

An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
1	1	A1 Gender Base: All respondents	1377
2	2	A2 Age Base: All respondents	1377
3	3	A3 Region Base: All respondents	1377
4	4	A5 Did you stay overnight at the private hospital for your treatment? Base: All respondents	1377
5	5	A6 How has/will your treatment be paid for? Base: All respondents	1377
6	6	A7 Thinking of the treatment/tests you have had so far in relation to your treatment, which of the following reflects your current situation? Base: All respondents paying for some/all of their treatment	575
7	7	A7 (ALL) Thinking of the treatment/tests you have had so far in relation to your treatment, which of the following reflects your current situation? Base: All respondents	1377
8	8	A8 Which of these things did you have privately for your treatment? Base: All respondents	1377
9	9	A9 Which of these tests did you undergo? Base: All respondents who had tests but did not have surgery or administration of medication/treatment requiring medically supervised recovery	60
11	10	B1 Why did you choose to have your treatment privately rather than on the NHS? Base: All respondents	1377
12	11	B2 Did you consider having your treatment done on the NHS? Base: All respondents	1377
13	12	C1 Did you see a private consultant to discuss your treatment before it was done? This could be at any time before, not specifically on the day it was done. Base: All respondents	1377
15	13	C2 (i) Who referred you for this private consultation? Base: All respondents who had seen a consultant	1341
17	14	C2 (ii) Thinking of the private hospital you visited, who referred you there? Base: All respondents who hadn't seen a consultant	36



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An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
19	15	C2 (ALL) Who referred you for this private consultation? (IF SAW A CONSULTANT) / Thinking of the private hospital you visited, who referred you there? (IF DIDN'T SEE A CONSULTANT) Base: All respondents	1377
20	16	C2a Which of these best describes your situation before you were referred by (HEALTHCARE PROFESSIONAL)? Base: All respondents who were referred by a (HEALTHCARE PROFESSIONAL) and who saw a consultant	1058
21	17	C2a (ALL) Which of these best describes your situation before you were referred by (healthcare professional)? Base: All respondents	1377
22	18	C3 How many named private consultants did you discuss with (healthcare professional) that referred you for private consultation in relation to your treatment? Select number, including any consultants you personally already had in mind. Base: All respondents who were referred by a healthcare professional and who saw a consultant	1058
23	19	C3 (ALL) How many named private consultants did you discuss with (healthcare professional) that referred you for private consultation in relation to your treatment? Select number, including any consultants you personally already had in mind. Base: All	1377
25	20	C4 (i) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about? Base: All respondents who discussed private consultants with the healthcare professional that referred them	750
27	21	C4 (ii) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about? Base: All respondents who were referred by a healthcare professional and who saw a consultant	1058
29	22	C4 (ALL) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about? Base: All	1377
30	23	C5 Did (the healthcare professional) make a recommendation of one of these private consultants over the others? Base: All respondents who discussed more than one private consultant with the healthcare professional	205
31	24	C5 (ALL) Did (the healthcare professional) make a recommendation of one of these private consultants over the others? Base: All	1377
33	25	C6 Once you had decided to go private, what were the most important reasons for choosing which private consultant to see? Base: All respondents who saw a consultant	1341
35	26	C6 (ALL) Once you had decided to go private, what were the most important reasons for choosing which private consultant to see? Base: All	1377
36	27	D1a (i) Which of these best describes your situation before you saw your (private consultant)? Base: All respondents who saw a consultant	1341



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
37	28	D1a (iii) Which of these best describes your situation before you saw your (private consultant)? (IF SAW A CONSULTANT)/ Which of these best describes your situation before you were referred by (a healthcare professional)? (IF DIDN'T SEE A CONSULTANT BUT WERE REFERRED) Base: All respondents who were either referred to a hospital or who saw a consultant	1365
38	29	D1a (ALL) Which of these best describes your situation before you saw your (private consultant)? (IF SAW A CONSULTANT)/ Which of these best describes your situation before you were referred by (a healthcare professional)? (IF DIDN'T SEE A CONSULTANT BUT WERE REFERRED) Base: All	1377
39	30	D1 (i) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment? Select number, including any hospitals you personally already had in mind Base: All respondents who saw a consultant	1341
40	31	D1 (i ALL) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment? Select number, including any hospitals you personally already had in mind Base: All	1377
41	32	D1 (ii ALL) How many named private hospitals/private units at NHS hospitals did you discuss with (the healthcare professional) in relation to your treatment? Select number, including any hospitals you personally already had in mind Base: All	1377
42	33	D1 (iii) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment? (IF SAW A CONSULTANT)/ How many named private hospitals/private units at NHS hospitals did you discuss with (the healthcare professional) that referred you for private healthcare in relation to your treatment? (IF DIDN'T SEE A CONSULTANT) Select number, including any hospitals you personally already had in mind Base: All respondents who were either referred to a hospital or who saw a consultant	1365
43	34	D1 (iii ALL) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment? (IF SAW A CONSULTANT)/ How many named private hospitals/private units at NHS hospitals did you discuss with (the healthcare professional) that referred you for private healthcare in relation to your treatment? (IF DIDN'T SEE A CONSULTANT) Select number, including any hospitals you personally already had in mind Base: All	1377
45	35	D2 (i) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? Base: All respondents who saw a consultant	1341
47	36	D2 (i ALL) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? Base: All	1377
49	37	D2 (ii ALL) Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? Base: All	1377



