



Department
of Health &
Social Care

Third report on the effect of the NHS Constitution

January 2019

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Executive summary

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 third report to Parliament by a Secretary of State on the effect of the Constitution and follows reports published in 2015 and 2012. Based on the findings of surveys carried out with NHS staff and the public between March and May 2018, it provides an indication of current levels of public and staff understanding, awareness, support, and use of the Constitution, their attitudes towards it, and how these have changed since its launch.

The survey shows a mixed picture. Responses indicate that awareness of the Constitution among members of the public is lower now than it was in 2009: 19% of those asked in 2018 (when prompted with a description but not its name) said they had heard of the Constitution. In 2009, 22% said that they had heard of it, and more did so in both 2012 and 2015 (27% and 24%).

More positively, NHS staff awareness of the Constitution continues to be significantly higher than public awareness: 61% of staff who responded to the 2018 survey said that they had heard of the Constitution (up from 47% in 2009, but down from a peak of 69% in 2015). Only among administrative staff did the 2018 survey indicate a lower level of awareness of the Constitution in 2018 than in 2009. Doctors, nurses, dentists and pharmacists all have higher levels of awareness of the Constitution now than they did in 2009.

The percentage of staff who currently feel that the Constitution is having a positive effect on patients has remained stable since 2015 at 46%, although this is still lower than the percentage who felt that way in 2009 (56%). Importantly, among staff who feel that the Constitution is having a positive impact, the number who say that it has positively influenced their own day to day work - including to ensure that patients are treated with dignity and respect, to help them to make choices about their care, and to routinely involve them in discussions and decisions - has increased significantly. Whilst the overall percentage of staff who say that they support the Constitution has declined from 69% in 2015 to 61% in 2018, the level of support among those who feel informed about the Constitution is much higher, at 89%.

In response to a broader question, 91% of staff interviewed in 2018 said that they are proud to work for the NHS - which is very similar to the 2015 figure of 92%.

1. Introduction

Context

1. 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.
2. 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.
3. 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.
4. The Act also requires the Secretary of State to report to Parliament on the effect of the Constitution every three years. The first and second reports were published and laid before Parliament on 5 July 2012 and 1 July 2015 respectively, and have also been published on gov.uk.
5. This is not a report on NHS performance; other reports, for example the Annual Assessment of the NHS Commissioning Board (known as NHS England) 2017-2018 and NHS England Annual Report and Accounts 2017- 2018, offer 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

6. 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.

7. 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.
8. 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

9. The Health Act 2009 placed a duty on bodies commissioning and providing NHS services to have regard to the Constitution. By amending the Health Act 2009 and the National Health Service Act 2006, the Health and Social Care Act 2012 (the 2012 Act) further applied this duty to the Secretary of State for Health and Social Care, to local authorities when undertaking public health functions, and 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.
10. 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

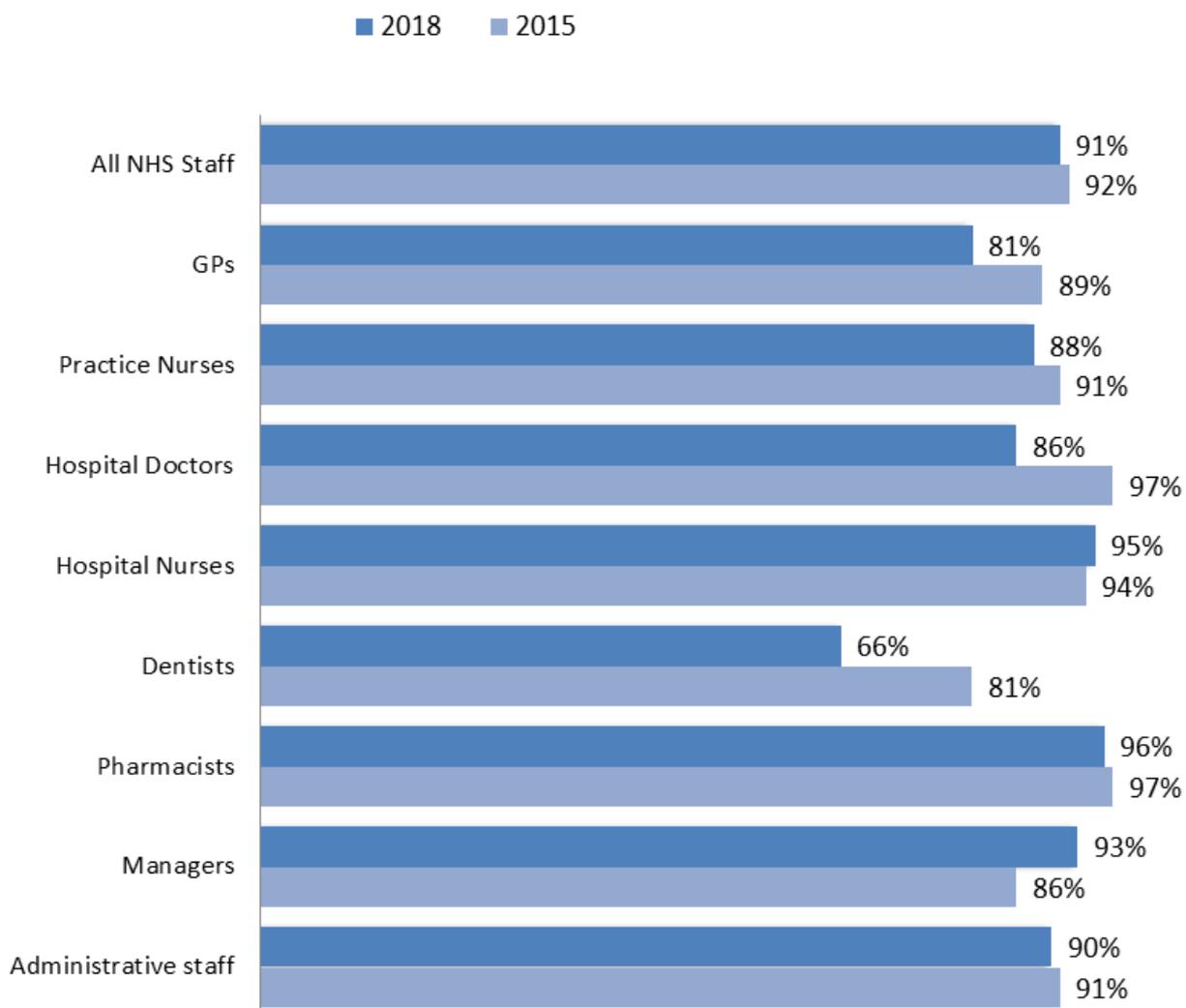
11. The Constitution was intended to achieve two core objectives: to safeguard the enduring character of the NHS, and to empower patients, the public and staff within the NHS.
12. To achieve these objectives, the Constitution sets out:
 - the underlying principles and values of the NHS in England;
 - the rights to which patients, the public and staff are entitled;
 - the pledges which the NHS is committed to achieve; and

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

13. 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

14. In 2015 and 2018, alongside asking about their awareness, understanding and use of the Constitution, we asked staff whether they are proud of working with the NHS. In both years, this question has been answered very positively, with over 90% agreeing that they are proud to do so.



