



Department  
of Health &  
Social Care

# **Fourth report on the effect of the NHS Constitution**

**January 2022**



# **Fourth report on the effect of the NHS Constitution**

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Health Act 2009**

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# Contents

Executive summary .....	2
1. Introduction .....	4
Context .....	4
Development of the NHS Constitution .....	4
Legal Duties regarding the NHS Constitution .....	5
Intention of the NHS Constitution .....	5
2. Staff are proud to work for the NHS .....	7
3. Survey Findings on Awareness and Understanding of the NHS Constitution .....	8
Public Awareness of the NHS Constitution .....	8
Staff Awareness of the NHS Constitution .....	9
Staff Awareness of the Key Elements within the NHS Constitution .....	12
Staff Views on the Value of the NHS Constitution .....	14
Staff Support for the NHS Constitution .....	15
Staff Use of the NHS Constitution .....	16
Public use of the NHS Constitution .....	18
Impact of the NHS Constitution .....	19
4. Conclusion .....	21
5. Appendices .....	23
Appendix A - Public and Staff Survey Questions .....	24
Appendix B - Methodology and sampling approach .....	39
Objectives .....	39
Sample numbers .....	39
Methodology .....	40
Changes to methodology in 2021 .....	41

# Executive summary

Since the last report on the effect of the NHS Constitution, our healthcare system has faced unprecedented challenges and pressures as a result of the Coronavirus pandemic (COVID-19). NHS Staff, patients and the public have pulled together in a joint endeavour to protect our NHS. The pandemic, which has so starkly affected the lives of us all, has also highlighted the value and importance of the NHS Constitution.

The NHS belongs to the people. The purpose of the NHS Constitution is to safeguard its enduring principles and values as well as to set out the rights of patients and staff, further NHS pledges towards them, and clear expectations about the way that they will behave.

By knowing their rights, and embracing their own responsibilities, everyone can help the NHS to improve the care that it provides, whilst ensuring that all of its services are delivered in a way that is sustainable.

This is the fourth report to Parliament by a Secretary of State on the effect of the Constitution and follows reports published in 2019, 2015 and 2012. Based on the findings of surveys carried out with NHS staff and the public between 14 and 20 October 2021, it provides an indication of current levels of public and staff awareness, understanding and attitudes towards the Constitution, as well as its application.

In the context of the pandemic and the various measures in place to control transmission, the survey methodology for this report differs to previous years as outlined in Appendix B. This ensured the public could safely complete surveys remotely and valuable time would not be taken away from on duty NHS staff.

It is warming to see that staff are still proud to work for the NHS, even after a difficult period working through the pandemic and with the significant pressures this brought to the entire NHS healthcare system. The findings indicate more than four in five NHS staff (84%) say they are proud to work for the NHS, including 55% who strongly agree that they are proud.

However, and perhaps related to the pressure the pandemic has put on all NHS staff to meet healthcare demands, they are more divided in their views of the service the NHS currently delivers to patients in their local area. Just under half of NHS staff (48%) are satisfied with the service the NHS currently delivers, while just over one-third (36%) are not satisfied.

More positively, this year's survey indicated that public awareness of the NHS Constitution has improved since 2018: 14% of those surveyed in 2018 (with additional prompting) said they had heard of the NHS Constitution. In 2021, around one quarter of the public (23%)

said they are aware of the NHS Constitution. Staff awareness is positive and much higher than the public awareness, around half of NHS staff are aware of the NHS Constitution, with 49% of staff saying they have heard of it, either by name or after additional prompting, with clinicians more likely to be aware than other staff.

Awareness of the NHS Constitution between different staff and public groups, including groups with protected characteristics, are highlighted throughout the report. This year's surveys show that several groups of the public are more likely to be aware of the NHS Constitution, including those educated to degree level or higher, those living in the North of England, those who do not have a religion, and carers. Staff who are full-time workers, graduates, based in the North of England and married or in a civil partnership are also more likely to be aware of the NHS Constitution.

# 1. Introduction

## Context

The NHS Constitution brings together the principles, values, rights and responsibilities that underpin the NHS. It sets out the enduring character of the NHS and empowers patients, staff and the public to know and exercise their rights both to help drive improvements in its quality, efficiency and responsiveness, and to support sustainable delivery of services.

The Constitution has a framework in primary legislation, established by the Health Act 2009. NHS bodies and private and voluntary sector providers supplying NHS services are required by law to take account of the Constitution in their decisions and actions. The intention is that the Constitution, and with it the ethos of the NHS, is embedded at every level within the health service and among those organisations providing NHS services.

While an enduring document, to ensure the NHS Constitution remains up-to-date and of continuing value to patients, staff and the public, the Act requires the Secretary of State to review and republish the Constitution at least once every ten years, and to review and republish the Handbook to the Constitution every three years. The Handbook sits alongside the Constitution, explaining each right and pledge and signposting legal sources where relevant.

The Act also requires the Secretary of State to report to Parliament on the effect of the Constitution every three years. The last report was published and laid before Parliament in January 2019 and has also been published on gov.uk.

This is not a report on NHS performance; other reports, for example the Assessment of NHS England (the NHS Commissioning Board) 2017-18 and 2018-19 and the NHS Commissioning Board (known as NHS England) Annual Report and Accounts 2019-2020, provide that overview. Data on NHS activity and performance in specific areas is also collected and shared publicly in a variety of ways, including through data sets published by NHS Digital.

## Development of the NHS Constitution

The Constitution was first published on 21 January 2009 and given legal effect later that year by the Health Act 2009. It was the product of extensive discussions with patients, staff and the public about what mattered most to them about the NHS and followed a public consultation overseen by a Constitutional Advisory Forum comprising leading experts and stakeholders.

Through this engagement, the intention was for the Constitution to have enduring meaning and value to patients, staff and the public who would feel a sense of ownership of it. From the outset, it has enjoyed widespread, cross-party support.

The Constitution is intended to empower patients, public and staff by helping each group to understand what they can expect from the NHS. For patients, the intention was that the Constitution would provoke challenge and shared responsibility for making best use of NHS services. For staff, the rights and responsibilities were intended to empower them to develop better services for patients and improve engagement with their employers.

## **Legal Duties regarding the NHS Constitution**

The Health Act 2009 placed a duty on bodies commissioning and providing NHS services to have regard to the Constitution. The Health and Social Care Act 2012 (the 2012 Act) further applied this duty to the Secretary of State for Health and Social Care and to local authorities when undertaking public health functions by amending the Health Act 2009 and the National Health Service Act 2006.

The 2012 Act also applied this duty to new bodies that were created directly by the 2012 Act. These include Clinical Commissioning Groups, NHS England and others, for example, Health Education England.

The 2012 Act also introduced new duties on Clinical Commissioning Groups and NHS England to promote awareness of the Constitution among patients, staff, and members of the public, as well as to act with a view to ensuring that health services are provided in a way that promotes it. The duty to promote the Constitution was later extended to Health Education by the Care Act 2014, which sets out that it must act with a view to ensuring that education and training for health care workers is provided in a way that promotes the Constitution.

## **Intention of the NHS Constitution**

The Constitution was intended to achieve two core objectives: to safeguard the enduring character of the NHS, and to empower patients, the public and staff within the NHS.

To achieve these objectives, the Constitution sets out:

- the underlying principles and values of the NHS in England;
- the rights to which patients, the public and staff are entitled;
- the pledges that the NHS is committed to achieve; and

- the responsibilities that the public, patients and staff owe to one another to ensure the NHS operates fairly and effectively.

As the original Impact Assessment of the Constitution set out, "by clarifying the fundamentals that will not change - through establishing a consensus and articulating in an enduring way the NHS's purpose, principles and values - progress in meeting 21st century challenges will be easier". Not only should this help the NHS respond to emerging challenges of rising expectations, technological advances and shifts in the way services are delivered, it also "becomes easier for third sector and independent organisations providing NHS care to know what behaviour is expected of them: it binds all organisations providing NHS care to a common purpose".

