularly?

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	1015	508	507	112	149	359	148	246	224	308	220	263	498	274	79	164	1015
Weighted Total	1015	495	520	151	162	352	148	201	223	314	218	260	538	228	78*	171	1015
BBC website	395	205	190	73	79	153	52	37	115	145	74	62	263	42	24	64	373
	39%gkm	41%	36%	48%zfg	49%zfg	44%zg	35%g	18%	51%zjk	46%zjk	34%k	24%	49%zmno	19%	31%m	38%m	37%
Sky website	108	58	50	21	27	42	11	7	21	46	22	19	77	8	6	17	103
	11%gm	12%	10%	14%g	17%zfg	12%g	7%	4%	9%	15%zk	10%	7%	14%zm	4%	8%	10%m	10%
ITV website	44	18	25	10	6	15	6	7	12	12	9	11	27	7	4	6	43
	4%	4%	5%	6%	4%	4%	4%	4%	5%	4%	4%	4%	5%	3%	5%	4%	4%
Express.co.uk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mail Online	50	23	27	12	8	16	7	7	13	20	9	8	29	8	3	10	48
	5%	5%	5%	8%	5%	5%	5%	3%	6%	6%	4%	3%	5%	3%	4%	6%	5%
DailyRecord.co.uk	1	1	-	-	-	1	-	-	-	1	-	-	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*
Mirror website	10	6	4	-	-	8	1	1	2	3	2	3	5	1	-	4	10
	1%	1%	1%	-	-	2%z	1%	*	1%	1%	1%	1%	1%	*	-	2%	1%
The Telegraph website	37	25	12	8	5	9	5	8	12	12	8	5	21	8	2	6	37
	4%b	5%zb	2%	6%	3%	3%	4%	4%	5%k	4%	4%	2%	4%	4%	3%	3%	4%
Financial Times website	15	10	4	-	4	9	2	-	9	5	-	1	12	1	1	1	14
	1%	2%	1%	-	2%g	3%zg	1%	-	4%zjk	2%	-	*	2%	*	1%	*	1%
The Guardian website	67	31	36	16	19	16	10	7	24	27	10	6	36	8	3	21	64
	7%egkm	6%	7%	11%eg	12%zeg	4%	6%	3%	11%zjk	9%k	5%	2%	7%	3%	4%	12%zlmn	6%
The Independent website	23	11	12	4	8	7	2	2	4	12	4	2	15	1	2	6	21
	2%m	2%	2%	3%	5%zg	2%	2%	1%	2%	4%zk	2%	1%	3%m	*	2%	3%m	2%
Scotsman.com	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star website	2	2	-	-	-	2	-	-	1	-	-	1	2	-	-	-	2
	*	*	-	-	-	1%	-	-	*	-	-	*	*	-	-	-	*
The Sun website	15	10	6	6	1	6	-	2	2	1	5	7	9	2	1	3	14
	2%i	2%	1%	4%zf	1%	2%	-	1%	1%	*	2%i	3%i	2%	1%	2%	2%	1%
The Times website	22	12	10	3	3	10	5	2	11	6	2	2	14	3	-	5	20
	2%k	2%	2%	2%	2%	3%	3%	1%	5%zjk	2%	1%	1%	3%	1%	-	3%	2%
London Evening Standard website	2	1	1	-	1	-	1	-	2	-	-	-	2	-	-	-	2
	*	*	*	-	1%	-	1%	-	1%z	-	-	-	*	-	-	-	*
Other	15	11	4	4	2	4	3	1	6	6	3	-	9	1	-	5	14
	1%bm	2%	1%	3%	1%	1%	2%	*	3%k	2%k	1%	-	2%	*	-	3%m	1%
None	527	250	276	58	62	171	79	157	83	134	123	186	215	176	46	89	551
	52%cdhil	51%	53%	38%	38%	49%d	54%cd	78%zcdef	37%	43%	56%hi	72%zhij	40%	77%zlno	59%l	52%l	54%
Refused	3	-	3	1	1	-	1	-	-	1	-	2	-	1	1	1	3
	*	-	1%	1%	1%	-	1%	-	-	*	-	1%	-	*	1%l	1%	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 286

QO. Which, if any, of the following news websites do you look at regularly?