3. Survey findings on awareness and understanding of the NHS Constitution

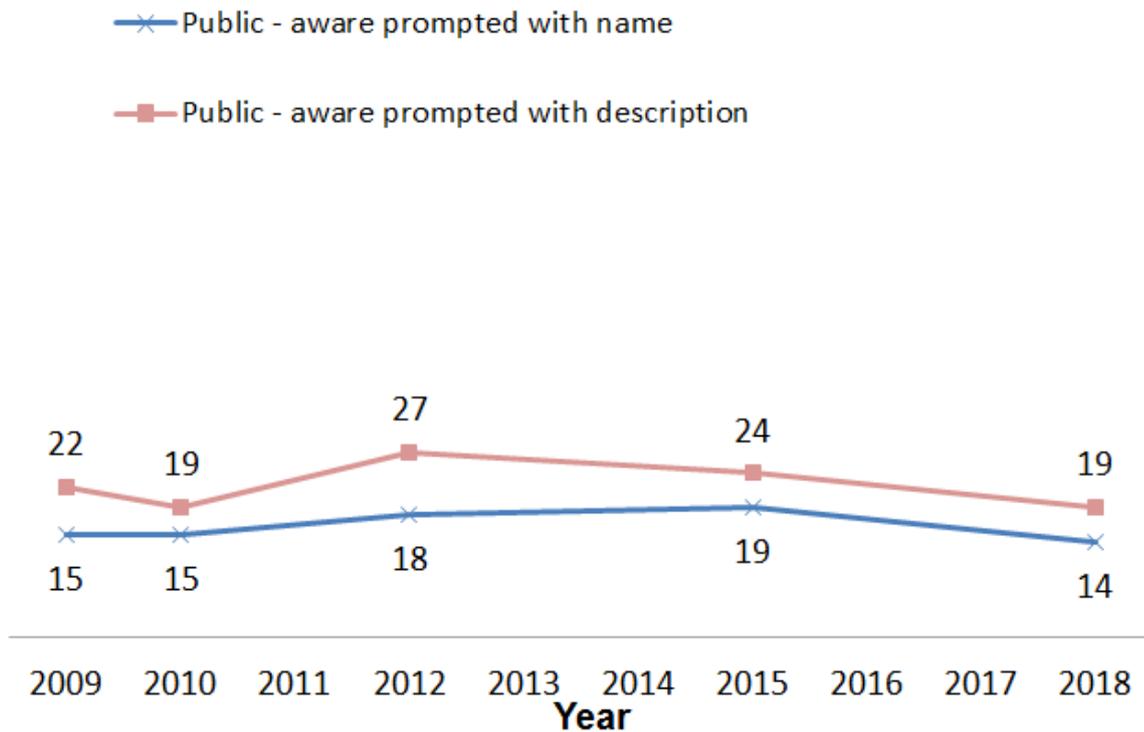
Methodology

15. This report is based on research commissioned by the Department of Health and Social Care from GfK, an independent market research company. Five waves of research, each comprising two separate surveys (of NHS staff and members of the public) have now been carried out in England over the lifespan of the Constitution, in 2009, 2010, 2012, 2015 and 2018. The surveys have been designed to measure the impact of the Constitution on the public and NHS staff, exploring their awareness, understanding and use of it as well as their attitudes towards it. As far as possible, the same approach and methodology has been used on each occasion to allow for comparison over time. The questionnaires used in 2018 are set out in Annex 1, and information about the survey samples is at Annex 2.
16. In 2018, 1790 members of the public were surveyed through face to face interviews. All those interviewed were aged 16 or over. Results were weighted by gender, age, social class and region to ensure that they were representative.
17. The NHS staff surveyed were in specified staff groups in England. The staff sample was constructed to allow the views of each staff group to be examined individually, with a representative spread by region. The sample profile was also weighted by staff group to bring it into line with the known profile of NHS staff in these groups.
18. The majority of questions used pre-coded lists of responses, although there was opportunity to capture further detail.

Public awareness of the NHS Constitution

19. In 2018, 19% of members of the public surveyed said that they had heard of the Constitution when prompted by a written description. This is a fall of 5% from the 2015 figure of 24% and an overall fall of 3% since 2009.

Chart 1. Percentage of the public who are aware of the NHS Constitution

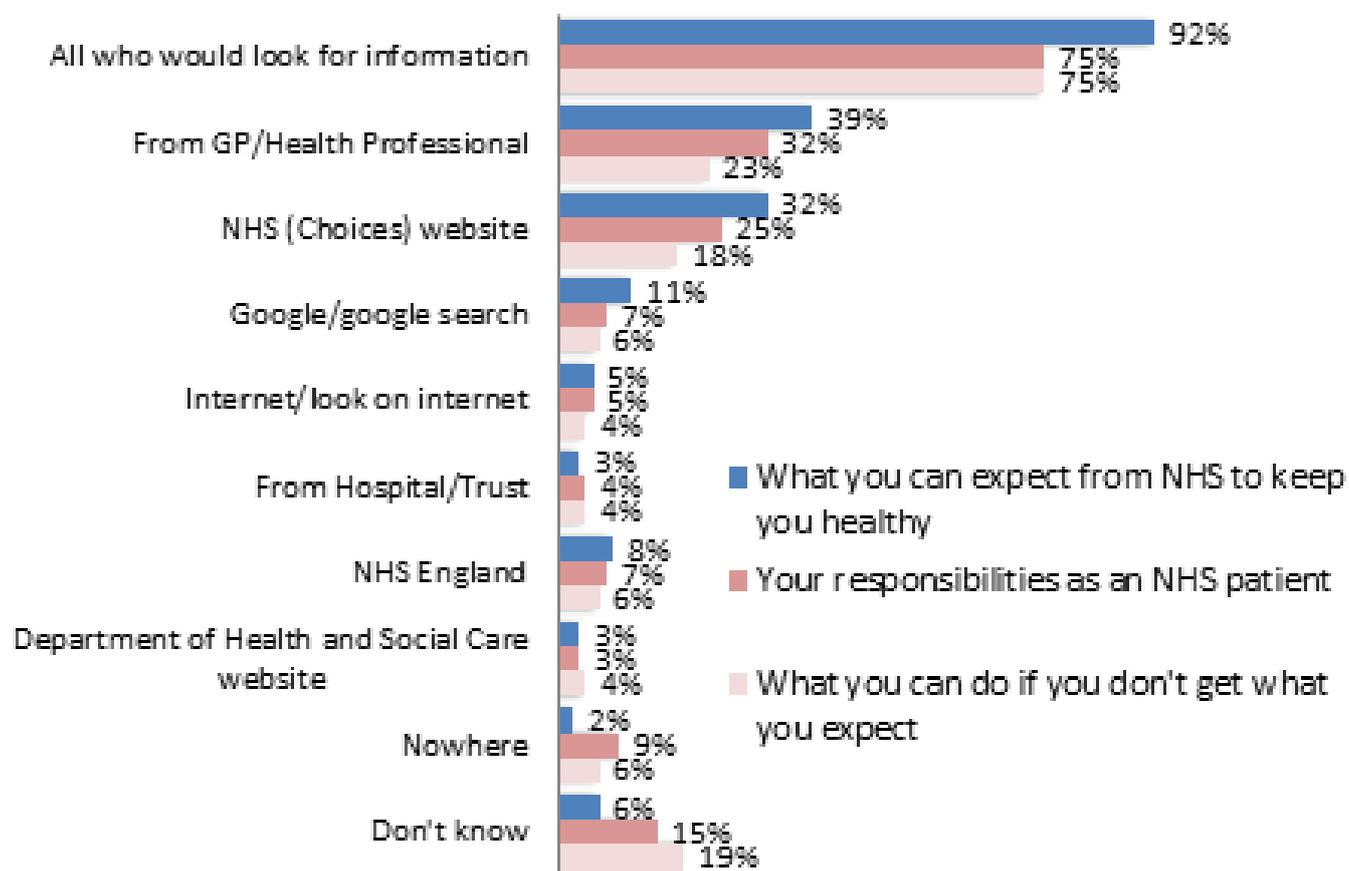


20. Respondents were also asked to say in their own words where they would look for information about the following:

- what they can expect from the NHS to keep them healthy and care for them when they are ill;
- what their responsibilities are as a patient; and
- what they can do if they do not get what they expect from the NHS.

21. Very few (ranging from 1% to 0%) mentioned the Constitution as a source of information about any of these subjects, which was consistent with the findings of previous surveys. The two most popular sources of information are currently GPs/health professionals and the NHS website (www.nhs.uk), indicating that people do know where to find information that they need.

Chart 2: The most common places that the public look to find information about what to expect from the NHS, about their responsibilities as patients, and about what they can do if they don't get what they expect from the NHS



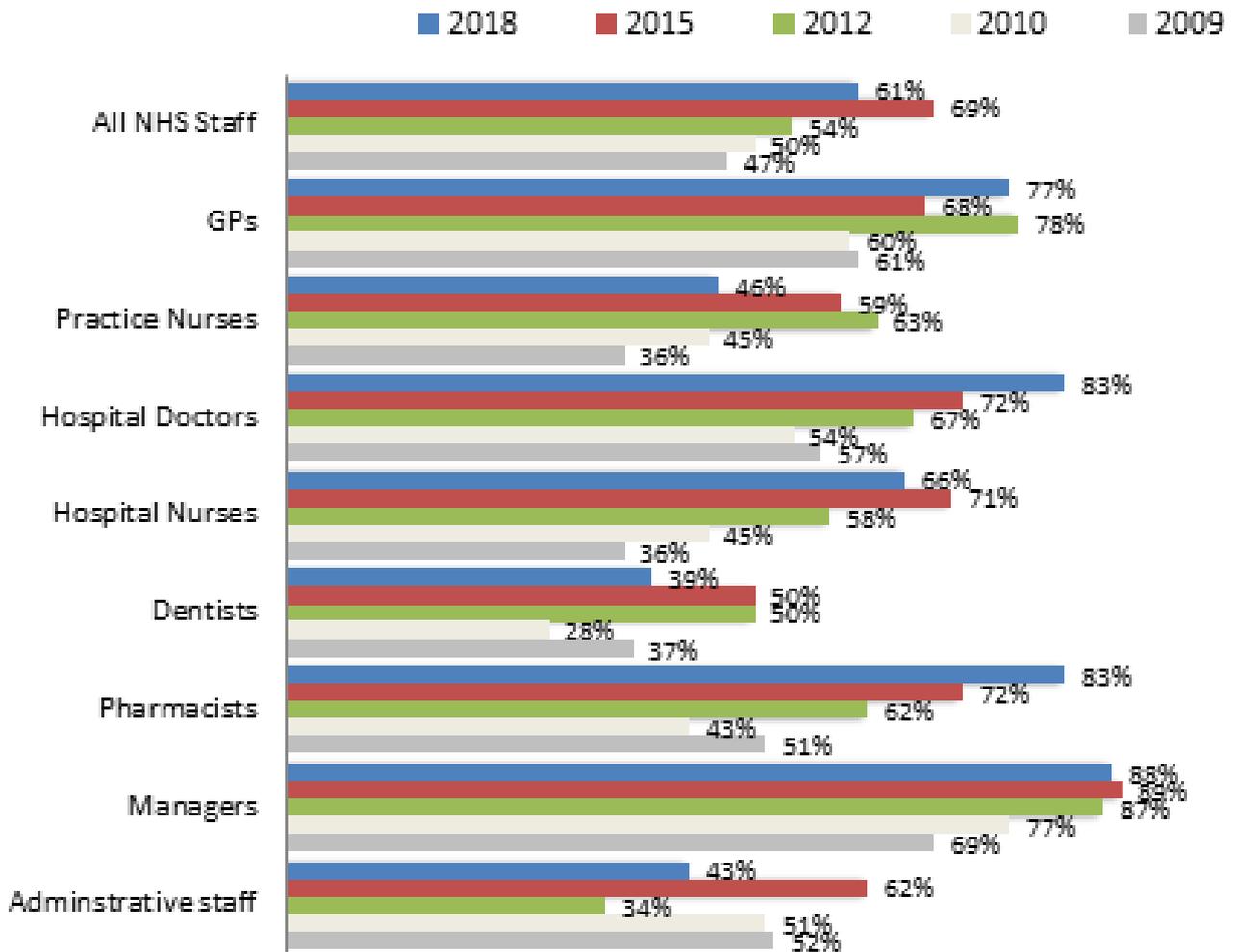
Staff awareness of the NHS Constitution

22. Levels of awareness of the Constitution continue to be significantly higher among NHS staff than among the general public. Whilst there has been a decline in the overall percentage of staff saying that they have heard of the Constitution since 2015 (from 69% to 61%), this is largely due to a steep fall among administrative staff (from 62% to 43%), with smaller reductions among practice nurses (from 59% to 46%), and dentists (50% to 39%).