## 2. Staff are proud to work for the NHS

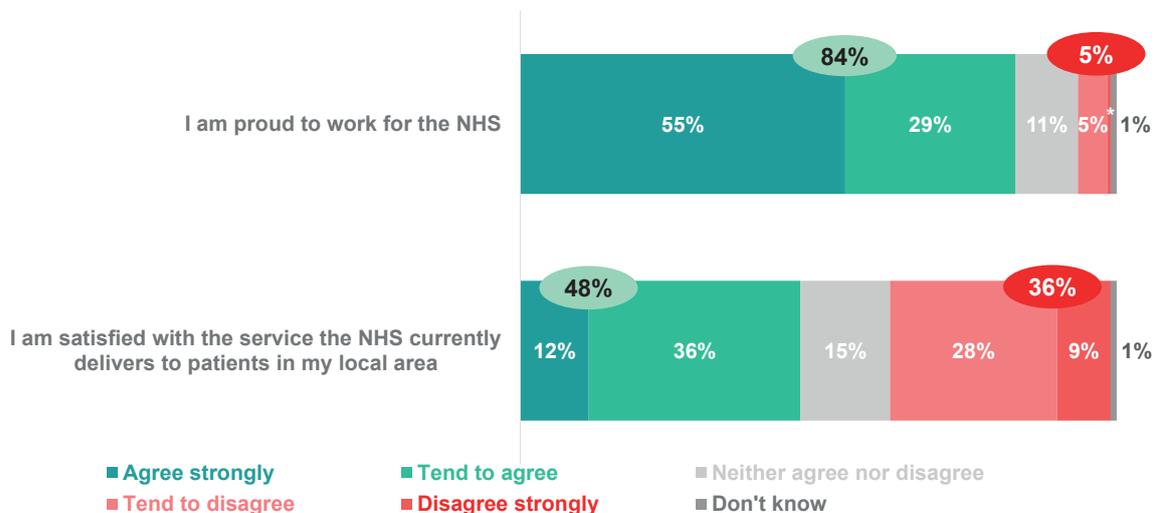
To provide context for the survey of NHS staff, the findings indicate that staff are very proud to work for the NHS.

More than four in five NHS staff (84%) say they are proud to work for the NHS

This includes 55% who strongly agree that they are proud to work for the NHS. Staff are more divided in their views of the service the NHS currently delivers to patients in their local area. Just under half of NHS staff (48%) are satisfied with the service the NHS currently delivers, while just over one-third (36%) are not satisfied.

**Chart 1: Percentage of staff who are proud to work for the NHS alongside the percentage of staff who are satisfied with the service the NHS delivers in their local area.**

Q. The next questions are about the NHS in your area. To what extent do you agree or disagree with these things that other people have said?



Base: All NHS staff (England, 16+) n=466. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

# 3. Survey Findings on Awareness and Understanding of the NHS Constitution

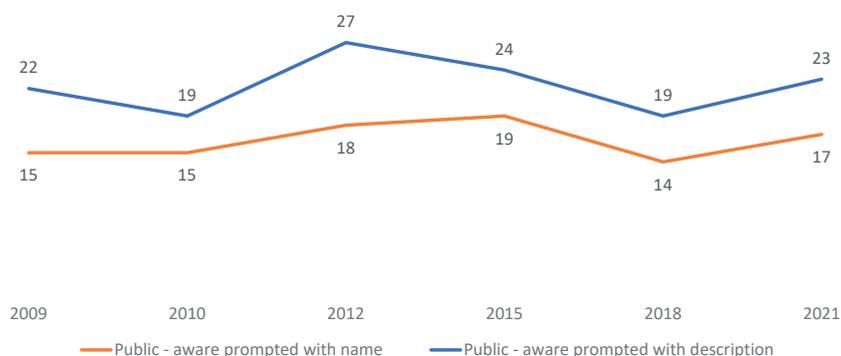
## Public Awareness of the NHS Constitution

Around one-quarter of the public say they are aware of the NHS Constitution.

When prompted with just with the name of the NHS Constitution, around one in six of the public (17%) say they are aware of it, while four in five (81%) are not. Those not aware of the NHS Constitution were then given a description of the Constitution and asked whether or not they had heard of it, or something like it. With this additional prompting, around one-quarter of the public (23%) say they have heard of the NHS Constitution or something like it, while 75% had not. Awareness of the Constitution is higher than it was in 2018.

**Chart 2: Percentage of the public and staff who had heard of the NHS Constitution, over time, from 2009 to 2021**

**Q. The next section of the questionnaire asks you about key events in the NHS. Before this survey had you heard of the NHS Constitution?**



Base: All members of the public (England, 16+) n=1,733. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021.

The responses indicated that the following groups are more likely to be aware of the NHS Constitution:

- Those educated to degree level or higher (28%, compared with 23% overall).
- Those living in the North of England (27%, compared with 23% overall).
- Those who do not have a religion (26%, compared with 23% overall).
- Carers (28%, compared with 22% of those who are not carers).

In contrast, the following groups are more likely to state they are NOT aware of the NHS Constitution:

- Those aged 65 and over (81%, compared with 75% overall).
- People from white ethnic backgrounds (76%, compared with 68% of people from ethnic minority backgrounds, which is likely to be linked to the older age profile of participants from white ethnic backgrounds).
- Those living in the South of England (78%, compared with 75% overall).
- Christians (77%, compared with 75% overall).
- Those who are heterosexual or straight (76%, compared with 59% of those who are gay, lesbian, bisexual or another sexual orientation, again likely linked to the older age profile of participants who are heterosexual or straight).
- Those who are not carers (77%, compared with 70% of those who are).
- People living in the least deprived areas of England (80%, compared with 75% overall).

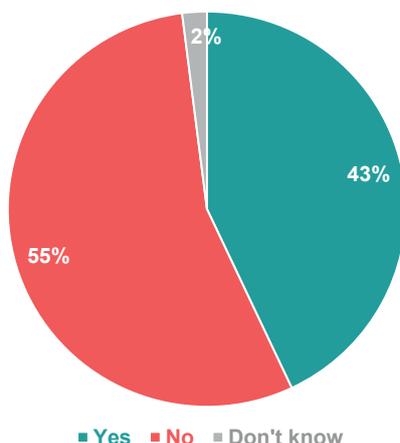
## **Staff Awareness of the NHS Constitution**

Around half of NHS staff are aware of the NHS Constitution.

Levels of awareness of the NHS Constitution among NHS staff are understandably higher than that of the public, with 43% of staff stating they are aware of the Constitution, prior to prompting the survey participants with more information on what the NHS Constitution is. Slightly more than half (55%) say they have not heard of the Constitution.

### Chart 3: Percentage of staff who have heard of the NHS Constitution.

Q. The next section of the questionnaire asks you about key events in the NHS. Have you heard of the NHS Constitution?



Base: All NHS staff (England, 16+) n=466. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

For those NHS staff participants who answered 'No' or 'Don't know' in the initial awareness question, the survey asked a follow-up question which first prompted the participants with a short paragraph explaining what the NHS Constitution is, why it was created and what it stands for, then subsequently asked them if they are aware once more. When combining those aware of the NHS Constitution by name and those who are aware following prompting, around half of NHS staff (49%) say they have heard of the Constitution, while the other half have not (50%).

When looking at different groups of NHS staff, there are a few significant differences in awareness levels, including:

- NHS staff who are working full-time are more likely to be aware of the Constitution (55%, compared with 38% of those not working full-time).
- NHS staff educated to degree level or above are more likely to be aware of the Constitution (55%, compared with 49% overall), while those who are not graduates are less likely to be aware (60%, compared with 50% overall).
- NHS staff from the North of England are more aware than other parts of the country, with 56% from this group recalling the NHS Constitution versus 49% overall.
- Additionally, NHS staff who are married or are in a civil partnership are more aware of the Constitution (53%) compared with those who are single/divorced/widowed (42%).

- Staff who have spent less time working at the NHS (less than five years) are less likely be aware of the Constitution versus overall (43%, compared with 49% overall).

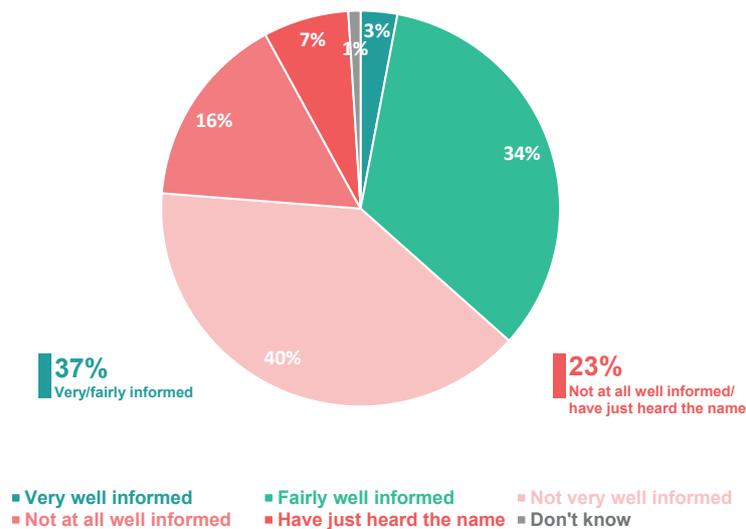
## Are NHS staff well informed about the NHS Constitution?

The majority of NHS staff do not feel well informed about the NHS Constitution.