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)
Unweighted Total	1015	166	185	648	16	249	451	315	52	319	18	186
Weighted Total	1015	167	196	635	17**	208	475	332	56*	326	19**	187
BBC website	395	43	87	253	11	39	199	157	31	155	7	83
	39%ae	26%	45%a	40%a	62%	19%	42%e	47%ze	56%z	48%z	34%	44%
Sky website	108	12	22	73	1	7	58	42	10	55	6	25
	11%er	7%	11%	12%	6%	3%	12%e	13%e	18%	17%z	31%	13%
ITV website	44	8	7	28	1	7	20	17	3	16	1	16
	4%r	5%	4%	4%	5%	3%	4%	5%	6%	5%	7%	8%z
Express.co.uk	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Mail Online	50	5	7	36	3	6	29	15	-	20	-	6
	5%	3%	3%	6%	15%	3%	6%e	5%	-	6%	-	3%
DailyRecord.co.uk	1	-	-	1	-	-	-	1	-	1	-	-
	*	-	-	*	-	-	-	*	-	*	-	-
Mirror website	10	3	2	5	-	1	5	4	-	1	-	2
	1%	2%	1%	1%	-	*	1%	1%	-	*	-	1%
The Telegraph website	37	3	12	22	1	8	16	12	-	16	-	6
	4%	2%	6%a	3%	6%	4%	3%	4%	-	5%	-	3%
Financial Times website	15	-	7	8	-	-	7	8	1	2	-	2
	1%	-	4%zac	1%	-	-	1%	2%e	2%	1%	-	1%
The Guardian website	67	6	20	38	3	6	41	21	4	32	2	9
	7%eg	4%	10%za	6%	17%	3%	9%ze	6%	7%	10%zk	10%	5%
The Independent website	23	1	8	15	-	2	11	10	1	10	-	5
	2%	1%	4%a	2%	-	1%	2%	3%	2%	3%	-	2%
Scotsman.com	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star website	2	-	1	1	-	-	1	1	-	1	-	-
	*s	-	1%	*	-	-	*	*	-	*	-	-
The Sun website	15	6	3	5	1	2	6	7	-	6	-	4
	2%c	3%zc	2%	1%	6%	1%	1%	2%	-	2%	-	2%
The Times website	22	1	6	14	-	4	10	7	2	9	-	4
	2%	1%	3%	2%	-	2%	2%	2%	4%	3%	-	2%
London Evening Standard website	2	-	-	2	-	1	-	1	-	2	-	-
	*	-	-	*	-	1%	-	*	-	1%	-	-
Other	15	1	2	11	-	1	10	4	1	8	1	5
	1%l	1%	1%	2%	-	*	2%	1%	1%	3%	5%	2%
None	527	110	94	317	6	159	223	145	19	136	7	88
	52%fghi	66%zbc	48%	50%	32%	77%zfg	47%	44%	34%	42%	38%	47%