23. However, higher percentages of doctors, nurses, dentists, and pharmacists now say that they are aware of the Constitution than was the case in 2009. As in previous surveys, in 2018 a higher proportion of NHS managers said that they had heard of the Constitution

(88%) than of other staff groups. This indicates that those dealing with the public most directly and those managing the provision of healthcare continue to have a high awareness of the Constitution.

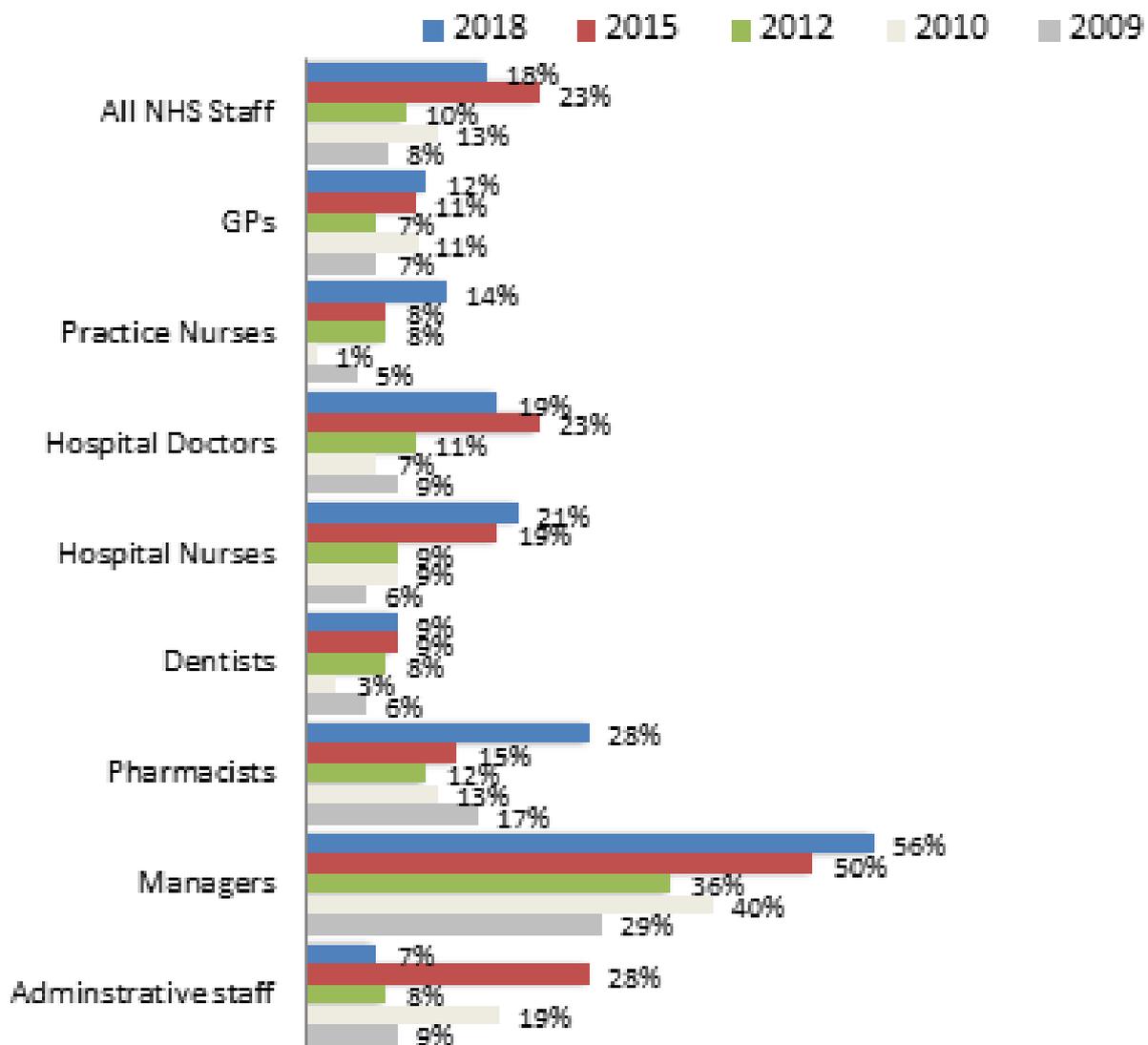
Chart 3: Levels of staff awareness of the NHS Constitution broken down by staff group, and based on responses to both prompted and unprompted questions



24. There has been a decrease in the overall percentage of staff who feel very, or fairly well, informed about the Constitution since 2015 (from 23% to 18%), the largest decreases again occurring among administrative staff. However, 56% of managers felt very, or fairly well, informed about it.

25. At the same time, the overall percentage of staff reporting in 2018 that they had personally used the Constitution in any way (28%) was only very slightly lower than the percentage who said this in 2015 (31%).
26. Fewer staff in 2018 (46%) reported that they had personally come into contact with the Constitution in their healthcare workplace (58%, though among managers the figure was 83%). Again there was a steep reduction in the proportion of administrative staff who said they had come into contact with it (from 55% in 2015 to 28% in 2018).
27. The overall percentage of staff who said they had read some kind of summary of the Constitution reduced from 40% in 2015 to 27% in 2018, with the percentage who said that they had read the Constitution in full reducing from 14% in 2015 to 8% in 2018.
28. All staff who said that they were aware of the Constitution were asked to say, without prompting, where they had heard about it. Induction/Training/Health Education England were mentioned as the most common sources of information (6%). The main way in which staff in 2018 reported encountering the Constitution was through working for an organisation whose values were linked to it (31%).

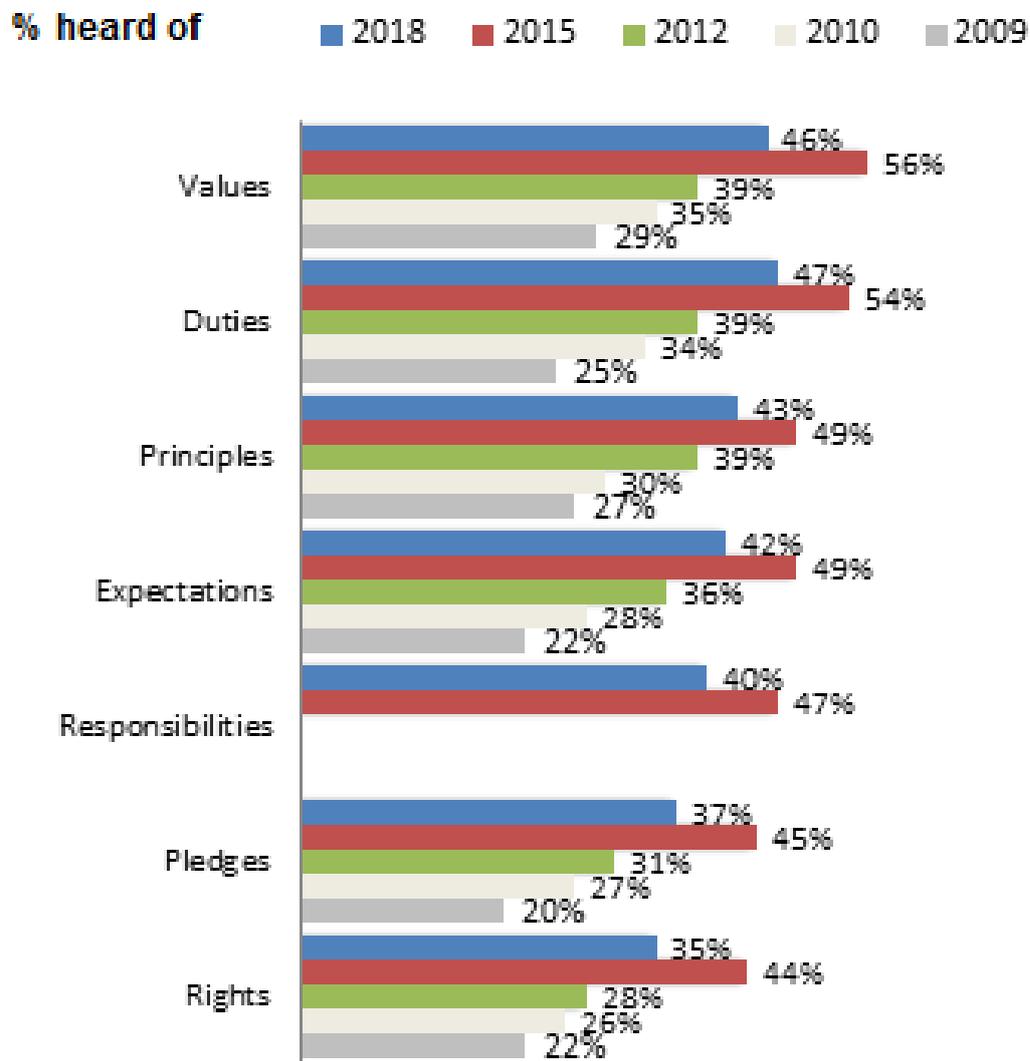
Chart 4: Percentage of staff who feel very well informed, or fairly well informed, about the NHS Constitution