Of the staff who are aware of the NHS Constitution without being prompted with the additional description, just over one-third (37%) feel well informed about it (stating either that they are ‘very well informed’ or ‘fairly well informed’). In contrast, two in five (40%) do not feel very well informed, while around one-quarter (23%) are not at all well informed or have just heard the name.

**Chart 4: Percentages of how well-informed staff feel about the NHS Constitution.**

Q. How well informed do you feel about the NHS Constitution?



Base: All NHS staff who have heard of the NHS Constitution by name (England, 16+) n=199. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021.

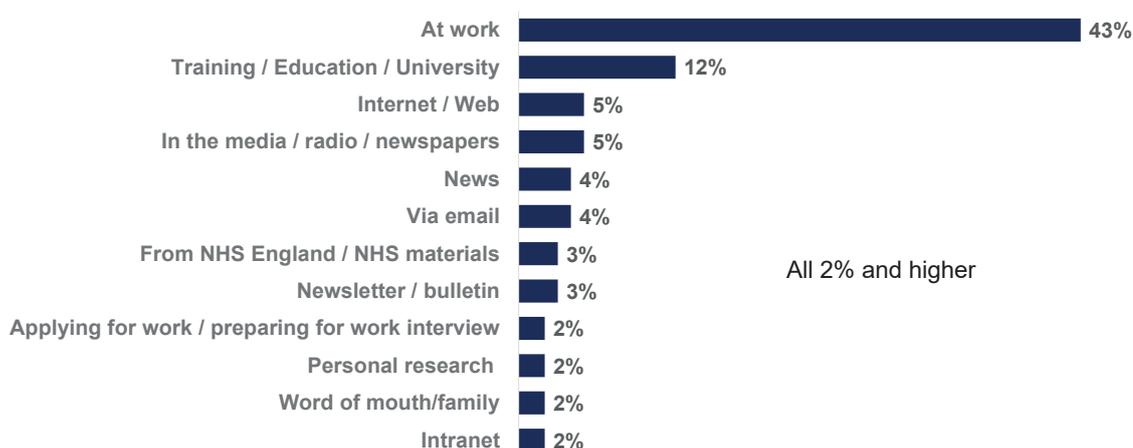
## How do NHS staff find out about the NHS Constitution?

Most NHS staff hear about the NHS Constitution at work.

Around two in five NHS staff participants (43%) who are aware of the Constitution heard about it at work, which is by far the most common avenue from which staff learn about the Constitution. A further 12% heard about it during training, education or at university. There are also a range of other channels via which staff heard about the Constitution.

### Chart 5: The most common places NHS staff hear about the NHS Constitution.

Q. Where did you hear about the NHS Constitution?



Base: All NHS staff who have heard of the NHS Constitution by name (England, 16+) n=199. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021.

The survey demonstrates there are a multitude of different ways in which NHS staff are introduced to the NHS Constitution. The main routes that are highlighted by survey participants who are aware of the Constitution include their organisation having its own set of values that link to the Constitution (42%), them reading a summary of the Constitution either online or in print (39%), hearing the NHS Constitution mentioned in an article/leaflet (34%), or the Constitution being discussed or mentioned in a staff meeting (30%).

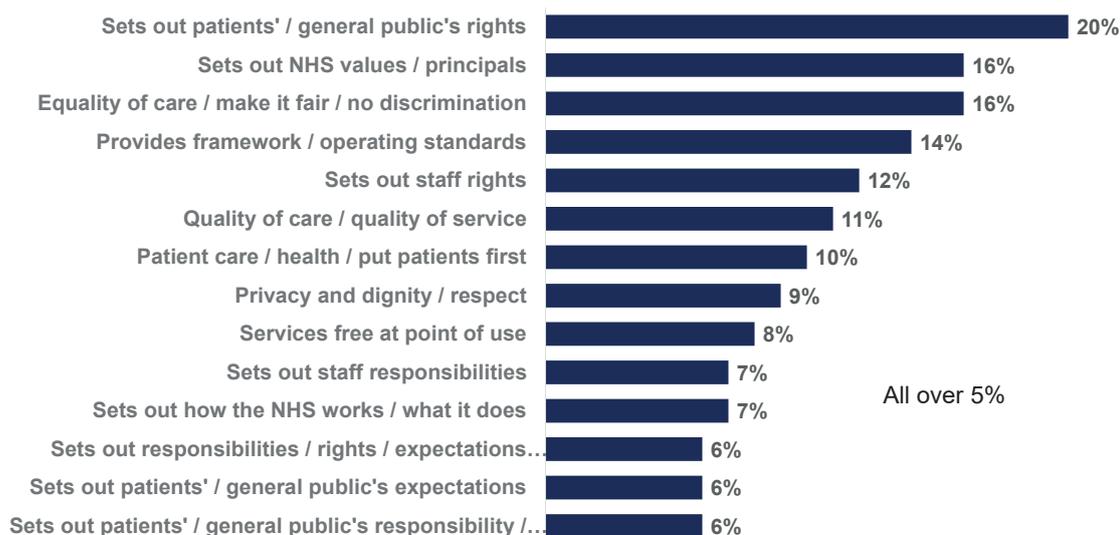
## Staff Awareness of the Key Elements within the NHS Constitution

While there is not one standout element that NHS staff recall as being the main purpose of the NHS Constitution, the main purpose is seen to be setting out the rights of patients and the general public (with 20% of staff spontaneously stating this as the main purpose),

along with setting out the NHS values or principles (16%), and defining equality of care, making care fair or ensuring no discrimination (16%).

**Chart 6: The purposes of the NHS Constitution most commonly listed as the 'main purpose' by staff.**

**Q. What do you think are the main purposes of the NHS Constitution? Please write down all the main purposes you can think of.**



Base: All NHS staff who have heard of the NHS Constitution by name (England, 16+) n=199. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021.

When shown the seven main elements of the NHS Constitution, the majority of NHS staff who are aware of the Constitution by name are aware of most of its elements. The Values, the Duties and the Principles are the most recalled elements, with 92%, 90% and 89% saying they have heard about these respectively. The Pledges is the least remembered element, with 71% having heard of this part of the Constitution.

There are significant differences in what NHS staff who are aware of the NHS Constitution can remember seeing or hearing about it.

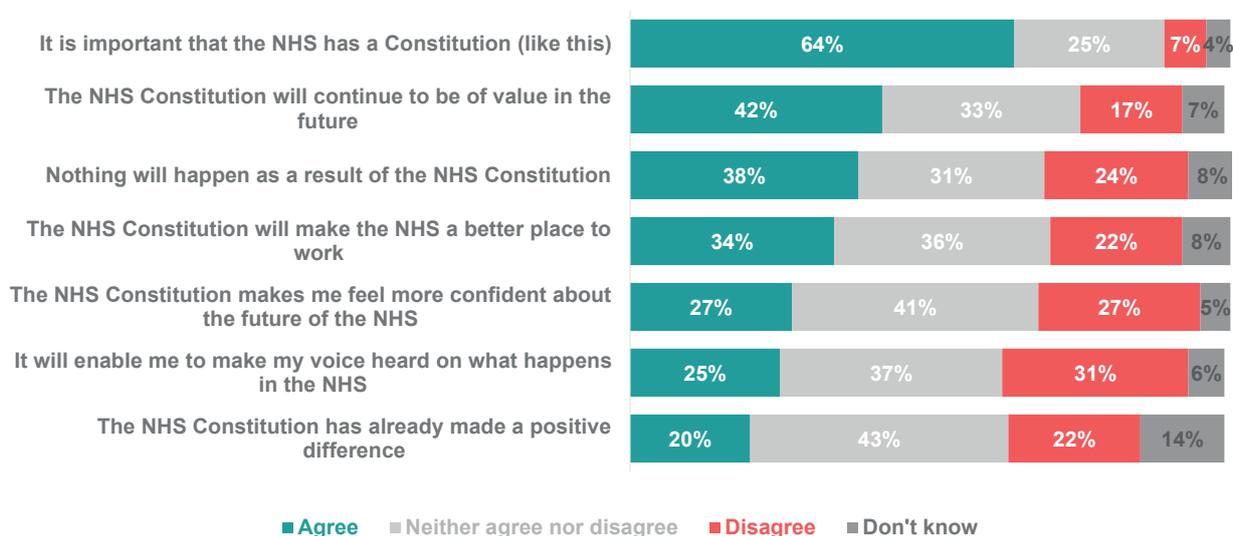
## Staff Views on the Value of the NHS Constitution

NHS staff largely agree that the NHS Constitution is important, although significant minorities are unconvinced about the positive impact it has made.