	Ethnicity: White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital use: Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS use: NHS user (s)	Non NHS user (t)	People are treated with dignity and respect: Agree (u)	Disagree (v)	Unwtd total (w)
Unweighted Total	870	12	82	35	14	559	456	914	101	691	273	1015
Weighted Total	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
BBC website	335	3	35	13	8	221	174	356	38	270	107	373
	39%	24%	40%	36%	48%	40%	38%	39%	38%	39%	39%	37%
Sky website	98	-	6	4	-	70	38	97	11	75	32	103
	11%	-	7%	11%	-	13%zr	8%	11%	11%	11%	12%	10%
ITV website	39	1	3	1	-	30	13	40	3	31	12	43
	5%	8%	3%	3%	-	5%r	3%	4%	3%	4%	4%	4%
Express.co.uk	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Mail Online	43	-	3	1	2	26	25	46	5	32	14	48
	5%	-	4%	3%	14%	5%	5%	5%	4%	5%	5%	5%
DailyRecord.co.uk	1	-	-	-	-	-	1	-	1	-	1	1
	*	-	-	-	-	-	*	-	1%zs	-	*	*
Mirror website	10	-	-	-	-	7	3	8	2	6	3	10
	1%	-	-	-	-	1%	1%	1%	2%	1%	1%	1%
The Telegraph website	32	-	3	1	-	21	17	36	1	26	11	37
	4%	-	4%	3%	-	4%	4%	4%	1%	4%	4%	4%
Financial Times website	12	-	3	-	-	10	5	13	2	11	3	14
	1%	-	4%	-	-	2%	1%	1%	2%	2%	1%	1%
The Guardian website	57	-	6	4	-	27	40	61	6	51	16	64
	7%	-	7%	11%	-	5%	9%zg	7%	6%	7%	6%	6%
The Independent website	22	-	2	-	-	10	14	19	4	20	3	21
	3%	-	2%	-	-	2%	3%	2%	4%	3%	1%	2%
Scotsman.com	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star website	2	-	-	-	-	1	1	1	1	1	1	2
	*	-	-	-	-	*	*	*	1%	*	*	*
The Sun website	14	-	1	-	-	8	7	13	3	11	3	14
	2%	-	1%	-	-	1%	2%	1%	3%	2%	1%	1%
The Times website	18	-	3	-	-	10	11	19	2	16	5	20
	2%	-	4%	-	-	2%	2%	2%	2%	2%	2%	2%
London Evening Standard website	1	-	-	1	-	1	1	2	-	1	1	2
	*	-	-	3%zl	-	*	*	*	-	*	*	*
Other	8	-	5	1	1	8	7	13	1	9	5	14
	1%	-	6%zl	2%	9%	1%	2%	1%	1%	1%	2%	1%
None	444	8	46	21	7	279	247	473	53	357	138	551
	51%	68%	54%	59%	43%	51%	53%	52%	53%	52%	50%	54%

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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

QO. Which, if any, of the following news websites do you look at regularly?

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)	White (l)	Mixed/ multiple ethnic groups (m)	Asian/ Asian British (n)	Black/ African / Caribbean/ Black British (o)	Other ethnic group (p)	Hospital/A&E user (q)	Not hospital/A&E user (r)	NHS user (s)	Non NHS user (t)	Agree (u)	Disagree (v)	(w)
Weighted Total	**1015**	167	196	635	17**	208	475	332	56*	326	19**	187	864	12**	86*	35*	16**	552	463	914	101*	690	274	1015
Refused	**3**	2	-	1	-	1	-	2	-	1	-	1	3	-	-	-	-	1	2	3	-	1	2	3
	*****	**1%zc**	-	*	-	*	-	*1%*	-	*	-	*1%*	*	-	-	-	-	*	*1%*	*	-	*	*1%*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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/p - z/q/r - z/s/t - z/u/v - z/w
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 287

QO. Which, if any, of the following news websites do you look at regularly?