Staff awareness of key elements within the NHS Constitution

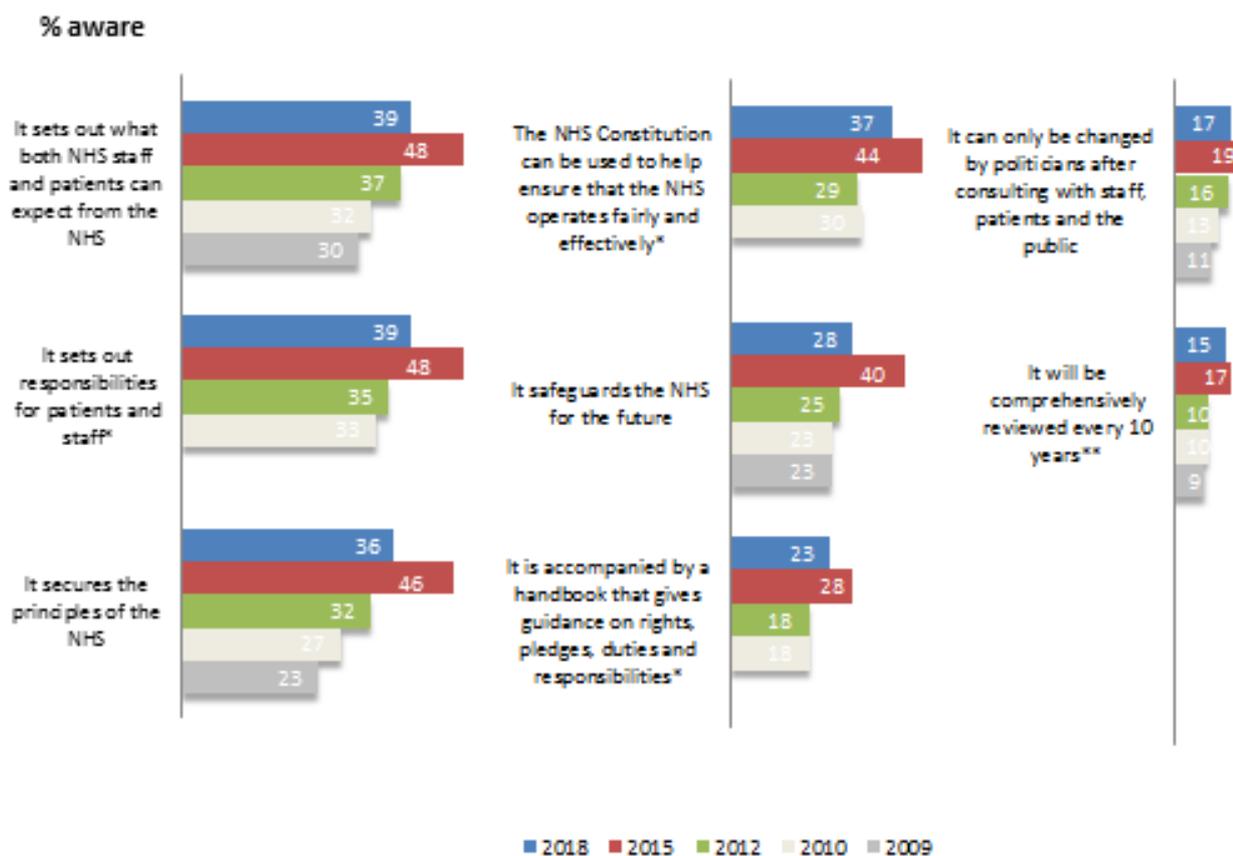
29. Since 2015, there has been a fall in the level of (prompted) awareness of each of the main elements of the Constitution, again driven by reductions among administrative staff. NHS staff awareness of the Constitution's key messages has also fallen since 2015.

Chart 5: Percentage of staff awareness (when prompted) of the main elements of the NHS Constitution



30. As in 2015, the most commonly recalled messages in 2018 related to the fact that the Constitution sets out what staff and patients can expect from the NHS (39%) responsibilities for staff and patients (39%), and that it can be used to ensure the NHS operates fairly and effectively (37%).

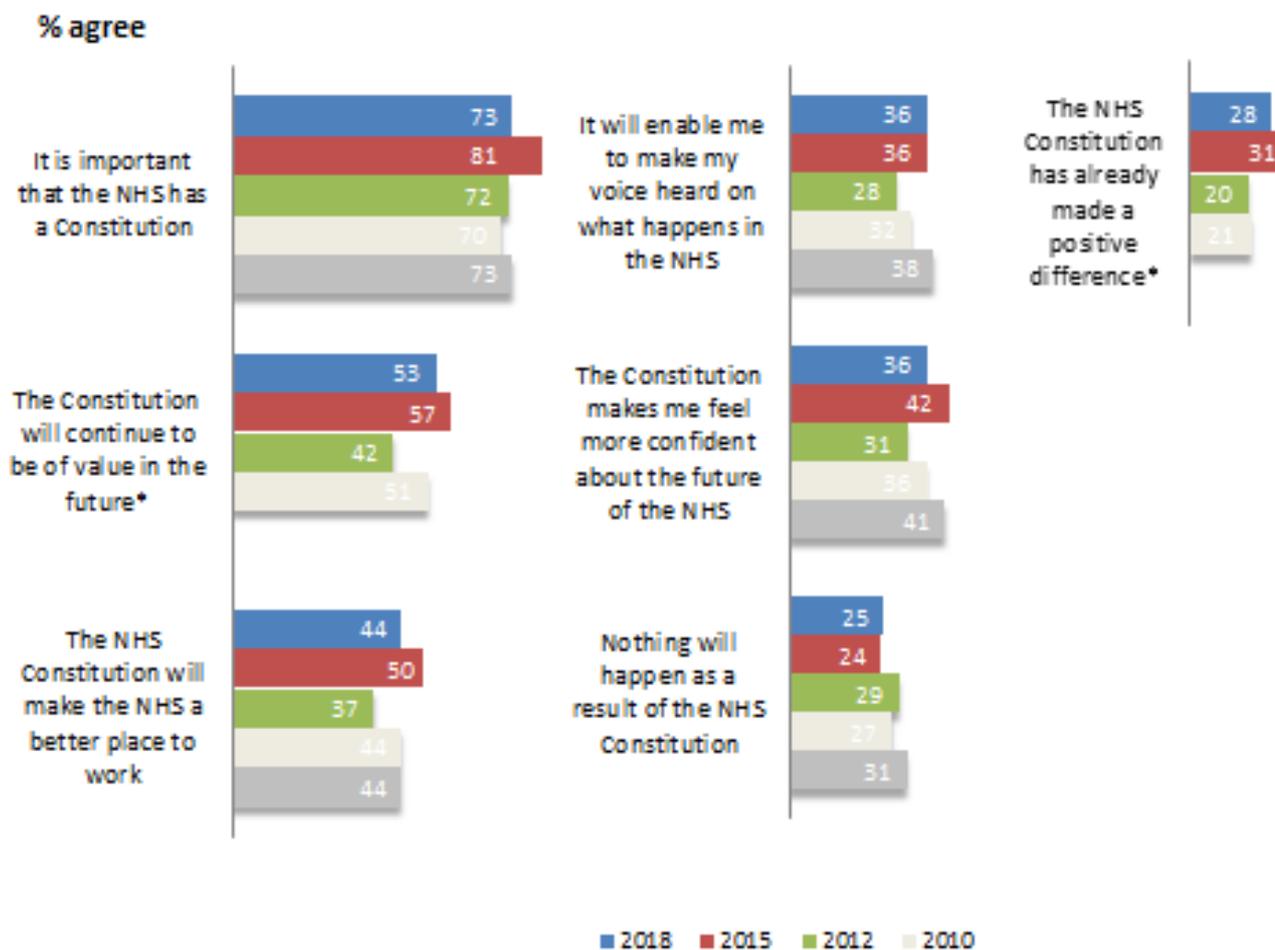
Chart 6: Staff awareness of key messages in the NHS Constitution