In general NHS Staff are neither positive or negative about the NHS Constitution, for example, more than two in five (43%) neither agree nor disagree that the NHS Constitution has already made a positive impact and nearly two-thirds of staff (64%) agree that it is important the NHS has a Constitution.

**Chart 7: Staff views on the value of the NHS Constitution**

**Q. Below are some things that other people have said about the NHS Constitution. How much do you agree or disagree with each one?**



Base: All NHS staff (England, 16+) n=466. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

Those who are proud to work for the NHS and those stating they are likely to use the NHS Constitution also tend to be more consistently optimistic. In addition to these staff groups, others that exhibit more optimism include:

- Those who are not clinicians, who are more likely to agree that it is important the NHS has a Constitution (like this) (68%, compared with 59% of clinicians), that it will make the NHS a better place to work (39% compared with 28%), and that it will continue to be of value in the future (48% compared with 35%).
- Staff from ethnic minority backgrounds, who are more likely to agree that the NHS Constitution makes them feel more confident in the future of the NHS (43%, compared with 24% of staff from white ethnic backgrounds) and that it will make the NHS a better

place to work (46% compared with 32%). (To note: results for groups from ethnic minority backgrounds are based on only a small number of participants).

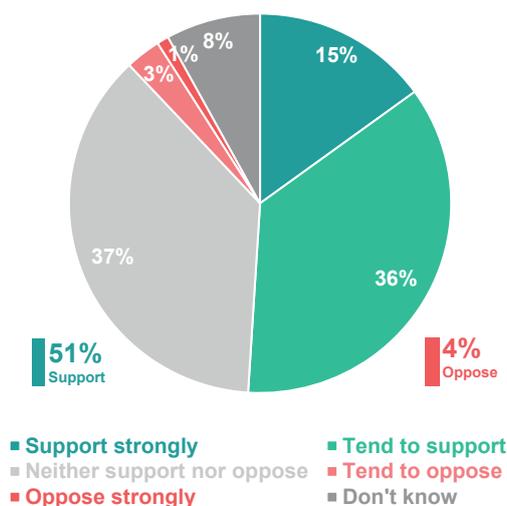
## Staff Support for the NHS Constitution

A majority of staff are either supportive of the NHS Constitution or are neutral towards it; very few staff oppose the Constitution.

Around half of NHS staff (51%) support the NHS Constitution (either 'strongly support' or 'tend to support' it). Only a small proportion (four per cent) state they oppose the Constitution. However, a significant minority of NHS staff are neutral towards the Constitution, with 37% indicating they neither support nor oppose it.

**Chart 8: The extent to which staff support the NHS Constitution.**

Q. Overall, to what extent do you support or oppose the NHS Constitution?



Base: All NHS staff (England, 16+) n=466. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

The negative sentiments are more strongly held among several groups of NHS staff, with those holding negative views tending to hold them consistently across the different statements asked about. For example, those in disagreement also tend to be more likely to: be unaware of the NHS Constitution; say they are not proud to work for the NHS; or say they are not likely to use the NHS Constitution. However, there are several additional groups that express disagreement with the statements more than others. For instance:

- Graduates (those with at least a degree) are more likely to hold negative views about the NHS Constitution. For example, 41% of graduates disagree that the NHS

Constitution will enable them to make their voice heard on what happens in the NHS, compared with 31% who disagree overall.

- Clinicians as a group are also consistently more negative towards the NHS Constitution. For example, 49% of clinicians agree that nothing will happen as a result of the Constitution, compared with 28% of those who are not clinicians.
- Those with five to ten years of NHS experience, who are more likely to disagree that the NHS Constitution will continue to be of value in the future, that it will make their voice heard, and more likely to agree that nothing will happen as a result of the NHS Constitution.
- Those with a long-term condition or disability are more likely to say that the NHS Constitution has not already made a positive difference (28%, compared with 20% of those who do not have a long-term condition or disability).

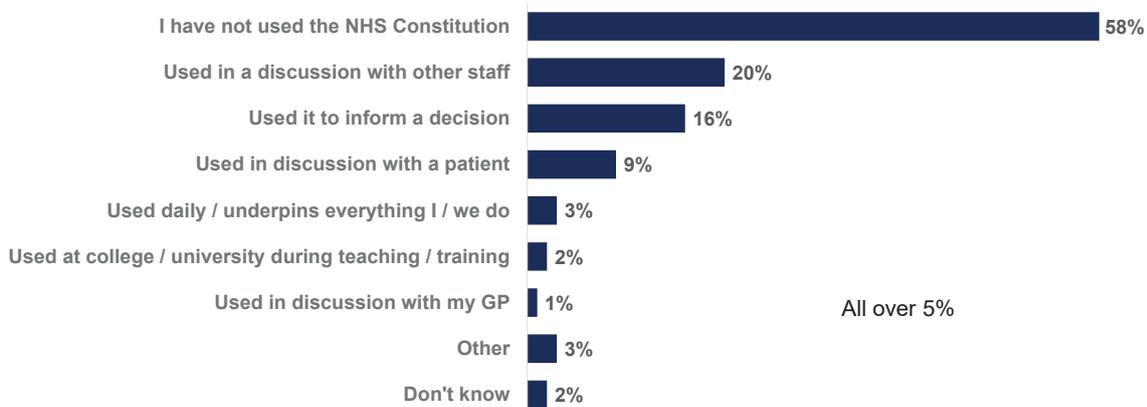
## Staff Use of the NHS Constitution

More than half of NHS staff who are aware of the NHS Constitution have not used it in the last 12 months.

When asking about which things those who are aware of the Constitution have used it for the previous year, nearly three in five (58%) state that they have not used it at all. Among those who have used it, the top usages include that it has been used in a discussion with other staff (20%), used it to inform a decision (16%), and used in a discussion with a patient (nine per cent).

## Chart 9: The most common uses of the NHS Constitution among staff.

Q. And which of these things have you used the NHS Constitution for in the last 12 months?

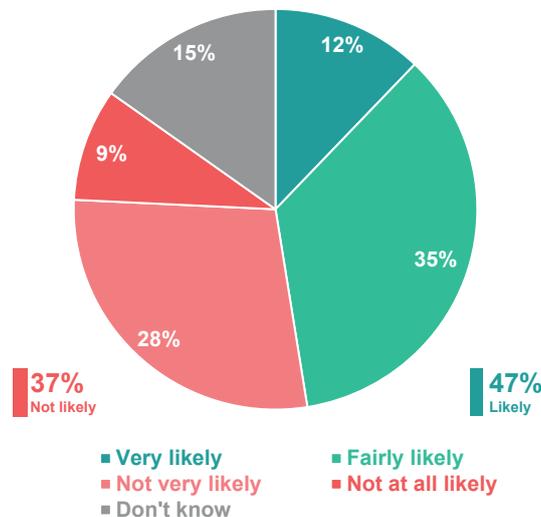


Base: All NHS staff who have heard of the NHS Constitution by name (England, 16+) n=199. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021.

However, close to half of all staff say they are likely to use the NHS Constitution in the future. Staff are fairly evenly split on whether they will use the Constitution in the future. Approaching half (47%) state that they are likely to use it, while just over one-third (37%) say they are not likely to use it. A smaller proportion (15%) are still unsure, saying they do not know if they will use the Constitution in the future.

## Chart 10: How likely staff are to use the NHS Constitution in the future.

Q. Overall, how likely, if at all, do you think you are to use the NHS Constitution in the future?



Base: All NHS staff (England, 16+) n=466. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