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An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
51	38	D2 (iii) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? (IF SAW A CONSULTANT)/ Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended (IF DIDN'T SEE A CONSULTANT) Base: All respondents who were either referred to a hospital or who saw a consultant	1365
53	39	D2 (iii ALL) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? (IF SAW A CONSULTANT)/ Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended (IF DIDN'T SEE A CONSULTANT) Base: All	1377
54	40	D3 (i) Did (the consultant) recommend one of these hospitals over the others? Base: All respondents who saw a consultant and were offered a choice of hospitals	225
55	41	D3 (i ALL) Did (the consultant) recommend one of these hospitals over the others? Base: All	1377
56	42	D3 (ii ALL) Did (the healthcare professional) recommend one of these hospitals over the others? Base: All	1377
57	43	D3 (iii) Did (the consultant) recommend one of these hospitals over the others? (IF SAW A CONSULTANT) / Did (the healthcare professional) recommend one of these hospitals over the others? (IF DIDN'T SEE A CONSULTANT) Base: All respondents who were either referred to a hospital or who saw a consultant AND were offered a choice of hospitals	229
58	44	D3 (iii ALL) Did (the consultant) recommend one of these hospitals over the others? (IF SAW A CONSULTANT) / Did (the healthcare professional) recommend one of these hospitals over the others? (IF DIDN'T SEE A CONSULTANT) Base: All	1377
59	45	D4 (i) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant)? Base: All respondents who saw a consultant and were recommended one hospital from a choice	49
60	46	D4 (i ALL) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant)? Base: All	1377
61	48	D4 (ii ALL) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the healthcare professional)? Base: All	1377
62	49	D4 (iii) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant?) (IF SAW A CONSULTANT)/ Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the healthcare professional?) (IF DIDN'T SEE A CONSULTANT) Base: All respondents who were either referred to a hospital or who saw a consultant AND were recommended one hospital from a choice	49
63	50	D4 (iii ALL) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant)? (IF SAW A CONSULTANT)/ Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the healthcare professional)? (IF DIDN'T SEE A CONSULTANT) Base: All	1377



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An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
65	51	D5 Once you had decided to go private, what were the most important reasons for choosing which private hospital/private unit in an NHS hospital to attend? Base: All	1377
66	52	D6 Had the hospital you attended not been available (e.g. say it had closed down), which other hospital would you have used? Base: All	1377
67	53	D7 When choosing where/by whom to be treated privately, which was more important to you? Base: All	1377
68	54	E1a Thinking of the travel time (one-way journey from your home)... How long did it take for you to travel from your home to see (a consultant) for your first private consultation? Base: All respondents who saw a consultant	1341
69	55	E1b Thinking of the travel time (one-way journey from your home)... How long did it take for you to travel from your home to the hospital? Base: All	1377
70	56	E2a How far would you have been prepared to travel from your home to see a better private consultant Base: All respondents who saw a consultant	1341
71	57	E2b How far would you have been prepared to attend a better private hospital? Base: All	1377
72	58	E1/2a Whether would have been prepared to travel further to see consultant Base: All respondents who saw a consultant	1341
73	59	E1/2b Whether would have been prepared to travel further to hospital Base: All	1377
75	60	E3 Which, if any, of the following would have encouraged you to travel further for your treatment Base: All	1377
76	61	E4 Which of the following better describes your experience? Base: All respondents who discussed more than one hospital with their consultant/healthcare professional	229
77	62	E4 (ALL) Which of the following better describes your experience? Base: All	1377
79	63	F1 Where did you ask for or look up information before deciding on either the private consultant or hospital to have your treatment? Base: All	1377
81	64	F2 What types of information did you look up or find out? Base: All who asked for or looked up information before deciding on either the private consultant or hospital to have their treatment	1180