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	1015	74	132	144	48	142	156	96	103	120	703	166	359	272	323	1015
Weighted Total	1015	88*	113	150	51*	135	165	104*	105	103	702	165	360	277	319	1015
BBC website	395	42	48	56	23	45	72	47	28	33	266	72	151	97	136	373
	39%h	48%ehi	42%h	38%	46%h	33%	44%h	45%h	26%	32%	38%	43%	42%	35%	43%	37%
Sky website	108	10	17	7	6	19	17	11	5	16	75	21	37	32	36	103
	11%c	12%	15%ch	5%	12%	14%ch	10%	10%	5%	15%ch	11%	13%	10%	12%	11%	10%
ITV website	44	4	7	5	1	7	8	5	1	6	30	8	11	11	20	43
	4%	4%	6%h	3%	3%	6%	5%	5%	1%	5%	4%	5%	3%	4%	6%zl	4%
Express.co.uk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mail Online	50	5	5	6	1	12	6	11	2	2	37	2	20	18	12	48
	5%k	5%	5%	4%	2%	9%zhi	4%	10%zfhi	2%	2%	5%k	1%	5%	7%	4%	5%
DailyRecord.co.uk	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1
	*	-	-	1%	-	-	-	-	-	-	-	-	*	-	-	*
Mirror website	10	1	1	2	-	2	1	1	1	1	7	2	4	3	3	10
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
The Telegraph website	37	5	6	4	-	4	6	4	3	4	28	5	14	12	10	37
	4%	5%	6%	3%	-	3%	4%	4%	3%	4%	4%	3%	4%	5%	3%	4%
Financial Times website	15	1	1	7	-	1	1	2	1	-	8	1	4	4	5	14
	1%	1%	1%	5%zefi	-	1%	1%	2%	1%	-	1%	1%	1%	1%	2%	1%
The Guardian website	67	11	8	10	2	8	10	2	6	11	37	12	29	13	22	64
	7%j	12%zg	7%	7%	4%	6%	6%	2%	5%	10%g	5%	7%	8%	5%	7%	6%
The Independent website	23	4	2	2	-	3	2	4	5	2	12	1	8	7	8	21
	2%	4%	1%	1%	-	2%	1%	4%	4%	2%	2%	1%	2%	3%	3%	2%
Scotsman.com	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star website	2	-	-	-	-	-	1	1	-	-	1	-	1	1	-	2
	*	-	-	-	-	-	1%	1%	-	-	*	-	*	*	-	*
The Sun website	15	2	4	2	-	1	1	1	2	1	8	4	4	6	5	14
	2%	3%	4%	1%	-	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	1%
The Times website	22	4	1	3	1	2	5	3	2	-	15	4	11	6	4	20
	2%	4%i	1%	2%	2%	1%	3%	3%	2%	-	2%	2%	3%	2%	1%	2%
London Evening Standard website	2	1	1	-	-	-	-	-	-	-	2	-	-	-	2	2
	*	1%	1%	-	-	-	-	-	-	-	*	-	-	-	1%	*
Other	15	1	2	5	-	4	1	-	-	2	6	5	9	2	2	14
	1%j	2%	1%	3%	-	3%	1%	-	-	2%	1%	3%j	3%	1%	1%	1%
None	527	41	54	82	26	69	80	51	70	54	378	77	171	157	156	551
	52%l	46%	48%	54%	52%	51%	48%	48%	67%zabefgi	53%	54%	46%	48%	57%l	49%	54%
Refused	3	-	-	-	-	3	-	-	-	-	1	2	2	-	1	3
	*	-	-	-	-	2%zf	-	-	-	-	*	1%	1%	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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 288

QO. Which, if any, of the following news websites do you look at regularly?