Staff views on the value of the NHS Constitution

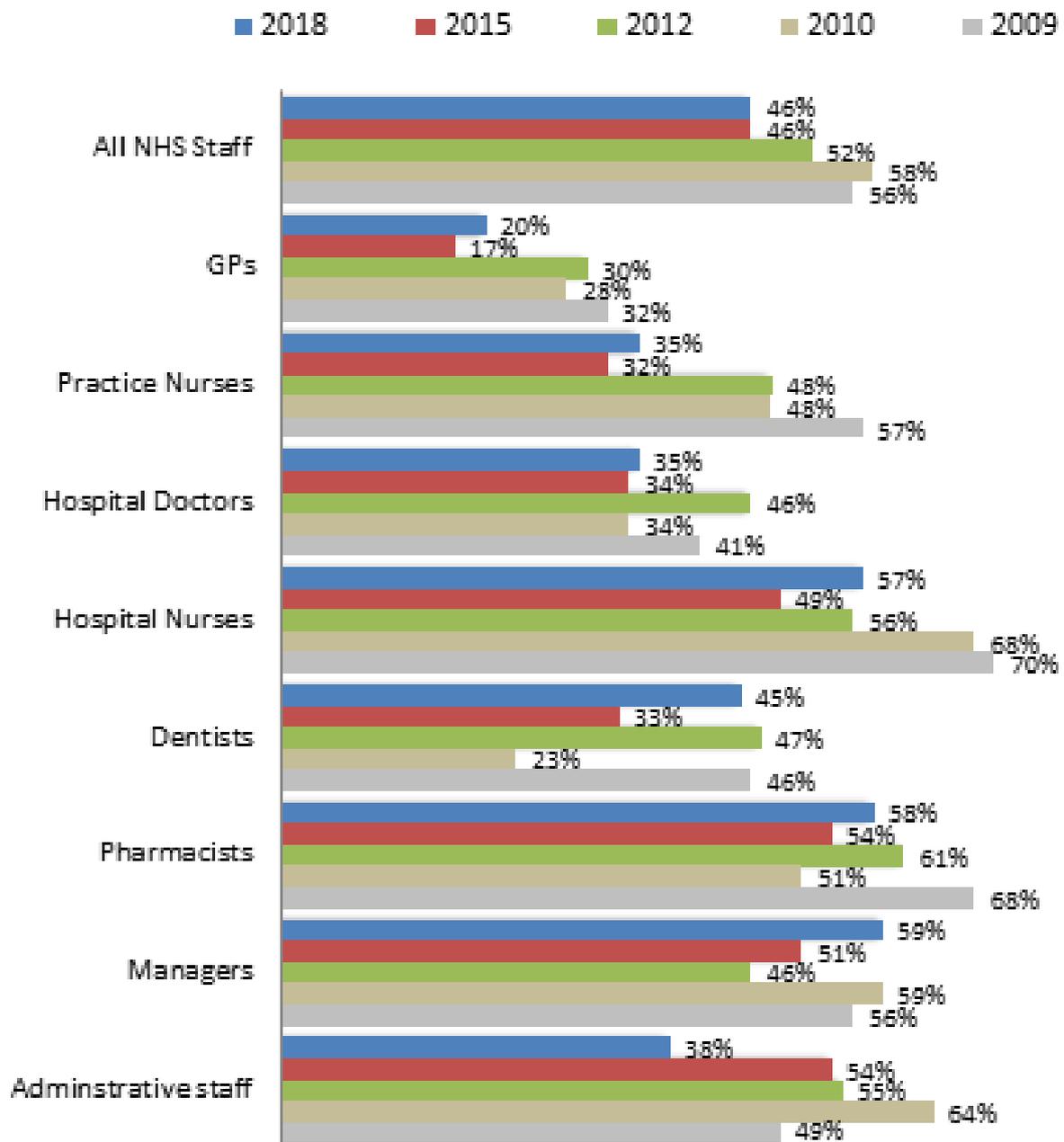
31. The percentage of staff who believe it is important that the NHS has a Constitution in 2018 remains high (73%), which is consistent with the findings of previous surveys. There has been a fall since 2015 in the percentage of staff who agree that the Constitution makes the NHS a better place to work (from 50% to 44%), and who say that the Constitution makes them feel more confident about the future of the NHS (from 42% to 36%). Better care for patients, improving safety and quality of care, and giving patients a voice continue to be the three reasons most mentioned by staff for the Constitution having a positive impact on patients.

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



32. The percentage of staff who believe that the Constitution has had a positive impact on patient experience has remained stable since 2015 at 46%, but is still lower than in 2009, 2010, and 2012 (52-58%). There continue to be, however, differences in responses to this question by staff group. In 2018, 20% of GPs said that it was having a positive impact on patient experience, whilst 61% of General Ward Nurses and 58% of Pharmacists said this.

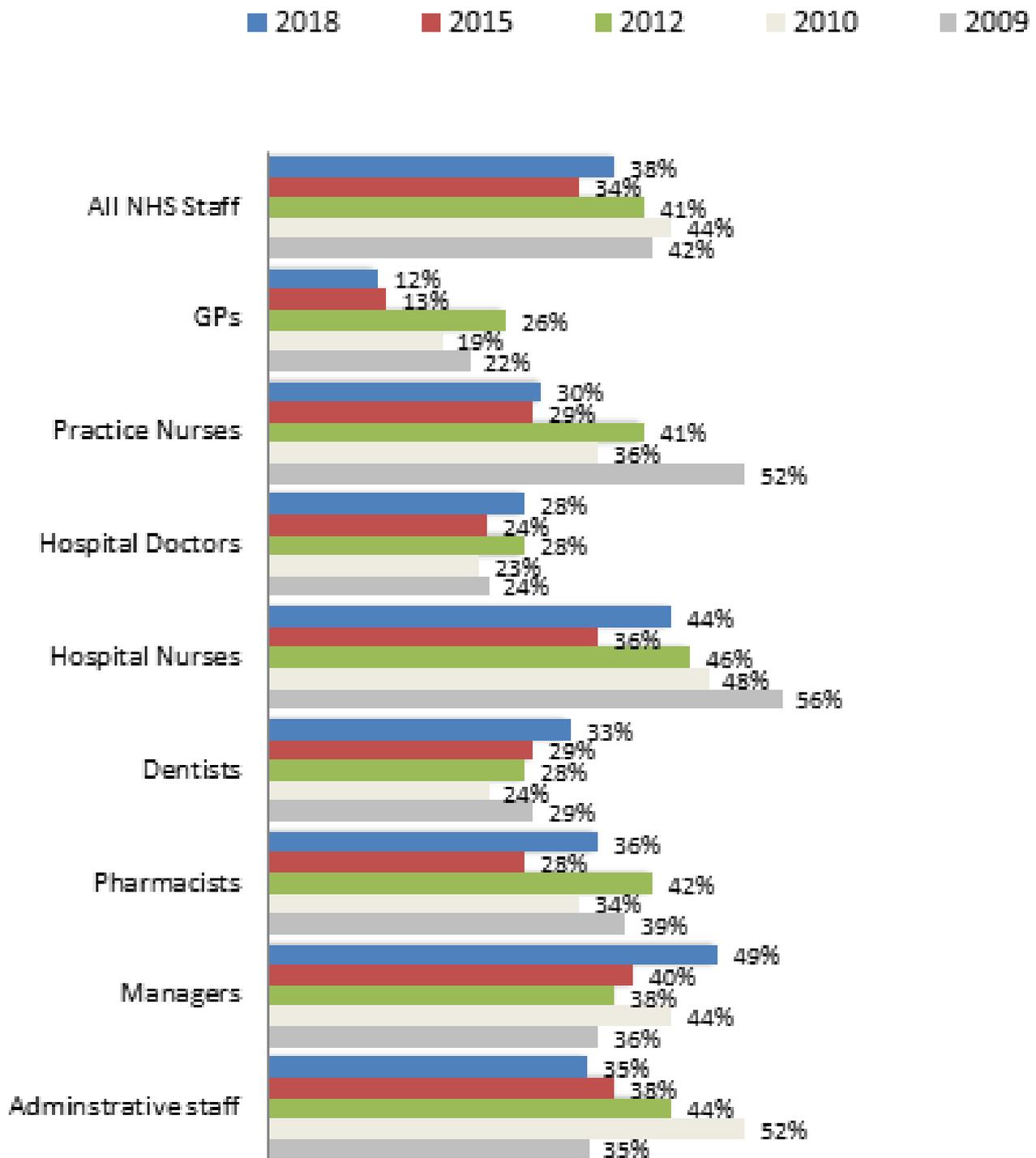
Chart 8: Percentage of staff who think that the NHS Constitution has had a positive impact on patient experience



33. The percentage of staff in 2018 who reported that that the Constitution has had a positive impact on them as staff has increased since 2015 (from 34% to 38%). Those who said that they were well or fairly well informed about the Constitution were much more likely to say this (71% did so). The most common reason given was that it provides a framework/standard of care, and general guidelines, to work to.

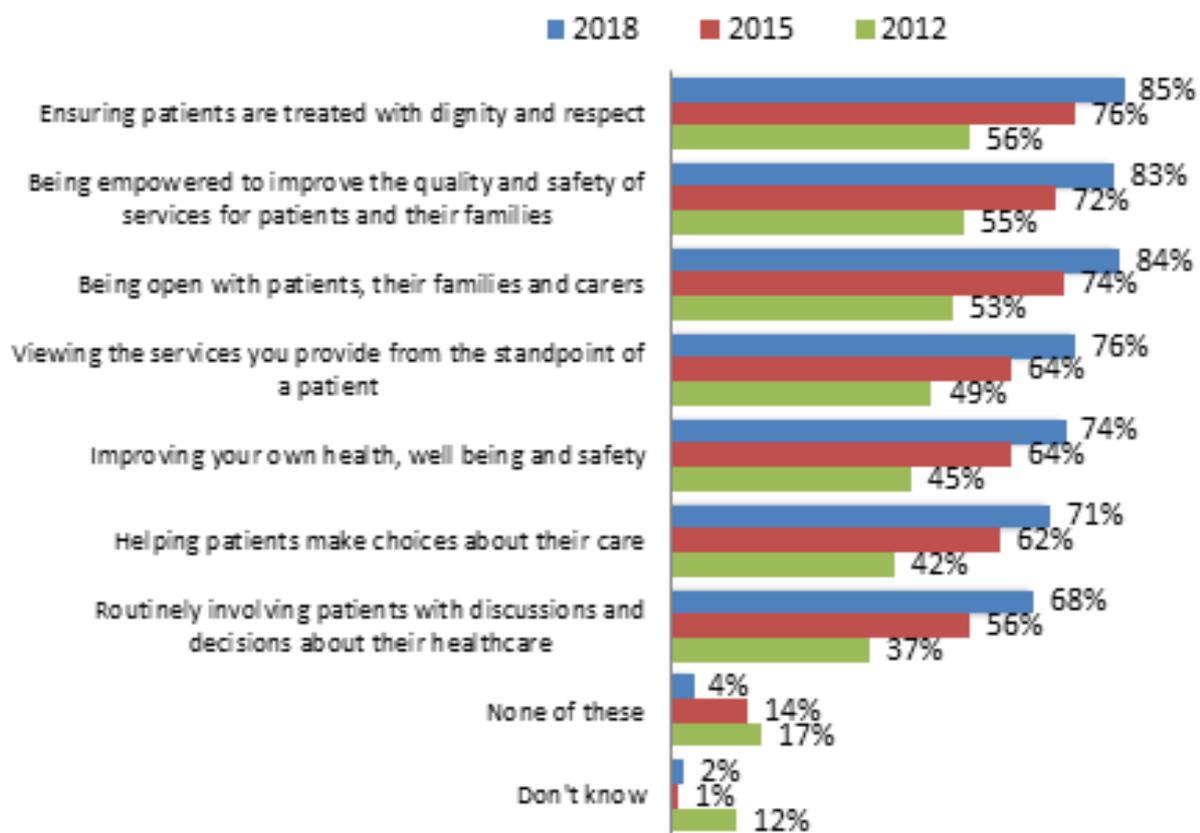
34. In 2018, again in line with previous surveys, only a very small percentage of GPs (12%) said that the Constitution is having a positive impact on them.