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An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
83	65	F2 (ALL) What types of information did you look up or find out? Base: All	1377
84	66	F3 What types of information about private consultants or hospitals would you like to have had, but was not provided to you or you didn't manage to find? Base: All	1377
85	67	G1 Which one of the following types of private medical insurance were you covered by for your treatment?/ Though you paid/will pay entirely yourself for your treatment, did you have private medical insurance at that time? If yes, please specify which type you had. Base: All	1377
86	68	G1 (i) Which one of the following types of private medical insurance were you covered by for your treatment? Base: All respondents paying fully/partially via PMI	1247
87	69	G1 (ii) Though you paid/will pay entirely yourself for your treatment, did you have private medical insurance at that time? If yes, please specify which type you had. Base: All respondents paying entirely themselves	130
88	70	G2 (i) Which insurer provided your private medical insurance at the time? Base: All respondents with PMI	1252
89	71	G2 (ii) Which insurer provided your private medical insurance at the time? Base: All respondents with PMI paying fully/partially via PMI	1242
91	72	G2 (ALL) Which insurer provided your private medical insurance at the time? Base: All	1377
92	73	G3 You said that you paid/will pay for part of your treatment yourself. Why did you pay for part of it? Base: All respondents paying partially via PMI	445
93	74	G3 You said that you paid/will pay for part of your treatment yourself. Why did you pay for part of it? Base: All respondents with PMI	1252
94	75	G3 (ALL) You said that you paid/will pay for part of your treatment yourself. Why did you pay for part of it? Base: All	1377
95	76	G4 (ALL) You said that you paid/will pay for all of your treatment yourself. Which of these were reasons for you having to pay for all of it? Base: All	1377
96	77	G5 (i) You said you chose a private consultant whose fees were not fully covered by your insurance. Were you aware or made aware of any monetary restrictions in your policy regarding the consultant fees? Base: All respondents paying partially via PMI because they chose a consultant that was not fully covered	58



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
97	78	G5 (ALL) You said you chose a private consultant whose fees were not fully covered by your insurance. Were you aware or made aware of any monetary restrictions in your policy regarding the consultant fees? Base: All	1377
98	79	G6 Who made you aware of any monetary restrictions in your policy regarding the consultant fees? Base: All respondents with PMI who chose a consultant that was not fully covered and were made aware of this before their treatment/tests	55
99	80	G6 (ALL) Who made you aware of any monetary restrictions in your policy regarding the consultant fees? Base: All	1377
100	81	G7 (i) Were there any private consultants that you wanted to see but couldn't because their fees were not fully covered by your policy? Base: All respondents with PMI paying fully/partially via PMI	1242
101	82	G7 (iii) Were there any private consultants that you wanted to see but couldn't because their fees were not fully covered by your policy? Base: All respondents with PMI	1252
102	83	G7 (ALL) Were there any private consultants that you wanted to see but couldn't because their fees were not fully covered by your policy? Base: All	1377
103	84	G8 You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out? Base: All respondents paying partially via PMI or paying entirely themselves	575
104	85	G8 You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out? Base: All respondents paying partially via PMI	445
105	86	G8 You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out? Base: All respondents paying entirely themselves	130
106	87	G8 (ALL) You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out? Base: All	1377
107	88	G9 How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable). Base: All respondents paying partially via PMI or paying entirely themselves	575
108	89	G9 How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable). Base: All respondents paying partially via PMI	445
109	90	G9 How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable). Base: All respondents paying entirely themselves	130



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Fieldwork conducted 16th November - 16th December 2012

PAGE	TABLE	TITLE	TOTAL
110	91	G9 (ALL) How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable). Base: All	1377
111	92	H1 When you said that none of the choices offered was acceptable to you, which of these would you have been more likely to do? Base: All respondents selecting a 'None' option during the conjoint exercise	1030
112	93	H1 (ALL) When you said that none of the choices offered was acceptable to you, which of these would you have been more likely to do? Base: All	1377
113	94	I1 How much was/is the condition for which you had your treatment affecting your ability to lead a full life? Base: All	1377
114	95	I2 How would you describe the severity of the health problem for which you were at the hospital? Base: All	1377
115	96	I3 Working status Base: All	1377
116	97	I4 Social grade Base: All	1377



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Table 1

A1 Gender

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Female	622 48%	45 51%
Male	666 52%	44 49%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

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Table 2

A2 Age

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
18-24	13 1%	-
25-34	58 5%	4 4%
35-44	190 15%	12 13%
45-54	362 28%	24 27%
55-64	326 25%	30 34%
65-74	268 21%	13 15%
75+	72 6%	6 7%
Mean	55.2	54.9

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

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Table 3

A3 Region

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
North East	31 2%	-
North West	92 7%	27 30% a
Yorkshire and Humberside	45 3%	1 1%
West Midlands	120 9%	4 4%
East Midlands	125 10% b	2 2%
Eastern	53 4%	-
South West	155 12% b	2 2%
South East	398 31%	34 38%
London	170 13%	17 19%
Scotland	63 5% b	-
Wales	35 3%	2 2%
Northern Ireland	1	-
My normal place of residence is outside of the UK	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

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Table 4

A5 Did you stay overnight at the private hospital for your treatment?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	641 50%	41 46%
No	647 50%	48 54%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

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An Assessment of the Private Healthcare Market - Patient survey (PPUs)

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Table 5

A6 How has/will your treatment be paid for?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Through a health cash plan	2 4	1 1%
In full by my private medical insurance	673 52%	65 73% a
My private medical insurance paid/will pay for some of it and I paid/will pay the rest (includes excess payments or coinsurance)	374 29%	19 21%
I paid/will pay for it directly myself without the use of a cash plan or private medical insurance	241 19% b	5 6%
NET: Any PMI	1047 81%	84 94% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

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Table 6

A7 Thinking of the treatment/tests you have had so far in relation to your treatment, which of the following reflects your current situation?