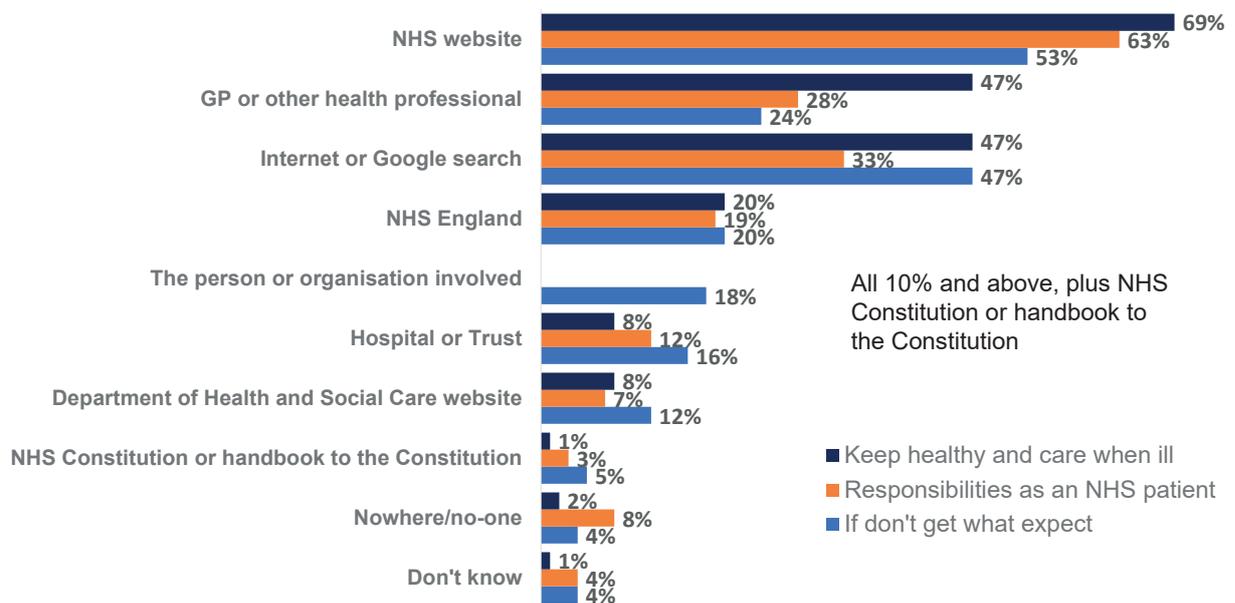
## Public use of the NHS Constitution

The NHS website is the primary go-to for the public seeking information, with few using the NHS Constitution or the Handbook accompanying it when looking for information.

The NHS website is the first and foremost destination if the public want to find out information about what they can expect from the NHS when they are ill (69% compared with 32% in 2018), their responsibilities as an NHS patient (63% compared with 25% in 2018), or resolution if they did not get what they expected from the NHS (53% compared with 18% in 2018). A GP or other health professional and internet or Google search were the other two most frequently cited information sources. This has significantly shifted since 2018 where a GP or other health professional was the most common place the public would seek information about the NHS.

**Chart 11: Where the public would look to find out more information about what to expect from the NHS.**

Q. If you wanted to find out information about... where would you look or who would you ask?



Base: All members of the public (England, 16+) n=1,733. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021.

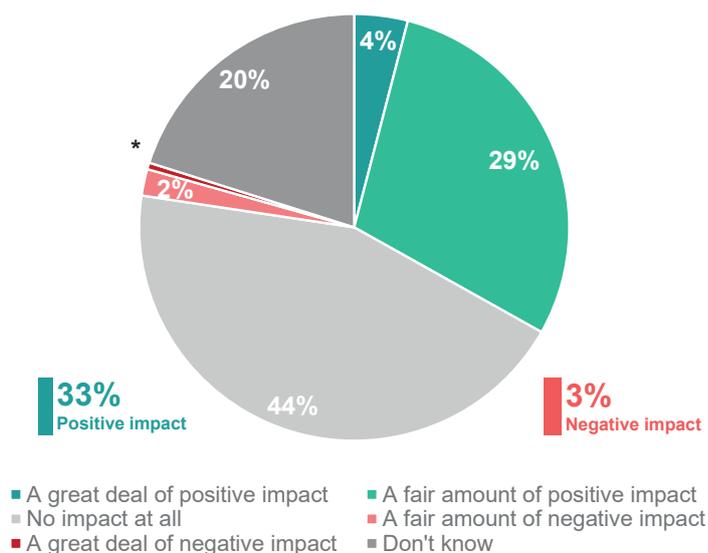
## Impact of the NHS Constitution

Many NHS staff members believe the NHS Constitution has either had no impact on patients' experiences of the NHS, or said they are unsure of the impact.

Just one-third of staff (33%) find that the NHS Constitution has had a positive impact on patients' experience of the NHS, while 44% believe there to be no impact at all and 20% say they do not know. However, only a very small proportion of staff (three per cent) think it has a negative impact.

**Chart 12: The impact of the NHS Constitution on patient experience**

**Q. On balance what impact do you think the NHS Constitution has had on patients' experience of the NHS?**



Base: All NHS staff (England, 16+) n=466. Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

Staff who are aware of the Constitution (before or after prompting) are much more likely to say it has had a positive impact on patients' experiences (49%, compared with 16% of those who are not aware of it regardless of prompting). In contrast, around half of those who are not aware of the Constitution think it has had no impact at all (51%, compared with 37% of those who are aware of the NHS Constitution).

Other staff groups who are particularly likely to believe the NHS Constitution has had a positive impact on patients' experiences (compared with 33% overall) are:

- Staff who have fewer than five years of NHS experience (39%).

- Those who feel informed about the Constitution (69%).
- Those who are proud to work for the NHS (36%).
- Those who are not clinicians (38%).

The staff who do believe that the NHS Constitution has had a positive impact on patients believe it is due to giving patients a voice and providing them with better care.

The top reasons given for the positive impact on patients are that the NHS Constitution gives patients a voice, allows their concerns to be heard or gives them greater influence over decisions (19%) and that it leads to better patient care (13%).

The main way in which the NHS Constitution has impacted staff’s day-to-day work is by ensuring patients are treated with dignity and respect (59%), helping patients make choices about their care (50%) and helping them view the services they provide from the standpoint of a patient (50%)

**Chart 13: How the NHS Constitution has had a positive impact on staff’s day to day work.**

**Q. You said that the NHS Constitution had a positive impact on you. Why do you say that?**



Base: All NHS staff who say the Constitution has had a positive impact on them (117)  
 Conducted online via KnowledgePanel UK between 14<sup>th</sup> and 20<sup>th</sup> October 2021

## 4. Conclusion

We would like to thank everyone who put themselves forward to complete the surveys last year, allowing us to capture the views of a variety of NHS staff groups and members of the public, and to understand the current effect of the NHS Constitution.

The NHS has faced extraordinary challenges in response to the current global pandemic. Our NHS staff have been heroic in their efforts to protect us and our loved ones. The fact that so many NHS staff (more than four in five / 84%) say they are proud to work for the NHS, including 55% who strongly agree that they are proud, speaks volumes. We are incredibly proud of all our NHS staff.

Our NHS relies heavily on its staff, this is why the NHS Constitution covers the rights and responsibilities of staff as well as pledges the NHS has made to them. And yet it is striking that staff already aware of the NHS Constitution are generally far more familiar with the elements relating to patients, and the ways that it benefits patients, than the benefits it provides to staff.

The public have played a huge role over the last couple of years in protecting our NHS, each other and themselves. Many, if not all, of us have made sacrifices and, devastatingly, many have lost loved ones. This highlights the importance of the public knowing their rights, responsibilities and what they can expect from their NHS. We are pleased that awareness of the Constitution has increased since the 2018 report, but there is still more to do to build on this and ensure the public get the most out of their interactions with the NHS.

We have spent time this year observing data for various staff and public groups, focusing on protected characteristics and how this impacts awareness of the NHS Constitution. We can use this data to better understand how we reach those groups and increase awareness. The data is clear: those who are informed about the NHS Constitution are more likely to use it; and those who are aware and informed are more likely to state that it has had a positive impact on themselves and patients.

In an effort to increase awareness and support amongst the public and NHS staff we are publishing a revised version of the handbook to the Constitution alongside this report. The Constitution Handbook explains each right, pledge and responsibility. It is designed to give the public, patients, their carers and families, and NHS staff fuller information about what the Constitution means for them.

The data does show areas where awareness of the NHS Constitution has tailed off over the years since it's high-profile launch. For example, staff who have been working at the NHS for less time are less likely to be aware of the Constitution.

Looking forward, the Secretary of State has a legal duty to review and republish the Constitution at least every 10 years (next due by January 2025). The scoping for this review, including a statutory consultation with patients, carers and staff begins in 2022. This could be the relaunch needed to raise awareness again. We will use the findings from this report to shape the consultation and to explore how to increase awareness and use of the NHS constitution across all public and staff groups.

# 5. Appendices

# Appendix A - Public and Staff Survey Questions

Appendix A: UK KnowledgePanel Questionnaire

## 1. NHS PUBLIC

Sample: England 16+, 1600 completes

ASK ALL

Intro

The following questions are about the NHS.

ASK ALL

MULTIPLE CODE

Q1

In the last 6 months, have you personally used any of the following services, either in-person or virtually via telephone or online?

Please select all that apply

1. Ambulance
2. GP practice
3. Outpatient services at an NHS hospital
4. Inpatient services at an NHS hospital
5. Day patient services at an NHS hospital
6. Pharmacist/chemist for medical advice
7. Accident and Emergency (A&E) department
8. NHS 111 (telephone or online service)
9. NHS walk-in centre or urgent care centre/urgent treatment centre
10. NHS website
11. District nurse
12. Health visitor/midwife
13. Social care services
14. None of these [EXCLUSIVE]
998. Don't know [EXCLUSIVE]
999. Prefer not to say [EXCLUSIVE]

ASK ALL

MULTIPLE CODE

Q2

In the last 6 months, has a close family member or household member used any of the following services, either in-person or virtually via telephone or online?