Base : All respondents

	Wtd. Total (z)	NHS use in last year									Government has right NHS policy		Impact of NHS reforms on patients		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)	Yes (p)	No (q)	(r)
Unweighted Total	1015	795	188	409	245	150	287	61	187	37	226	464	168	443	160	835	1015
Weighted Total	1015	790	184	395	249	153	284	63*	194	34*	229	459	171	441	164	831	1015
BBC website	395	311	66	159	109	79	141	44	98	7	101	185	73	189	85	299	373
	39%iq	39%i	36%	40%i	44%bi	51%zabci	50%zabci	69%zabcdefhi	50%zabci	22%	44%	40%	43%	43%z	52%zq	36%	37%
Sky website	108	77	22	53	36	26	32	10	27	4	31	50	19	54	21	84	103
	11%	10%	12%	13%za	14%za	17%zaf	11%	16%	14%	11%	14%	11%	11%	12%	13%	10%	10%
ITV website	44	35	11	28	18	10	22	5	12	2	17	19	2	22	9	34	43
	4%l	4%	6%	7%za	7%za	6%	8%za	8%	6%	5%	7%z	4%	1%	5%l	6%	4%	4%
Express.co.uk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mail Online	50	41	7	19	16	7	17	5	9	1	9	20	8	22	6	42	48
	5%	5%	4%	5%	6%	5%	6%	7%	5%	2%	4%	4%	5%	5%	3%	5%	5%
DailyRecord.co.uk	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1
	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*
Mirror website	10	8	2	4	3	1	4	1	3	2	2	6	-	6	1	9	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	6%zabcde	1%	1%	-	1%	1%	1%	1%
The Telegraph website	37	33	8	17	11	9	13	6	8	2	10	15	7	16	10	27	37
	4%	4%	4%	4%	5%	6%	5%	9%z	4%	5%	4%	3%	4%	4%	6%	3%	4%
Financial Times website	15	12	4	5	5	5	4	1	7	-	2	6	-	8	8	6	14
	1%q	1%	2%	1%	2%	3%	2%	2%	3%za	-	1%	1%	-	2%	5%zq	1%	1%
The Guardian website	67	59	9	19	15	17	20	12	19	3	8	43	11	44	13	52	64
	7%j	7%c	5%	5%	6%	11%zbcd	7%	19%zabcdfh	10%bc	8%	4%	9%zj	6%	10%z	8%	6%	6%
The Independent website	23	19	2	6	5	5	6	3	4	-	2	12	4	13	4	19	21
	2%	2%	1%	2%	2%	3%	2%	4%	2%	-	1%	3%	2%	3%	3%	2%	2%
Scotsman.com	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily Star website	2	1	-	1	-	-	1	-	-	-	-	2	-	1	-	2	2
	*	*	-	*	-	-	*	-	-	-	-	*	-	*	-	*	*
The Sun website	15	11	-	7	4	3	3	-	3	1	3	7	5	4	3	11	14
	2%	1%	-	2%	2%	2%	1%	-	1%	3%b	1%	2%	3%	1%	2%	1%	1%
The Times website	22	19	3	8	4	7	11	6	6	1	3	12	4	12	2	20	20
	2%	2%	2%	2%	2%	4%d	4%zd	9%zabcdfh	3%	3%	1%	3%	2%	3%	1%	2%	2%
London Evening Standard website	2	2	1	1	-	1	2	-	1	-	-	1	-	2	-	2	2
	*	*	1%	*	-	1%	1%	-	1%	-	-	*	-	1%	-	*	*
Other	15	12	2	5	6	5	3	-	5	1	3	9	3	5	5	9	14
	1%	2%	1%	1%	2%	3%	1%	-	3%	3%	1%	2%	2%	1%	3%q	1%	1%
None	527	408	102	195	116	56	124	13	78	25	112	226	82	214	58	459	551
	52%efghp	52%efgh	56%defgh	49%efgh	47%eg	37%g	43%g	20%	40%g	73%zabcdefgh	49%	49%	48%	48%	36%	55%zp	54%
Refused	3	3	-	1	-	1	1	-	-	-	1	2	-	-	-	3	3
	*	*	-	*	-	1%	*	-	-	-	1%	*	-	-	-	*	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

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

Public Perceptions of the NHS and Social Care

FINAL PUBLIC

Table 289

QO. Which, if any, of the following news websites do you look at regularly?