Base: All respondents paying for some/all of their treatment

	Hospital from which recruited Private (a)
Unweighted Base	551
Weighted Base	615
Effective Base	408
I know how much my treatment/tests cost and I have paid for it in full	315 51%
I know how much my treatment/tests cost and I have already paid for some of it	138 22%
I know how much my treatment/tests cost but I have not paid for it yet	28 5%
I do not yet know how much my treatment/tests cost	117 19%
Don't know	17 3%
NET: Know how much treatment/tests cost	481 78%
NET: Already paid for some/all	453 74%
NET: Not yet paid	145 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

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Table 7

A7 (ALL) Thinking of the treatment/tests you have had so far in relation to your treatment, which of the following reflects your current situation?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
I know how much my treatment/tests cost and I have paid for it in full	315 24% b	9 10%
I know how much my treatment/tests cost and I have already paid for some of it	138 11%	5 6%
I know how much my treatment/tests cost but I have not paid for it yet	28 2%	3 3%
I do not yet know how much my treatment/tests cost	117 9%	6 7%
Don't know	17 1%	1 1%
PMI paid in full	673 52%	65 73% a
NET: Know how much treatment/tests cost	481 37% b	17 19%
NET: Already paid for some/all	453 35% b	14 16%
NET: Not yet paid	145 11%	9 10%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

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Table 8

A8 Which of these things did you have privately for your treatment?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Surgery or any procedure under a general or local anaesthetic	1188 92% b	73 82%
Administration of medication or treatment which required a period of medically supervised recovery (e.g. for chemotherapy, radiotherapy)	164 13%	37 42% a
Tests	545 42%	49 55% a
None of these	3 *	1 1%
Don't know	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

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Table 9

A9 Which of these tests did you undergo?

Base: All respondents who had tests but did not have surgery or administration of medication/treatment requiring medically supervised recovery

	Hospital from which recruited Private (a)
Unweighted Base	58
Weighted Base	57*
Effective Base	50
Analysis of body fluids - e.g. blood test, urine test	19 33%
Measurement of body function - e.g. heart activity ECG, brain activity EEG	7 12%
Imaging test - e.g. x-ray, ultrasound, radioisotope scan, CT scan, MRI scan, PET scan, angiograph	22 39%
Endoscopic test - e.g. using a camera or viewing tube to see inside the body	44 76%
Biopsy - tissue samples removed and examined	18 31%
Genetic testing	-
Other (specify)	6 10%
None of these	-
Don't know	-

Proportions/Means: Columns Tested (5% risk level) - a/b

*small base; ** very small base (under 30) ineligible for sig testing

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Table 10

B1 Why did you choose to have your treatment privately rather than on the NHS?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Better clinical expertise of private consultants	222 17%	19 21%
Ability to choose a specific private consultant	506 39%	32 36%
Ability to spend more time with the private consultant	294 23%	29 33% a
Better clinical outcomes at private hospitals/ private units at NHS hospitals (e.g. lower infection rates, higher recovery rates)	320 25%	21 24%
Better medical facilities (e.g. specialist medical equipment)	206 16%	18 20%
Better quality of care (e.g. care by nurses)	491 38%	34 38%
Better aftercare in follow-up visits	323 25%	26 29%
Better comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	654 51%	50 56%
Better reputation of private healthcare	290 22%	21 24%
Reduced waiting times	979 76%	66 74%
Availability of appointment times	665 52%	41 46%
More convenient geographic location	170 13%	10 11%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

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Table 10

B1 Why did you choose to have your treatment privately rather than on the NHS?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Because I have private medical insurance	944 73%	74 83% a
The tests/treatment I needed were not available under the NHS	56 4%	4 4%
To access the expertise of private hospitals/ private consultants based in London	90 7%	9 10%
Recommendation from my GP	155 12%	11 12%
Recommendation from friends/family	75 6%	3 3%
Poor reputation / experience of NHS (eg mis-diagnosis / no diagnosis)	5 .	2 2% a
Recommendation from other health care professional (eg consultant, physio)	6 1%	-
Other (please specify)	29 2%	1 1%
Don't know/can't remember	-	-
NET: Any reason relating to private consultants	650 50%	49 55%
NET: Any reason relating to private hospitals/PPUs	752 58%	59 66%
NET: Any recommendation	219 17%	13 15%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 11

B2 Did you consider having your treatment done on the NHS?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	364 28%	23 26%
No	914 71%	65 73%
Don't know/can't remember	10 7%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 12

C1 Did you see a private consultant to discuss your treatment before it was done? This could be at any time before, not specifically on the day it was done.