Please select all that apply

1. Ambulance
2. GP practice

3. Outpatient services at an NHS hospital
4. Inpatient services at an NHS hospital
5. Day patient services at an NHS hospital
6. Pharmacist/chemist for medical advice
7. Accident and Emergency (A&E) department
8. NHS 111 (telephone or online service)
9. NHS walk-in centre or urgent care centre/urgent treatment centre
10. NHS website
11. District nurse
12. Health visitor/midwife
13. Social care services
14. None of these [EXCLUSIVE]
998. Don't know [EXCLUSIVE]
999. Prefer not to say [EXCLUSIVE]

ASK ALL

MULTIPLE CODE

Q3

If you wanted to find out information about what you can expect from the NHS to help keep you healthy and care for you when you're ill, where would you look or who would you ask?

Please select all that apply

RANDOMISE ORDER. ANCHOR 9, 10, 998.

1. GP or other health professional
2. Hospital or Trust
3. NHS website
4. Department of Health and Social Care website
5. NHS Constitution or handbook to the Constitution
6. NHS England
7. Internet or Google search
8. A charity or voluntary organisation
9. Other (please write in) [OPEN ENDED/ANCHOR]
10. Nowhere/no-one [EXCLUSIVE/ANCHOR]
998. Don't know [EXCLUSIVE/ ANCHOR]

ASK ALL

MULTIPLE CODE

Q4

If you wanted to find out information about what your responsibilities are as an NHS patient, where would you look or who would you ask?

Please select all that apply

RANDOMISE ORDER. ANCHOR 9, 10, 998.

1. GP or other health professional
2. Hospital or Trust
3. NHS website
4. Department of Health and Social Care website
5. NHS Constitution or handbook to the Constitution

6. NHS England
7. Internet or Google search
8. A charity or voluntary organisation
9. Other (please write in) [OPEN ENDED/ANCHOR]
10. Nowhere/no-one [EXCLUSIVE/ANCHOR]
998. Don't know [EXCLUSIVE/ANCHOR]

ASK ALL

MULTIPLE CODE

Q5

If you wanted to find out information about what you can do if you don't get what you expect from the NHS, where would you look or who would you ask?

Please select all that apply

RANDOMISE ORDER. ANCHOR 10, 11, 998.

1. The person or organisation involved
2. GP or other health professional
3. Hospital or Trust
4. NHS website
5. Department of Health and Social Care website
6. NHS Constitution or handbook to the Constitution
7. NHS England
8. Internet or Google search
9. A charity or voluntary organisation
10. Other (please write in) [OPEN ENDED/ANCHOR]
11. Nowhere/no-one [EXCLUSIVE/ANCHOR]
998. Don't know [EXCLUSIVE/ANCHOR]

ASK ALL

SINGLE CODE

Q6

The next section of the questionnaire asks you about key events in the NHS. Before this survey had you heard of the NHS Constitution?

Please select one option only

1. Yes
2. No
998. Don't know

ASK RESPONDENTS WHO HAVE NOT HEARD OF THE NHS CONSTITUTION (Q6=2 OR 998)

SINGLE CODE

Q7

In 2009, for the first time in the history of the NHS, an NHS Constitution was created. This document reflects what matters to staff, patients and public. It sets out what you can expect from the NHS to help keep you healthy and care for you when you are ill. It also says what your responsibilities are as a member of the public and an NHS patient. Have you heard of the NHS Constitution or something like it before this survey?

Please select one option only

1. Yes
  2. No
998. Don't know

## 2. SCREENER

Sample: all panel members in England 16+

ASK ALL PANEL MEMBERS

SINGLE CODE

Q8

Do you currently work for the NHS or one of its arms-length bodies in any capacity? This includes any work providing NHS services or helping the NHS to provide services (for example by providing catering, cleaning or security services), even if you are not directly employed by the NHS.

Please select one option only

1. Yes
2. No [IF NOT COMPLETED NHS PUBLIC MODULE THEN THANK AND CLOSE, IF COMPLETED NHS PUBLIC MODULE THEN ASK PERSONAL DETAILS MOD THEN CLOSE]

998. Don't know [IF NOT COMPLETED NHS PUBLIC MODULE THEN THANK AND CLOSE, IF COMPLETED NHS PUBLIC MODULE THEN ASK PERSONAL DETAILS MOD THEN CLOSE]

## 3. PERSONAL DETAILS

Sample: all who completed the public or staff module (or both)

NOTE TO SCRIPTER – ASK THIS MODULE TO ALL COMPLETED THE PUBLIC OR STAFF MOD (OR BOTH)

ASK THESE QUESTIONS AT THE END OF THE SURVEY – IF THE PARTICIPANT IS ALSO AN NHS STAFF MEMBER THESE QUESTIONS SHOULD SHOW AT THE END OF THE STAFF SURVEY

ASK ALL

Intro

The next section asks some questions about you. This information will not be used to identify you. It will be used to make sure that the survey includes the views and experiences of different groups of the population. You do not need to answer these questions if you do not want to.

ASK ALL

SINGLE CODE

QA

Do you have any long-term physical or mental health conditions, disabilities or illnesses? Please include anything lasting or expected to last for 12 months or more. Please include issues related to old age.

Please select one option only

1. Yes
  2. No
998. Don't know  
999. Prefer not to say

ASK ALL

SINGLE CODE

QB

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.

Please select one option only

1. Yes
  2. No
998. Don't know  
999. Prefer not to say

ASK ALL

SINGLE CODE

QC

At birth were you registered as...

Please select one option only

1. Male
  2. Female
  3. Intersex
998. Don't know  
999. Prefer not to say

ASK ALL

SINGLE CODE

QD

Is your gender the same as the sex you were registered as at birth?

Please select one option only

1. Yes
  2. No
998. Don't know  
999. Prefer not to say

ASK ALL

SINGLE CODE

QE

Which of the following best describes your sexual orientation? m\_sexual\_orientation

Please select one option only

1. Straight or Heterosexual
2. Gay or lesbian

- 3. Bisexual
- 4. Other sexual orientation
- 999. Prefer not to say [BLACK FONT]

ASK ALL FEMALES (QC=2)

MULTIPLE CODE 1 AND 2

QF

Are you currently pregnant, or are you currently on maternity leave?

Please select all that apply

- 1. Yes – I am currently pregnant
- 2. Yes – I am currently on maternity leave
- 3. No
- 998. Don't know
- 999. Prefer not to say

#### 4. STAFF

Sample: NHS staff Q8=1

ASK ALL NHS STAFF (Q8=1)

MULTIPLE CODE

Q9

In what capacity do you work for the NHS?

Please select all that apply

- 1. Administrative and clerical staff (e.g. receptionist, Medical Secretary)
- 2. Allied health professional
- 3. Support to allied health professional (e.g. support worker, therapy helper)
- 4. Ambulance staff (e.g. paramedic, ambulance technician, control staff)
- 5. In an arms-length body, e.g. CQC, HEE, NICE
- 6. Central functions / corporate services (e.g. HR, finance, IT) not in an arms-length body
- 7. Dentist
- 8. Other dental staff
- 9. GP, including those in training
- 10. GP Practice Manager
- 11. Hospital doctor or other doctor, including those in training and consultants
- 12. Maintenance/ancillary (e.g. housekeeping, domestic staff, facilities, estate, cleaning, security, porter, catering)
- 13. Manager in a CCG
- 14. Manager in a secondary care setting
- 15. Manager in another setting (e.g. in an ICS)
- 16. Midwife (registered or trainee)
- 17. GP Practice Nurse (registered or trainee)
- 18. Other nurse (registered or trainee)
- 19. Nursing auxiliary, nursing assistant or healthcare assistant
- 20. Pharmacist
- 21. Public health/health improvement
- 22. Scientific and technical staff or healthcare scientists, either qualified or providing support (e.g. haematology, clinical biochemistry, microbiology)

- 23. Other (please write in) [OPEN ENDED]
- 998. Don't know [EXCLUSIVE]
- 999. Prefer not to say [EXCLUSIVE]

ASK HOSPITAL DOCTORS OR OTHER DOCTORS (Q9=11)  
SINGLE CODE

Q9b

And what is your current grade?

Please select one option only

- 1. F1/F2
- 2. Specialty registrar
- 3. Staff and Associate Specialists/Non-consultant career grade
- 4. Consultant or above
- 5. Other (please write in) [OPEN ENDED]
- 998. Don't know

ASK ALL HOSPITAL DOCTORS OR OTHER DOCTORS (Q9=11)  
MULTIPLE CODE

Q9c

What setting do you currently work in?