Base : All respondents

	Wtd. **Total** (z)	Newspaper readership: Tabloid (a)	Broadsheet (b)	None (c)	Mirror/Guardian/ Record/ Independent (d)	Express/Daily Mail/ Telegraph/Sun/Times (e)	Unwtd total (p)
Unweighted Total	**1015**	401	238	591	215	423	1015
Weighted Total	**1015**	395	242	568	217	420	1015
BBC website	**395**	154	150	29	120	185	373
	39%c	**39%c**	**62%zacde**	*5%*	**55%zace**	**44%zac**	*37%*
Sky website	**108**	52	25	10	28	54	103
	11%c	**13%zc**	**10%c**	*2%*	**13%c**	**13%c**	*10%*
ITV website	**44**	23	9	4	9	18	43
	4%c	**6%c**	**4%c**	*1%*	**4%c**	**4%c**	*4%*
Express.co.uk	**-**	-	-	-	-	-	-
	-	-	-	-	-	-	-
Mail Online	**50**	50	20	4	18	50	48
	5%c	**13%zcd**	**8%zc**	*1%*	**9%zc**	**12%zbc**	*5%*
DailyRecord.co.uk	**1**	1	-	1	1	-	1
	*****	*	-	*	*	-	*
Mirror website	**10**	10	2	3	10	6	10
	1%	**2%zce**	*1%*	*1%*	**4%zbce**	*1%*	*1%*
The Telegraph website	**37**	14	37	-	21	37	37
	4%c	**4%c**	**15%zacde**	-	**10%zac**	**9%zac**	*4%*
Financial Times website	**15**	4	15	1	7	12	14
	1%c	**1%c**	**6%zacde**	*	**3%zac**	**3%zac**	*1%*
The Guardian website	**67**	20	67	4	67	33	64
	7%c	**5%c**	**28%zace**	*1%*	**31%zace**	**8%ac**	*6%*
The Independent website	**23**	7	23	1	23	11	21
	2%c	**2%c**	**10%zace**	*	**11%zace**	**3%c**	*2%*
Scotsman.com	**-**	-	-	-	-	-	-
	-	-	-	-	-	-	-
Daily Star website	**2**	2	-	-	2	2	2
	*****	*1%*	-	-	**1%zc**	*1%*	*
The Sun website	**15**	15	3	2	4	15	14
	2%c	**4%zbc**	*1%*	*	**2%c**	**4%zbc**	*1%*
The Times website	**22**	8	22	-	12	22	20
	2%c	**2%c**	**9%zacde**	-	**5%zac**	**5%zac**	*2%*
London Evening Standard website	**2**	2	2	-	2	2	2
	*****	*1%*	**1%zc**	-	**1%zc**	*1%*	*
Other	**15**	5	4	2	5	3	14
	1%c	**1%c**	**2%c**	*	**2%c**	*1%*	*1%*
None	**527**	188	61	527	68	176	551
	52%abde	**48%bde**	*25%*	**93%zabde**	**31%b**	**42%bd**	*54%*
Refused	**3**	-	-	3	-	-	3
	*****	-	-	*1%*	-	-	*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e
Overlap formulae used.

Table 290

Weight matrix: Gender

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1015	1015
Weighted Total	1015	1015
Effective Base	1015	976
Male	508	495
	50.0%	*48.8%*
Female	507	520
	50.0%	*51.2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Table 291

Weight matrix: Age

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1015	1015
Weighted Total	1015	1015
Effective Base	1015	976
16-24	112 *11.0%*	151 *14.9%*
25-34	149 *14.7%*	162 *16.0%*
35-54	359 *35.4%*	352 *34.7%*
55-64	148 *14.6%*	148 *14.6%*
65+	246 *24.2%*	201 *19.8%*

Table 292

Weight matrix: Working status

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1015	1015
Weighted Total	1015	1015
Effective Base	1015	976
Full time (30 hours +)	393 *38.7%*	437 *43.1%*
Not working full time	622 *61.3%*	578 *56.9%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)

Table 293

Weight matrix: GOR

Base : All respondents

	Total	
	Unweighted	Weighted
Unweighted Total	1015	1015
Weighted Total	1015	1015
Effective Base	1015	976
East Midlands	74 *7.3%*	88 *8.7%*
Eastern	132 *13.0%*	113 *11.1%*
London	144 *14.2%*	150 *14.8%*
North-East	48 *4.7%*	51 *5.0%*
North-West	142 *14.0%*	135 *13.3%*
South-East	156 *15.4%*	165 *16.3%*
South-West	96 *9.5%*	104 *10.3%*
West Midlands	103 *10.1%*	105 *10.4%*
Yorkshire & Humberside	120 *11.8%*	103 *10.2%*

Respondent type : General public aged 16+
Fieldwork dates : 4th May - 31st May 2012
Source : Ipsos MORI (JN12-021942-01)