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	1258 98% b	83 93%
No	28 2%	6 7% a
Don't know/Can't remember	2	-

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 13

C2 (i) Who referred you for this private consultation?

Base: All respondents who had seen a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
A GP	761 80% b	34 41%
Another private consultant	156 12%	27 33% a
An NHS consultant	37 3%	6 7% a
I was not referred, I visited him/her/the hospital without a referral	145 12%	6 7%
On-going treatment	10 1%	-
PMI organised referral	20 2%	3 4%
Friend / Family recommendation	6 .	-
Previous treatment with consultant	19 2%	1 1%
Other health care professional recommendation (physio / optician / dentist etc)	40 3%	1 1%
Previously seen consultant at NHS hospital	9 1%	1 1%
Other (specify)	50 4%	2 2%
Don't know/can't remember	5 .	2 2% a

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 13

C2 (i) Who referred you for this private consultation?

Base: All respondents who had seen a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1258	83*
Effective Base	984	83
NET: Referred by GP/other private consultant/NHS consultant	954 76%	67 81%

Weighted Base

Effective Base

NET: Referred by GP/other private consultant/NHS consultant

Proportions/Mean: Columns Tested (5% risk level) - a/b

*** small base**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 14

C2 (ii) Thinking of the private hospital you visited, who referred you there?

Base: All respondents who hadn't seen a consultant

	Hospital from which recruited Private (a)
Unweighted Base	30
Weighted Base	30**
Effective Base	25
A GP	11 38%
Another private consultant	-
An NHS consultant	12 39%
I was not referred, I visited him/her/the hospital without a referral	6 22%
On-going treatment	-
PMI organised referral	-
Friend / Family recommendation	-
Previous treatment with consultant	1 2%
Other health care professional recommendation (physio / optician / dentist etc)	-
Previously seen consultant at NHS hospital	-
Other (specify)	-
Don't know/can't remember	-

Proportions/Means: Columns Tested (5% risk level) - a/b

***small base; ** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 14

Page 17
7 Feb 2013

C2 (ii) Thinking of the private hospital you visited, who referred you there?

Base: All respondents who hadn't seen a consultant

	Hospital from which recruited Private (a)
Weighted Base	30**
Effective Base	25
NET: Referred by GP/other private consultant/NHS consultant	23 77%

Proportions/Means: Columns Tested (5% risk level) - a/b

*small base; ** very small base (under 30) ineligible for sig testing

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 15

Page 18
7 Feb 2013

C2 (ALL) Who referred you for this private consultation? (IF SAW A CONSULTANT) / Thinking of the private hospital you visited, who referred you there? (IF DIDN'T SEE A CONSULTANT)

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
A GP	772 60% b	36 40%
Another private consultant	156 12%	27 30% a
An NHS consultant	49 4%	6 7%
I was not referred, I visited him/her/the hospital without a referral	152 12%	7 8%
On-going treatment	10 1%	- -
PMI organised referral	20 2%	3 3%
Friend / Family recommendation	6 *	- -
Previous treatment with consultant	20 2%	1 1%
Other health care professional recommendation (physio / optician / dentist etc)	40 3%	2 2%
Previously seen consultant at NHS hospital	9 1%	2 2%
Other (specify)	50 4%	3 3%
Don't know/can't remember	5 *	2 2% a

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 15

Page 19
7 Feb 2013

C2 (ALL) Who referred you for this private consultation? (IF SAW A CONSULTANT) / Thinking of the private hospital you visited, who referred you there? (IF DIDN'T SEE A CONSULTANT)

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
NET: Referred by GP/other private consultant/NHS consultant	977 76%	69 78%
NET: SAW A CONSULTANT - Referred by GP/other private consultant/NHS consultant	954 74%	67 75%
NET: DID NOT SEE A CONSULTANT - Referred by GP/other private consultant/NHS consultant	23 2%	2 2%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 16

C2a Which of these best describes your situation before you were referred by (HEALTHCARE PROFESSIONAL)?

Base: All respondents who were referred by a (HEALTHCARE PROFESSIONAL) and who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	991	67
Weighted Base	954	67*
Effective Base	781	67
I already knew which consultant(s) I wanted to see	270 28%	16 24%
I had a good idea of which consultant(s) I wanted to see but was open to considering other options	107 11%	5 7%
I didn't know which consultant I wanted to see	567 59%	46 69%
Don't know	10 1%	-
NET: Already knew/had a good idea	378 40%	21 31%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 17

C2a (ALL) Which of these best describes your situation before you were referred by (healthcare professional)?