Please select all that apply

- 1. Hospital
- 2. Community care
- 3. Public health medicine
- 4. Armed forces doctor
- 5. Other (please write in) [OPEN ENDED]
- 998. Don't know

ASK ALL NURSES AND MIDWIVES (Q9=16 OR Q9=17 OR Q9=18)  
SINGLE CODE

Q9d

And are you a registered [Q9=17 OR 18 nurse / Q9=16 midwife PLEASE REPEAT QUESTION IF BOTH] or are you in training?

Please one option only

- 1. Registered
- 2. In training
- 998. Don't know

ASK ALL 'OTHER' NURSES (Q9=17)  
MULTIPLE CODE

Q9e

What type of nurse are you?

Please select all that apply

1. General ward nurse in a hospital
2. Specialist nurse in a hospital
3. Other adult/general nurse in a hospital
4. Mental health nurse
5. Learning disabilities nurse
6. Children's nurse
7. Health visitor
8. District/community nurse
9. Other nurse (please write in) [OPEN ENDED]
998. Don't know

ASK THOSE NHS STAFF TAKING PART FROM THE PUBLIC SAMPLE ONLY

Intro

Please answer the remaining questions thinking about your role as an NHS staff member.

ASK ALL NHS STAFF (Q8=1)  
SINGLE CODE FOR EACH STATEMENT, LOOP  
Q10

The next questions are about the NHS in your area. To what extent do you agree or disagree with these things that other people have said?

Please select one option only

1. REVERSE SCALE. RANDOMISE STATEMENTS. ANCHOR 998.
2. Agree strongly
3. Tend to agree
4. Neither agree nor disagree
5. Tend to disagree
6. Disagree strongly
998. Don't know [ANCHOR]

A. I am proud to work for the NHS

B. I am satisfied with the service the NHS currently delivers to patients in my local area

ASK ALL NHS STAFF WHO DID NOT COME FROM THE PUBLIC MODULE (Q8=1 AND Q6 NOT PREVIOUSLY ASKED)  
SINGLE CODE  
Q11

The next section of the questionnaire asks you about key events in the NHS. Have you heard of the NHS Constitution?

Please select one option only

1. Yes
2. No
998. Don't know

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1).  
OTHERS GO TO READ OUT AFTER Q18  
SINGLE CODE  
Q12

Where did you hear about the NHS Constitution?

Please write your answer in below

1. WRITE IN [OPEN ENDED]

998. Don't know

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
MULTIPLE CODE

Q13

In which, if any, of the following ways have you come across the NHS Constitution?

Please select all that apply

RANDOMISE. ANCHOR 10, 11, 998.

1. Read the NHS Constitution in full either online or a paper version
  2. Read a summary of the NHS Constitution either online or a paper version
  3. Been to a presentation about the NHS Constitution
  4. The NHS Constitution was mentioned in an article/journal/ leaflet that I read
  5. The NHS Constitution was discussed/ mentioned in a staff meeting
  6. A patient asked me questions about the NHS Constitution
  7. Through a patient exercising their rights through the NHS Constitution
  8. Taken part in the consultation on new rights for the Constitution
  9. My organisation has its own set of values, which links to the Constitution
  10. Other (please write in) [ANCHOR/OPEN ENDED]
  11. None of these [ANCHOR/EXCLUSIVE]
998. Don't know [ANCHOR/EXCLUSIVE]

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
SINGLE CODE

Q14

How well informed do you feel about the NHS Constitution?

Please select one option only

REVERSE SCALE

1. Very well informed
  2. Fairly well informed
  3. Not very well informed
  4. Not at all well informed
  5. Have just heard the name
998. Don't know

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
Intro

The next questions ask what you know about the NHS Constitution.

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
SINGLE CODE

Q15

What do you think are the main purposes of the NHS Constitution? Please write down all the main purposes you can think of.

Please write your answers in below

1. WRITE IN [OPEN ENDED]

998. Don't know

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
SINGLE CODE, LOOP

Q16

Below are some of the elements of the Constitution. For each element of the Constitution, please indicate whether or not you have heard of this element.

Please select one option only

ROTATE STATEMENTS.

1. Yes, I have heard of this

2. No, I have not heard of this

998. Don't know

A. The Principles are the guiding principles in all the NHS does, such as care being based on clinical need and not ability to pay

B. The Values inspire and guide staff behaviour, for example we will treat people with respect and dignity, and make sure no one is excluded

C. The Pledges describe the NHS commitment to provide things above and beyond staff's and patients' legal rights, for example to provide all staff with personal development and training

D. The Rights are staff and patients' legal rights

E. The Expectations describe what staff are expected to do to ensure the success of the NHS, such as attending training, or involving patients in their care

F. The Duties describe the legal duties which staff must undertake, for example protecting patient confidentiality

G. The Responsibilities describe how patients and the public can help the NHS work effectively, for example taking responsibility for their own health and their family's health and wellbeing

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
SINGLE CODE, LOOP

Q17

Which of these things about the Constitution do you remember seeing or hearing?

Please select one option only

ROTATE STATEMENTS

1. Yes, I have seen or heard of this

2. No, I have not seen or heard of this

998. Don't know

A. It sets out what both NHS staff and patients can expect of the NHS

B. It secures the principles of the NHS

C. It safeguards the NHS for the future

D. It will be comprehensively reviewed every 10 years

E. It can only be changed by politicians after consulting with staff, patients and the public

F. The NHS Constitution can be used by NHS staff, patients and the public to help ensure that the NHS operates fairly and effectively

G. It sets out responsibilities for patients and staff

H. It is accompanied by a handbook that gives guidance on rights, pledges, duties and responsibilities

ASK ALL NHS STAFF WHO HAVE HEARD OF THE CONSTITUTION (Q6=1 OR Q11=1)  
MULTIPLE CODE

Q18

And which of these things have you used the NHS Constitution for in the last 12 months?

Please select all that apply

ROTATE STATEMENTS 1-3.

1. Used in discussion with a patient

2. Used in a discussion with other staff

3. Used it to inform a decision

4. Other (please write in) [OPEN ENDED]

5. I have not used the NHS Constitution [EXCLUSIVE]

998. Don't know [EXCLUSIVE]

ASK ALL NHS STAFF

INTRO

In 2009, for the first time in the history of the NHS, an NHS Constitution was created. This document reflects what matters to staff, patients and the public. It sets out what staff and patients can expect from the NHS. It also describes the responsibilities that the public, patients and staff have towards each other to ensure that the NHS operates fairly and effectively.

ASK ALL NHS STAFF WHO HAVE NOT HEARD OF THE NHS CONSTITUTION (OR Q11=2 OR 998)

SINGLE CODE

Q19

Had you heard of the NHS Constitution before this survey?

Please select one option only

1. Yes

2. No

998. Don't know

ASK ALL NHS STAFF (Q8=1)

SINGLE CODE, LOOP

Q20

Below are some things that other people have said about the NHS Constitution. How much do you agree or disagree with each one?

Please select one option only

REVERSE SCALE. RANDOMISE STATEMENTS. ANCHOR 998.

1. Agree strongly

2. Tend to agree

3. Neither agree nor disagree
  4. Tend to disagree
  5. Disagree strongly
998. Don't know [ANCHOR]

- A. The NHS Constitution has already made a positive difference
- B. It is important that the NHS has a Constitution (like this)
- C. The NHS Constitution makes me feel more confident about the future of the NHS
- D. Nothing will happen as a result of the NHS Constitution
- E. The NHS Constitution will make the NHS a better place to work
- F. It will enable me to make my voice heard on what happens in the NHS
- G. The NHS Constitution will continue to be of value in the future

ASK ALL NHS STAFF (Q8=1)

SINGLE CODE

Q21

On balance what impact do you think the NHS Constitution has had on patients' experience of the NHS?

Please select one option only

REVERSE SCALE. ANCHOR 998.

1. A great deal of positive impact
2. A fair amount of positive impact
3. No impact at all
4. A fair amount of negative impact
5. A great deal of negative impact

998. Don't know [ANCHOR]

ASK ALL NHS STAFF (Q8=1)

SINGLE CODE

Q22

And what impact do you think the NHS Constitution has had on you?

Please select one option only

REVERSE SCALE. ANCHOR 998.

1. A great deal of positive impact
2. A fair amount of positive impact
3. No impact at all
4. A fair amount of negative impact
5. A great deal of negative impact

998. Don't know [ANCHOR]

ASK ALL NHS STAFF WHO SAY THE CONSTITUTION HAD A POSITIVE IMPACT ON PATIENT OR THEMSELVES (Q21=1 OR 2, OR Q22 = 1 OR 2) – IF CODES 1 OR 2 AT BOTH Q21 AND Q22 ASK ONCE FOR Q21 AND ONCE FOR Q22.