Chart 9: Percentage of staff who think the NHS Constitution has had a positive impact on them



35. When prompted with a list, staff who felt that the Constitution has had a positive impact indicated a number of ways in which it has impacted on their own day to day work. Ensuring that patients are treated with dignity and respect, being empowered to improve quality and safety, and being open with patients, their families and carers remain top of the list with at least 10% more staff selecting these in 2018 than in 2015.

Chart 10. How the NHS Constitution has influenced the day to day work of those staff who feel that it has already had a positive impact



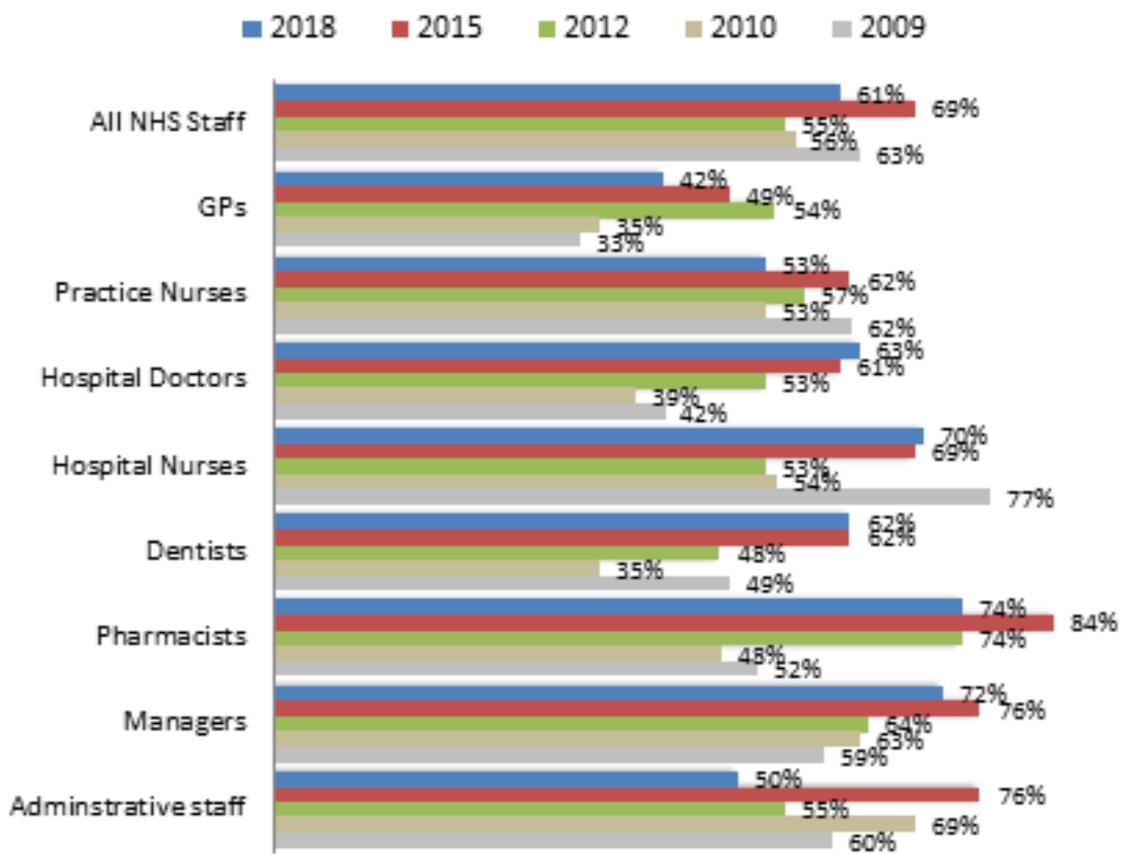
Staff support for the NHS Constitution

36. In 2018, 61% of staff said that they tend to support, or strongly support, the Constitution.

This is a fall from the 69% who said this in 2015, partly driven by a 26% fall among administrative staff (from 76% to 50%), but there were also smaller reductions among GPs, practice nurses, pharmacists and managers.

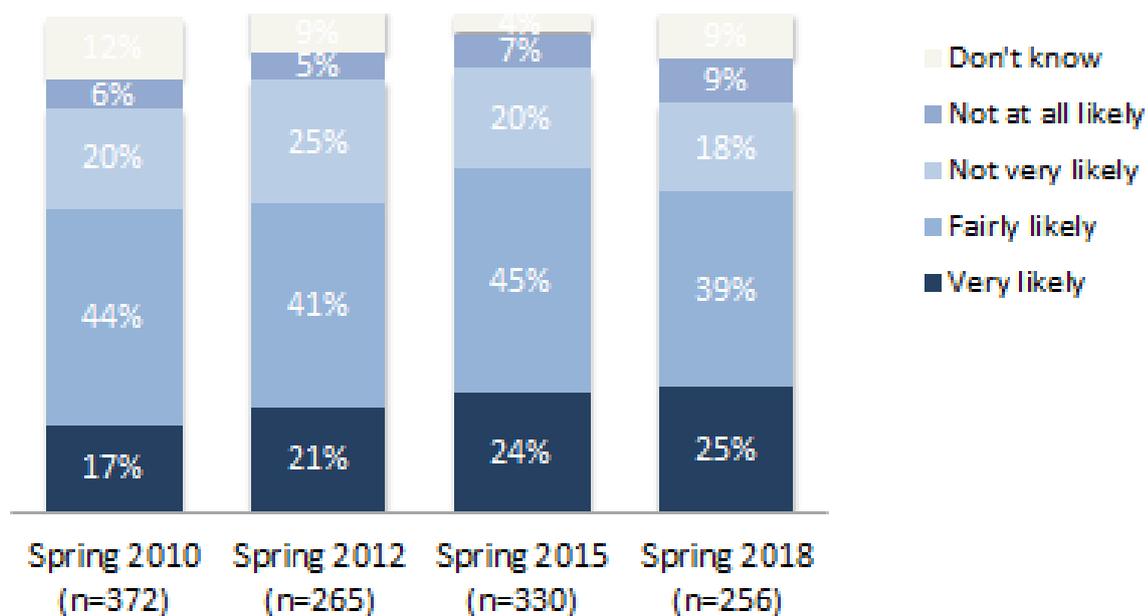
37. Among staff who felt fairly or very well informed about the Constitution, levels of support are much higher - with 89% tending to support it, or strongly supporting it, in 2018 (compared to 62% among staff who did not feel informed about it).

Chart 11: Overall support among staff for the NHS Constitution



38. The percentage of NHS staff who say that they are likely to use the Constitution has changed very little since 2009.

Chart 12: Percentage of staff likely to use the NHS Constitution in the future



4. Conclusion

39. The 2018 surveys again allowed us to capture the views of a range of NHS staff groups and members of the public and we would like to thank everyone who took part. In the year of the NHS's 70th birthday, the fact that so many NHS staff (over 90%) continued to be proud to work for the NHS, that the majority continued to support the need for a Constitution, and that increasing numbers said that it is influencing their day to day work in a positive way, is all evidence of their dedication to providing high quality, compassionate care that is responsive to the needs of patients, their families and carers.
40. It is largely through the unstinting efforts of staff that patients are able and empowered to make active choices about their care. But patients, their friends, families, and carers, also have their part to play. It is therefore reassuring that so many turn to the NHS website, along with their trusted local health professionals, to seek information and advice about looking after their own health, about managing their health conditions, and about NHS services.
41. We can build on this further to help patients and the public to get the most out of their interactions with the NHS, whilst at the same time supporting it to continue to provide safe and high-quality services for those who need them in a way that is sustainable now and in future. For that reason, in parallel with this report, we are publishing a revised version of the handbook to the Constitution (which explains the rights, further pledges, and staff and patient responsibilities contained in it). The updated handbook contains an extended section on patient responsibilities that offers more practical information on the steps that people can take to look after themselves, and to make sure they are using NHS services wisely, as well as making a clearer link between these responsibilities and NHS sustainability.
42. The Constitution remains central to the Government's vision for the NHS. As we work with the NHS to develop a long-term plan, underpinned by a five-year funding agreement that will see the NHS budget grow by over £20bn by 2023/24, we will be looking to support it to deliver on the core priorities that are enshrined in the Constitution. A long-term plan will also drive reforms that will - with along with supported and empowered staff and informed and engaged patients - mean a better and more sustainable NHS.