Base: All respondents

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
I already knew which consultant(s) I wanted to see	270 21%	16 18%
I had a good idea of which consultant(s) I wanted to see but was open to considering other options	107 8%	5 6%
I didn't know which consultant I wanted to see	567 44%	46 52%
Don't know	10 1%	-
Saw a consultant but not referred	304 24%	16 18%
Did not see a consultant	30 2%	6 7% a
NET: Already knew/had a good idea	378 29%	21 24%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 18

Page 22
7 Feb 2013

**C3 How many named private consultants did you discuss with (healthcare professional) that referred you for private consultation in relation to your treatment?
Select number, including any consultants you personally already had in mind.**

Base: All respondents who were referred by a healthcare professional and who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	991	67
Weighted Base	954	67*
Effective Base	781	67
1 (1)	484 57%	32 48%
2 (2)	123 13%	10 15%
3 (3)	44 5%	1 1%
4 (4)	10 1%	1 1%
5 or more (5)	4 -	-
None (0)	276 29%	22 33%
Don't know/can't remember	14 1%	1 1%
NET: 2 or more	181 19%	12 18%
Mean	0.98	0.89
Standard Deviation	0.88	0.83
Standard Error	0.031	0.101

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 19

Page 23
7 Feb 2013

**C3 (ALL) How many named private consultants did you discuss with (healthcare professional) that referred you for private consultation in relation to your treatment?
Select number, including any consultants you personally already had in mind.**

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
1 (1)	484 38%	32 36%
2 (2)	123 10%	10 11%
3 (3)	44 3%	1 1%
4 (4)	10 1%	1 1%
5 or more (5)	4 *	-
None (0)	276 21%	22 25%
Don't know/can't remember	14 1%	1 1%
Saw a consultant but not referred	304 24%	16 18%
Did not see a consultant	30 2%	6 7% a
NET: 2 or more	181 14%	12 13%
Mean	0.98	0.89
Standard Deviation	0.88	0.83
Standard Error	0.028	0.087

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 20

C4 (i) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about?

Base: All respondents who discussed private consultants with the healthcare professional that referred them

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	705	45
Weighted Base	679	45*
Effective Base	561	45
Reputation	266 39%	16 36%
Clinical expertise	247 36%	20 44%
Waiting times for appointments	127 19%	7 16%
Appointment times offered	44 6%	3 7%
Geographic location	118 17%	12 27%
Fees	25 4%	1 2%
Whether your private medical insurance would cover their fees (partially or fully)	107 16%	3 7%
Private hospitals or private units of NHS hospitals where he/she works	92 14%	9 20%
Feedback from patients they had referred in the past	46 7%	3 7%
Recommended by GP / Consultant/ other HCP / Family / Friend	2 *	-
Previous knowledge of consultant	8 1%	1 2%
Other (specify)	14 2%	2 4%
None of these things were discussed	210 31%	10 22%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 20

Page 25
7 Feb 2013

C4 (i) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about?

Base: All respondents who discussed private consultants with the healthcare professional that referred them

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	679	45*
Effective Base	561	45
Don't know/can't remember	22 3%	3 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 21

C4 (ii) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about?

Base: All respondents who were referred by a healthcare professional and who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	991	67
Weighted Base	954	67*
Effective Base	781	67
Reputation	266 28%	16 24%
Clinical expertise	247 26%	20 30%
Waiting times for appointments	127 13%	7 10%
Appointment times offered	44 5%	3 4%
Geographic location	118 12%	12 18%
Fees	25 3%	1 1%
Whether your private medical insurance would cover their fees (partially or fully)	107 11%	3 4%
Private hospitals or private units of NHS hospitals where he/she works	92 10%	9 13%
Feedback from patients they had referred in the past	46 5%	3 4%
Recommended by GP / Consultant/ other HCP / Family / Friend	2 *	- -
Previous knowledge of consultant	8 1%	1 1%
Other (specify)	14 2%	2 3%
None of these things were discussed/no consultants were discussed	485 51%	32 48%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 21

Page 27
7 Feb 2013

C4 (ii) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about?

Base: All respondents who were referred by a healthcare professional and who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	954	67*
Effective Base	781	67
Don't know/can't remember	22 2%	3 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 22

C4 (ALL) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Reputation	266 21%	16 18%
Clinical expertise	247 19%	20 22%
Waiting times for appointments	127 10%	7 8%
Appointment times offered	44 3%	3 3%
Geographic location	118 9%	12 13%
Fees	25 2%	1 1%
Whether your private medical insurance would cover their fees (partially or fully)	107 8%	3 3%
Private hospitals or private units of NHS hospitals where he/she works	92 7%	9 10%
Feedback from patients they had referred in the past	46 4%	3 3%
Recommended by GP / Consultant/ other HCP / Family / Friend	2 .	- -
Previous knowledge of consultant	8 1%	1 1%
Other (specify)	14 1%	2 2%
None of these things were discussed/no consultants were discussed	485 38%	32 36%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 22

Page 29
7 Feb 2013

C4 (ALL) Did (the healthcare professional) discuss any of these things with you about the named private consultants you spoke about?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Don't know/can't remember	22 2%	3 3%
Saw a consultant but not referred	304 24%	16 18%
Did not see a consultant	30 2%	6 7% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 23

Page 30
7 Feb 2013

C5 Did (the healthcare professional) make a recommendation of one of these private consultants over the others?