SINGLE CODE

Q23

You said that the NHS Constitution had a positive impact on TEXT SUBSTITUTION {patient experience of the NHS} IF CODE 1 OR CODE 2 AT Q21/{you} IF CODE 1 OR CODE 2 AT Q22. Why do you say that? Please also give an example if possible.

Please write in your answer below

1. WRITE IN [OPEN ENDED]

998. Don't know

ASK ALL NHS STAFF WHO SAY THE CONSTITUTION HAD A NEGATIVE IMPACT ON PATIENT OR THEMSELVES (Q21=4 OR 5, OR Q22 = 4 OR 5) – IF CODES 4 OR 5 AT Q21 AND Q22 ASK ONCE FOR Q21 AND ONCE FOR Q22

SINGLE CODE

Q24

You said that the NHS Constitution had a negative impact on TEXT SUBSTITUTION {patient experience of the NHS} IF CODE 4 OR CODE 5 AT Q21/{you} IF CODE 4 OR CODE 5 AT Q22. Why do you say that? Please also give an example if possible.

Please write in your answer below

1. WRITE IN [OPEN ENDED]

998. Don't know

ASK ALL NHS STAFF WHO SAY THE CONSTITUTION HAD A POSITIVE IMPACT ON PATIENT OR THEMSELVES (Q21=1 OR 2, OR Q22 = 1 OR 2)

MULTIPLE CODE

Q25

In which of these ways, if any, has the NHS Constitution influenced your day to day work?

Please select all that apply

ROTATE STATEMENTS. ANCHOR 8 AND 998.

1. Routinely involving patients and discussions and decisions about their healthcare
2. Viewing the services you provide from the standpoint of a patient
3. Helping patients make choices about their care
4. Ensuring patients are treated with dignity and respect
5. Being open with patients, their families and carers, including if anything goes wrong, welcoming and listening to feedback and addressing any concerns promptly
6. Being empowered to improve the quality and safety of services for patients and their families
7. Improving your own health, wellbeing and safety
8. None of these [EXCLUSIVE]

998. Don't know [EXCLUSIVE]

ASK ALL NHS STAFF (Q8=1)

SINGLE CODE

Q26

Overall, to what extent do you support or oppose the NHS Constitution?

Please select one option only

REVERSE SCALE. ANCHOR 998.

1. Support strongly
2. Tend to support
3. Neither support nor oppose
4. Tend to oppose
5. Oppose strongly

998. Don't know [ANCHOR]

ASK ALL NHS STAFF (Q8=1)

SINGLE CODE

Q27

Overall, how likely, if at all, do you think you are to use the NHS Constitution in the future?

Please select one option only

REVERSE SCALE. ANCHOR 998.

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

998. Don't know [ANCHOR]

ASK ALL NHS STAFF WHO WERE NOT AWARE OF THE NHS CONSTITUTION (Q8=1 AND EITHER Q6=2 OR 998 OR Q11=2 OR 998)

SINGLE CODE

Q28

Overall, how likely, if at all, do you think you are to find out more about the NHS Constitution in the future?

Please select one option only

REVERSE SCALE. ANCHOR 998.

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

998. Don't know [ANCHOR]

ASK ALL NHS STAFF (Q8=1)

SINGLE CODE

Q29

How long have you been working for the NHS in your current role?

Please select one option only

1. Less than 2 years
2. 2 years or more, but less than 5 years
3. 5 years or more, but less than 10 years
4. 10 years or more, but less than 20 years
5. 20 years or more, but less than 30 years
6. 30 years or more

998. Don't know

999. Prefer not to say

ASK ALL NHS STAFF WHO ARE CLINICIANS (Q9=2,7,9,11,16,17,18,20)

SINGLE CODE

Q30

How long ago did you qualify as a/an [INSERT FROM Q9 (with lower case first letter) – if multiple relevant codes selected at Q9, please repeat question]?

Please select one option only

1. Less than 2 years
  2. 2 years or more, but less than 5 years
  3. 5 years or more, but less than 10 years
  4. 10 years or more, but less than 20 years
  5. 20 years or more, but less than 30 years
  6. 30 years or more
998. Don't know
999. Prefer not to say

The survey is now finished.

Thank you for taking part. Please have a look out for your next survey, soon!

You can now close your browser to exit the survey or check your balance on the KnowledgePanel portal.

# Appendix B - Methodology and sampling approach

## Objectives

This report is based on research commissioned by the Department of Health and Social Care from Ipsos MORI, an independent market research company. Five waves of research, each comprising two separate surveys (of NHS staff and members of the public) have previously been carried out in England over the lifespan of the Constitution, in 2009, 2010, 2012, 2015 and 2018.

This research represents the sixth pair of surveys to monitor the effectiveness of the NHS Constitution. It has been designed to measure the impact of the Constitution on the public and NHS staff, exploring their awareness, understanding and attitudes towards it, as well as its application.

## Sample numbers

(Note methodology changes in 2021 - surveys were conducted using the Ipsos MORI UK KnowledgePanel, a random probability online panel)

### NHS Staff Sample

#### Total numbers sampled in each survey since 2009

Wave	2009	2010	2012	2015	2018	2021
Fieldwork Dates	12 January - 23 February	08 February - 17 March	21 February - 30 March	17 February - 1 April	13 March - 10 May	14 - 20 October
Total Sample size	652	1006	652	654	655	466

## Public Sample

Wave	2009	2010	2012	2015	2018	2021
Fieldwork Dates	22 - 27 March	11 - 16 March	15 - 20 March	12 - 21 February	04 - 08 April	14 - 20 October
Total Sample size	652	1006	652	654	655	1733

## Methodology

The surveys were conducted using the Ipsos MORI UK KnowledgePanel, a random probability online panel. It has over 15,000 panellists who are recruited using off-line random probability un-clustered address-based sampling, the gold-standard in UK survey research, meaning that every household in the UK has a known chance of being selected to join the panel.

Letters are sent to selected addresses in the UK (using the Postcode Address File) inviting them to become members of the panel. Invited members are able to sign up to the panel by completing a short online questionnaire or by returning a paper form. Up to two members of the household are able to sign up to the panel. Members of the public who are digitally excluded are able to register to the KnowledgePanel either by post or by telephone, and are given a tablet, an email address, and basic internet access, which allows them to complete surveys online.

The surveys were designed using a 'mobile-first' approach, which took into consideration the look, feel and usability of a questionnaire on a mobile device. This included: a thorough review of the questionnaire length to ensure it would not over burden respondents from focusing on a small screen for a lengthy period, avoiding the use of grid style questions (instead using question loops which are more mobile friendly, and making questions 'finger-friendly' to they're easy to respond to). The questionnaire was also compatible with screen reader software to help those requiring further accessibility.

Conducting the survey itself, a representative sample of the population were invited to partake in the screening where non-NHS staff were provided with the public survey, and those identified as working for the NHS were provided with an additional NHS staff survey. Simultaneously, an additional identical survey was conducted screening solely for NHS staff members to maximise NHS staff responses.

The surveys were conducted between 14th and 20th October 2021. The survey questions used are included at Appendix A.

A total of 2,700 residents across England were invited to take part in the public survey, of which 1,733 residents responded, representing a response rate of 64%. In total, the NHS staff survey was completed by 466 staff members.

## Changes to methodology in 2021

The public survey was previously conducted via face-to-face interviews. This was not possible in 2021 due to limited amounts of face-to-face fieldwork being conducted by the industry at the time due to the pandemic. This report includes comparisons of the public survey with previous years – however, these should be treated with caution due to the change in methodology.

The staff survey was previously conducted via telephone with specific groups of NHS staff who were selected to take part. The decision was taken in 2021 to use the KnowledgePanel instead. This offers the following advantages:

- The UK KnowledgePanel approach significantly reduced the burden on the NHS by sending the survey to NHS staff who had, in a private capacity, decided to sign up. The previous approach of dialling through to GP practices and wards and asking NHS staff to take time out of their role to take part in the survey, would have taken valuable time from front line staff, as the NHS continues to cope with Covid-19 pressures and the pandemic recovery.
- It allows the opportunity for many different types of NHS staff to be included in the survey, not just selected staff groups as was the case for the previous telephone survey, meaning that the survey has wider reach across the NHS.
- The survey was sent to NHS staff who had, in a private capacity, decided to sign-up to an online survey – in comparison with a telephone survey, where interviewers would dial through to GP practices and wards and ask NHS staff to take part in the survey.
- However, due to both the change in methodology and the change in the sampling approach, it is not possible to make comparisons in the results for NHS staff with previous years.





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