Annex 1 – public and staff survey questions

Questionnaire used for the public survey

I'd like to ask you some questions about your awareness and use of the NHS

In the last 6 months, have you personally done any of the following?

List shown on a card. More than one answer possible.

- Visited an NHS GP/nurse practitioner/other staff at GP practice
- Attended an NHS hospital as an outpatient
- Visited a Pharmacist/Chemist for medical advice
- Visited an Accident and Emergency (A&E) department
- Been an inpatient at an NHS hospital
- Used 111 service (formerly known as NHS Direct)
- Used a walk-in clinic/urgent care centre
- Used social care services
- Used the NHS Choices website
- Received a visit from a GP, a district nurse or a health visitor
- None of these
- Don't know

And in the last 6 months, has a close family member or household member done any of the following?

Same list on a card shown. More than one answer possible.

A4 If you wanted to find out about the following information, where would you look?

A4a Information about what you can expect from the NHS to help keep you healthy and care for you when you're ill.

Unprompted.

Probe: Where else would you look?

A4b Information about what your responsibilities as an NHS patient are.

Unprompted.

Probe: Where else would you look?

A4c Information about what you can do if you don't get what you expect from the NHS.

Unprompted.

Probe: Where else would you look?

Categories recorded for responses to A4a,A4b,A4c:

- From the person I wanted to complain about
- GP/health professional
- Clinical Commissioning Group (CCG) or Primary Care Trust (PCT)
- Hospital/Trust/Foundation Trust
- PALS (Patient Advice and Liaison Service)
- or complaints manager
- NHS Constitution
- Handbook to the Constitution
- Dept of Health and Social Care (DHSC) pages on gov.uk
- NHS (Choices) website
- Other website (specify)
- Citizen's Advice Bureau
- Other charity/voluntary organisation
- NHS England
- NHS Improvement/Care Quality Commission
- Ombudsman/Parliamentary & Health Service Ombudsman
- Healthwatch
- Other answer (specify)
- Nowhere
- Don't know

The next section of this questionnaire asks you about key events in the NHS recently.

B1 Can I just check, have you heard of the NHS Constitution?

- Yes
- No
- Don't know

Read out and shown on a card:

"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."

B6 Can I just check, have you heard of the NHS Constitution or something like it before this interview?

- Yes
- No
- Don't know

Questionnaire used for the staff survey

S01

Please can I speak to {NAME}?

SHOW THE FOLLOWING DETAILS FROM SAMPLE:

JOB TITLE (ALL SAMPLE TYPES)

SPECIALISM (FOR SPECIALIST NURSES, SPECIALTY REGISTRARS AND SENIOR HOSPITAL DOCTORS)

Only one answer possible

- Yes – CONTINUE TO I01
- Named respondent temporarily unavailable – GO TO SMS
- Named respondent no longer works there – GO TO S02
- Refused – GO TO SMS

S02

Please can I speak to the person who has now replaced them or who has taken over the work that they were previously doing?

Only one answer possible

- Yes – CONTINUE TO I01
- Replacement temporarily unavailable GO TO SMS
- No direct replacement has been appointed – GO TO S03
- Refused – GO TO SMS

S03

Please can I speak to someone who works in the same department, at the same level and specializes in a similar area?

Following details from sample shown.

- JOB TITLE (ALL SAMPLE TYPES)
- SPECIALISM (FOR SPECIALIST NURSES, SPECIALTY REGISTRARS AND SENIOR HOSPITAL DOCTORS)

Only one answer possible.

Yes – CONTINUE TO I01

- Alternatives temporarily unavailable - GO TO SMS

- There are no alternatives for the named individual – GO TO SMS
- Refused - GO TO SMS

S04 – for all F1/F2 Junior Doctors or General Ward Nurses

Please can you put me through to a general ward? Hello, I would like to speak to a [ward nurse IF WARD NURSE SAMPLE]/[junior doctor for example a house officer or senior house officer now known as foundation level 2 and foundation level 2 IF F1/F2 JUNIOR DOCTOR SAMPLE]. ADD IF NECESSARY: is there a [ward nurse IF WARD NURSE SAMPLE]/[junior doctor IF F1/F2 JUNIOR DOCTOR SAMPLE] available at the moment who I could speak to?

Only one answer possible.

- Yes – CONTINUE TO I01
- No – GO TO SMS
- Don't Know – GO TO SMS

S05 – for all secondary care administrative staff

Please can I speak with a member of administration staff, perhaps a medical secretary, someone who works in medical records or the human resources department?

Only one answer possible.

- Yes – CONTINUE TO I01
- No – GO TO SMS
- Don't Know – GO TO SMS

S06 – for all GP practice administrative staff

Please can I speak with a secretary, a receptionist or a member of the administration staff? Ask to be transferred where necessary. Is there anyone available who I can speak to?

Only one answer possible

- Yes – CONTINUE TO I01
- No – GO TO SMS
- Don't Know – GO TO SMS

I01 – for all staff

Good morning/afternoon/evening, my name is I am calling from GDCC on behalf of GfK, an independent research company, we are conducting a survey among key NHS staff on behalf of the Department of Health and Social Care. The Department of Health and Social Care wishes understand your views on a range of key issues including a major NHS policy initiative.

Everything you say will remain confidential to the research company, and you will not be identifiable in any way to anyone apart from GfK. Your individual answers will NOT be revealed to anyone else, including the Department of Health and Social Care, or your trust/practice/NHS organisation. Would you be prepared to spend around 15 minutes answering a few questions?

Only one answer possible.

- Yes - CONTINUE TO S07 OR S08
- No - GO TO SMS
- Make an appointment/Call back later - GO TO SMS
- I am not currently working for the NHS – SCREENOUT THANK AND CLOSE
- More reassurance needed – GO TO I02

I02 – for all staff

I have a letter from the Department of Health and Social Care which I can send to you explaining the importance of the survey and what it will cover. I can email this to you now and arrange a time to call you back.

Only one answer possible.

- Yes – COLLECT CONTACT DETAILS AND EMAIL LETTER; ARRANGE CALL BACK
- No, continue with survey – CONTINUE TO S07 OR S08
- No, refusal – GO TO SMS

S07 – for all F1/F2 Junior Doctors, General Ward Nurses, secondary care administrative staff, GP practice administrative staff

Please can I just check that you have not taken part in this survey before?

Only one answer possible.

- Not taken part before – CONTINUE TO S08
- Taken part before – GO TO SMS

S08 - for all staff

Please can I just check that you are working as [INSERT TEXT FROM TABLE BELOW]?

Job title	TEXT
GPs	A GP
Specialty registrars	A doctor in a hospital graded below consultant level as a Specialty registrar
Senior hospital doctors	A doctor in a hospital graded as a Consultant or above
Specialist nurses	A specialist nurse in secondary care (a hospital nurse specialising in a certain area such as A&E or anaesthetics etc).
GP Practice Nurses	A practice nurse
GP Practice Managers	A practice manager

CCG managers	A manager within a Clinical Commissioning Group
Secondary care managers	A manager in a secondary care setting
Dentists	A dentist
NHS Pharmacists	A pharmacist
F1/F2 doctor	A doctor at Foundation level 1 or Foundation level 2
General Ward Nurse	A general ward nurse

Only one answer possible.

- Yes – CONTINUE TO S10 for GPs, S11 FOR OTHERS
- No – ASK TO SPEAK TO SOMEONE ELSE WHO IS IN SPECIFIED ROLE
- Don't Know – ASK TO SPEAK TO SOMEONE ELSE WHO IS IN SPECIFIED ROLE
- Refuse – THANK AND CLOSE

S09 – for all secondary care and GP practice administrative staff

Please can I just check that you are working in an administrative role?

Only one answer possible.

- Yes - PROMPT FOR JOB TITLE AND GO TO S11
 - Medical Secretary
 - Medical Records
 - Recruitment
 - Human Resources
 - Other
- No – ASK TO SPEAK TO SOMEONE ELSE WHO IS IN SPECIFIED ROLE
- Don't Know – ASK TO SPEAK TO SOMEONE ELSE WHO IS IN SPECIFIED ROLE
- Refuse – THANK AND CLOSE

S10 – for all GPs

How long ago did you qualify as a GP?

Only one answer possible.

- Less than 2 years ago
- 2 years but less than 5 years ago
- 5 years but less than 10 years ago
- 10 years but less than 20 years ago
- 20 years but less than 30 years ago
- 30 years ago or more
- (Don't know)

S11 – for all staff

Can I just check do you work directly for the NHS or are you employed through a contractor to work in the NHS?

Only one answer possible.

- Directly for NHS – GO TO B01
- Employed through contractor – GO TO B01
- I do not work in the NHS either directly employed or through a contractor – THANK AND CLOSE
- Don't know – THANK AND CLOSE

V. MAIN QUESTIONNAIRE

B STAFF SATISFACTION AND ADVOCACY

B01 – for all staff

- I'd like to start by asking you a bit about the NHS in your area. To what extent do you agree or disagree with these things that other people have said?
- I am proud to work for the NHS
- I am satisfied with the service the NHS currently delivers to patients in my local area
- Only one answer possible.
- Agree strongly
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Disagree strongly
- Don't know

C AWARENESS AND UNDERSTANDING OF THE NHS CONSTITUTION

C02 – for all staff

The next section of the questionnaire asks you about key events in the NHS. Can I just check, have you heard of the NHS Constitution?