Base: All respondents who discussed more than one private consultant with the healthcare professional

	Hospital from which recruited Private (a)
Unweighted Base	193
Weighted Base	181
Effective Base	153
Yes	62 35%
No	110 61%
Don't know/can't remember	8 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b

*** very small base (under 30) ineligible for sig testing*

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 24

C5 (ALL) Did (the healthcare professional) make a recommendation of one of these private consultants over the others?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	62 5%	4 4%
No	110 9%	7 8%
Don't know/can't remember	8 1%	1 1%
Didn't discuss any/only discussed one private consultant with the healthcare professional/don't know how many discussed	774 60%	55 62%
Saw a consultant but not referred	304 24%	16 18%
Did not see a consultant	30 2%	6 7% a

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 25

C6 Once you had decided to go private, what were the most important reasons for choosing which private consultant to see?

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
Healthcare professional's recommendation	399 32%	40 48% a
Your private medical insurer's recommendation	152 12%	10 12%
Your friends'/family's recommendation	128 10%	5 6%
Your previous experience with this private consultant	283 22%	20 24%
Reputation	459 36%	31 37%
Clinical expertise	480 38%	37 45%
Waiting times for appointments	406 32%	27 33%
Appointment times offered	276 22%	18 22%
Geographic location	321 25%	25 30%
Fees	22 2%	- -
Whether your private medical insurance would cover their fees (partially or fully)	359 29%	28 34%
Private hospitals or private units of NHS hospitals where he/she works	183 15%	16 19%
Feedback from their other patients	86 7%	3 4%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 25

Page 33
7 Feb 2013

C6 Once you had decided to go private, what were the most important reasons for choosing which private consultant to see?

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1258	83*
Effective Base	984	83
Recommended by other professional - Physiotherapist, Optician etc	11 1%	1 1%
Other (specify)	31 2%	1 1%
None of these	23 2%	4 5%
Don't know/can't remember	3 .	-
Net: Any recommendation	623 50%	52 63% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 26

C6 (ALL) Once you had decided to go private, what were the most important reasons for choosing which private consultant to see?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Healthcare professional's recommendation	399 31%	40 45% a
Your private medical insurer's recommendation	152 12%	10 11%
Your friends'/family's recommendation	128 10%	5 6%
Your previous experience with this private consultant	283 22%	20 22%
Reputation	459 36%	31 35%
Clinical expertise	480 37%	37 42%
Waiting times for appointments	406 32%	27 30%
Appointment times offered	276 21%	18 20%
Geographic location	321 25%	25 28%
Fees	22 2%	- -
Whether your private medical insurance would cover their fees (partially or fully)	359 28%	28 31%
Private hospitals or private units of NHS hospitals where he/she works	183 14%	16 18%
Feedback from their other patients	86 7%	3 3%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 26

Page 35
7 Feb 2013

C6 (ALL) Once you had decided to go private, what were the most important reasons for choosing which private consultant to see?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Recommended by other professional - Physiotherapist, Optician etc	11 1%	1 1%
Other (specify)	31 2%	1 1%
None of these	23 2%	4 4%
Don't know/can't remember	3 .	-
Did not see a consultant	30 2%	6 7% a
Net: Any recommendation	623 48%	52 58%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 27

D1a (i) Which of these best describes your situation before you saw your (private consultant)?

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
I already knew which private hospital(s)/private unit(s) at NHS hospital(s) I wanted to attend	725 58% b	31 37%
I had a good idea of which hospital(s) I wanted to attend but was open to considering other options	279 22%	27 33% a
I didn't know which hospital I wanted to attend	242 19%	25 30% a
Don't know	12 1%	-
NET: Already knew/had a good idea	1004 80% b	58 70%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 28

**D1a (iii) Which of these best describes your situation before you saw your (private consultant)? (IF SAW A CONSULTANT)/
Which of these best describes your situation before you were referred by (a healthcare professional)? (IF DIDN'T SEE A CONSULTANT BUT WERE REFERRED)**

Base: All respondents who were either referred to a hospital or who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1280	85
Weighted Base	1281	85*
Effective Base	1002	85
I already knew which private hospital(s)/private unit(s) at NHS hospital(s) I wanted to attend	735 57% b	31 36%
I had a good idea of which hospital(s) I wanted to attend but was open to considering other options	284 22%	28 33% a
I didn't know which hospital I wanted to attend	250 20%	26 31% a
Don't know	12 1%	-
NET: Already knew/had a good idea	1018 79% b	59 69%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 29