Only one answer possible.

- Yes
- No
- (don't know)

C03 – for those who answered yes in response to C02

Where did you hear about the NHS Constitution?

Unprompted – categories used to capture responses are below.

- From patients
- Manager
- Colleague
- Team meeting
- Malcolm Grant//Simon Stevens/ another member of the NHS leadership team
- Meeting/event/talk/roadshow/conference
- Induction/training/Health Education England
- Word of mouth/on the grapevine
- Royal College/Professional body/BMA
- Charity/voluntary sector organisation
- Healthwatch
- Involvement in committees
- Clinical network
- Health/medical press/media
- National/mainstream press/media
- Heard about it on radio/television
- Life Channel/TV channel in GP surgeries
- Department of Health and Social Care (DHSC) pages on gov.uk website
- NHS Choices Website
- NHS England website
- Doctors.net
- Social media (e.g. Facebook, MySpace, Twitter)
- Other website (PLEASE SPECIFY) [O]
- Emails/email bulletins
- Leaflet/booklet 'Staff guide to the NHS Constitution'
- Leaflet/booklet 'PCT Guide to Local NHS Services'
- Handbook to the NHS Constitution
- Local values or Constitution for my Trust/Practice/Area
- Other leaflet/booklet
- Poster
- Video
- Noticeboard
- A consultation
- Other (PLEASE SPECIFY) [O]
- Don't know

C04 – for those who answered yes in response to C02

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

List is read out. More than one answer possible.

- Read the NHS Constitution in full either online or a paper version
- Read a summary of the NHS Constitution either online or a paper version
- Been to a presentation about the NHS Constitution

- The NHS Constitution was mentioned in an article/journal/ leaflet that I read
- The NHS Constitution was discussed/ mentioned in a staff meeting
- A patient asked me questions about the NHS Constitution
- Through a patient exercising their rights through the NHS Constitution
- Taken part in the consultation on new rights for the Constitution
- My organization has its own set of values, which links to the Constitution
- Other (specify)
- None of these
- Don't know

C05 – for those who answered yes in response to C02

How well informed do you feel about the NHS Constitution?

Read out – only one answer possible.

- Very well informed
- Fairly well informed
- Not very well informed
- Not at all well informed
- Have just heard the name
- Don't know

C07 – for those who answered yes in response to C02

I now want to ask you what you know about the NHS Constitution. What do you think are the main aims of the NHS Constitution?

Probe: What other aims can you think of?

Unprompted.

- Open ended for later coding
- Don't know

C09 – for those who answered yes in response to C02

I am going to read out some of the elements of the Constitution. Can you tell me for each if you have heard of it?

Have you heard of this element of the Constitution?

Order of asking about these elements is rotated.

- The Principles are the guiding principles in all the NHS does, such as care being based on clinical need and not ability to pay
- The Values inspire and guide staff behaviour, for example we will treat people with respect and dignity, and make sure no one is excluded
- 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
- The Rights are staff and patients' legal rights

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

Question is re-read at the fourth iteration. Only one answer possible in respect of each item.

- Yes – heard of
- No – not heard of
- Don't know

C10 – for those who answered yes in response to C02

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

Order of asking about these things is rotated.

- It sets out what both NHS staff and patients can expect of the NHS
- It secures the principles of the NHS
- It safeguards the NHS for the future
- It will be comprehensively reviewed every 10 years
- It can only be changed by politicians after consulting with staff, patients and the public
- The NHS Constitution can be used by NHS staff, patients and the public to help ensure that the NHS operates fairly and effectively
- It sets out responsibilities for patients and staff
- It is accompanied by a handbook that gives guidance on rights, pledges, duties and responsibilities

Question is re-read the question at the fourth iteration. Only one answer possible in respect of each item.

- Yes – seen/heard
- No – not seen/heard
- Don't know

C11 – for those who answered yes in response to C02

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

Read out. More than one answer possible.

- Used in discussion with a patient
- Used in a discussion with other staff
- Used it to inform a decision
- Other (specify)

- I have not used the NHS Constitution
- Don't know

C12 for all staff

Read out:

"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."

For those who answered no in response to C02

Can I just check, had you heard of the NHS Constitution before this interview?

Only one answer possible.

- Yes
- No
- Don't know

D SUPPORT FOR THE CONSTITUTION

D01 – for all staff

I am going to read out some things that other people have said about the NHS Constitution. How much do you agree or disagree with each one?

Order of asking about these items is rotated.

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

Only one answer possible in respect of each item.

- Agree strongly
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Disagree strongly
- Don't know

D02 – for all staff

- On balance what impact do you think the NHS Constitution has had on patients' experience of the NHS?
- Read out - only one answer possible.
- A great deal of positive impact
- A fair amount of positive impact
- No impact at all
- A fair amount of negative impact
- A great deal of negative impact
- Don't know

D03 – for all staff

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

Read out - only one answer possible.

- A great deal of positive impact
- A fair amount of positive impact
- No impact at all
- A fair amount of negative impact
- A great deal of negative impact
- Don't know

D04 – for staff who said that the Constitution had a great deal/a fair amount of positive impact on patients/them in response to D02 or D03

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 D02/{on you} IF CODE 1 OR CODE 2 AT D03. Can you tell me why you say that?

PROBE: Can you give me an example?

Unprompted.

- Open-ended for later coding
- Don't know

D05 for staff who said that the Constitution had a great deal/fair amount of negative impact on patients/themselves in response to D02 or D03

You said that the NHS Constitution had a negative impact on TEXT SUBSTITUTION {the patients' experience of the NHS} IF CODE 4 OR CODE 5 AT D02/{on you} IF CODE 4 OR CODE 5 AT D03. Can you tell me why you say that?

PROBE: Can you give me an example?

Unprompted

- Open-ended for later coding
- Don't know

D06 – for staff who said that the Constitution had a great deal/a fair amount of positive impact on patients/themselves personally in response to D02 or D03

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

Read out. More than one answer possible.

- Routinely involving patients in discussions and decisions about their healthcare
- Viewing the services you provide from the standpoint of a patient
- Helping patients make choices about their care
- Ensuring patients are treated with dignity and respect
- Being open with patients, their families and carers, including if anything goes wrong, welcoming and listening to feedback and addressing any concerns promptly
- Being empowered to improve the quality and safety of services for patients and their families
- Improving your own health, wellbeing and safety
- None of these
- Don't know

D07 – for all staff

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

Read out – only one answer possible.

- Support strongly
- Tend to support
- Neither support nor oppose
- Tend to oppose
- Oppose strongly
- Don't know

D08 – for all staff

Overall, how likely do you think you are to use the NHS Constitution in the future? Would you say

Read out - only one answer possible.

- Very likely
- Fairly likely
- Not very likely
- Not at all likely
- Don't know

E Demographics

E01 – for all staff

Finally, a few questions about yourself. What was your age last birthday?

Actual age collected, or age band if refused.

- Under 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

E02 – for all staff

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

Less than 2 years

- 2 years but less than 5 years
- 5 years but less than 10 years
- 10 years but less than 20 years
- 20 years but less than 30 years
- 30 years or more
- Don't know

E03 – for clinicians (GPs, F1/F2 Doctors, Speciality Registrars, Senior Hospital Doctors, Specialist Nurses, General Ward Nurses, GP Practice Nurses, Dentists, Pharmacists)

How long ago did you qualify as a/an [INSERT JOB TITLE FROM SAMPLE]?

- Less than 2 years
- 2 years but less than 5 years
- 5 years but less than 10 years
- 10 years but less than 20 years
- 20 years but less than 30 years
- 30 years or more
- Don't know

E04 – for all staff

Which newspapers, including their online equivalent, do you read regularly? By regularly I mean at least twice a week

Unprompted. Categories used to record answers are below.

- Daily Mirror (or online equivalent)
- Daily Star
- The Sun
- Daily Record

- Daily Mail
- Daily Express
- The Times
- Financial Times
- The Guardian
- The Daily Telegraph
- The Independent
- Other regional morning papers (e.g. Yorkshire Post, Western Daily Press)
- Evening paper (e.g. Evening Standard)
- None

E06 – for all staff

Respondent gender

- Male
- Female
- Other
- Not known

Annex 2 – sampling approach

NHS Staff Sample

Total numbers sampled in each survey since 2009:

Wave	Spring 2009	Spring 2010	Spring 2012	Spring 2015	Spring 2018
Fieldwork dates	12 January – 23 February	8 February - 17 March	21 February - 30 March	17 February - 1 April	13 March- 10 May
Total sample size	652	1006	652	654	655

Staff surveyed in 2018 broken down by staff group:

Job Title	Number in Sample
GPs	101
Practice Nurses	100
Hospital Doctors	102
Hospital Nurses	100
NHS Managers	101
Dentists	50
Pharmacists	50
Administrative Support Staff	51
Total	655

Public Sample

Wave	Spring 2009	Spring 2010	Spring 2012	Spring 2015	Spring 2018
Fieldwork dates	22-27 March	11-16 March	15-20 March	12-21 February	04-08 April
Total sample size	1753	1610	1576	1726	1790

Further notes

As in previous surveys, the data from both the NHS staff and public surveys in 2018 has been weighted to provide representative results. Staff survey data was weighted by job title and region (not interlocked). Public data was weighted by gender, age, social class and region (all interlocked).

In both surveys, proportions for some responses may add up to more or less than 100%. This may be due to rounding error, because the question was multi-coded, or because 'don't know' and 'prefer not to say' answers are not shown in tables.

Significance testing has been based on the effective sample size for each survey, 95% confidence intervals, and two-tailed tests.