**D1a (ALL) Which of these best describes your situation before you saw your (private consultant)? (IF SAW A CONSULTANT)/
Which of these best describes your situation before you were referred by (a healthcare professional)? (IF DIDN'T SEE A CONSULTANT BUT WERE REFERRED)**

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
I already knew which private hospital(s)/private unit(s) at NHS hospital(s) I wanted to attend	735 57% b	31 35%
I had a good idea of which hospital(s) I wanted to attend but was open to considering other options	284 22%	28 31% a
I didn't know which hospital I wanted to attend	250 19%	26 29% a
Don't know	12 1%	-
Did not see a consultant and not referred to a hospital	7 1%	4 4% a
NET: Already knew/had a good idea	1018 79% b	59 66%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 30

Page 39
7 Feb 2013

D1 (i) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment?
Select number, including any hospitals you personally already had in mind

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
1 (1)	740 59%	41 49%
2 (2)	176 14%	23 28% a
3 (3)	28 2%	2 2%
4 (4)	3 *	- -
5 or more (5)	-	-
None (0)	303 24%	17 20%
Don't know / can't remember	7 1%	- -
NET: 2 or more	208 17%	25 30% a
Mean	0.95	1.12 a
Standard Deviation	0.70	0.76
Standard Error	0.022	0.083

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 31

D1 (i ALL) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment?
Select number, including any hospitals you personally already had in mind

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
1 (1)	740 57% b	41 46%
2 (2)	176 14%	23 26% a
3 (3)	28 2%	2 2%
4 (4)	3	-
5 or more (5)	-	-
None (0)	303 24%	17 19%
Don't know / can't remember	7 1%	-
Did not see a consultant	30 2%	6 7% a
NET: 2 or more	208 16%	25 28% a
Mean	0.95	1.12 a
Standard Deviation	0.70	0.76
Standard Error	0.022	0.080

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 32

**D1 (ii ALL) How many named private hospitals/private units at NHS hospitals did you discuss with (the healthcare professional) in relation to your treatment?
Select number, including any hospitals you personally already had in mind**

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
1 (1)	9 1%	-
2 (2)	4 *	-
3 (3)	-	-
4 (4)	-	-
5 or more (5)	-	-
None (0)	9 1%	2 2%
Don't know / can't remember	1 *	-
Saw a consultant	1258 98% b	83 93%
Did not see a consultant and not referred to a hospital	7 1%	4 4% a
NET: 2 or more	4 *	-
Mean	0.77	0.00
Standard Deviation	0.76	0.00
Standard Error	0.024	0.000

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 33

D1 (iii) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment? (IF SAW A CONSULTANT)/
How many named private hospitals/private units at NHS hospitals did you discuss with (the healthcare professional) that referred you for private healthcare
in relation to your treatment? (IF DIDN'T SEE A CONSULTANT)

Select number, including any hospitals you personally already had in mind

Base: All respondents who were either referred to a hospital or who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1280	85
Weighted Base	1281	85*
Effective Base	1002	85
1 (1)	749 58%	41 48%
2 (2)	181 14%	23 27% a
3 (3)	28 2%	2 2%
4 (4)	3 -	-
5 or more (5)	-	-
None (0)	313 24%	19 22%
Don't know / can't remember	7 1%	-
NET: 2 or more	212 17%	25 29% a
Mean	0.95	1.09
Standard Deviation	0.70	0.77
Standard Error	0.022	0.083

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 34

Page 43
7 Feb 2013

**D1 (iii ALL) How many named private hospitals/private units at NHS hospitals did you discuss with (the consultant) in relation to your treatment? (IF SAW A CONSULTANT)/
How many named private hospitals/private units at NHS hospitals did you discuss with (the healthcare professional) that referred you for private healthcare
in relation to your treatment? (IF DIDN'T SEE A CONSULTANT)**
Select number, including any hospitals you personally already had in mind

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
1 (1)	749 58% b	41 46%
2 (2)	181 14%	23 26% a
3 (3)	28 2%	2 2%
4 (4)	3	-
5 or more (5)	-	-
None (0)	313 24%	19 21%
Don't know / can't remember	7 1%	-
Not referred to a hospital and did not see a consultant	7 1%	4 4% a
NET: 2 or more	212 16%	25 28% a
Mean	0.95	1.09
Standard Deviation	0.70	0.77
Standard Error	0.022	0.081

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 35

D2 (i) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended?

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
Reputation	146 12%	12 14%
Clinical outcomes (e.g. lower infection rates, higher recovery rates)	319 25%	18 22%
Medical facilities (e.g. specialist medical equipment)	232 18%	28 34% a
Quality of care (e.g. care by nurses)	239 19%	13 16%
Better aftercare in follow-up visits	104 8%	5 6%
Comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	133 11%	7 8%
Waiting times for appointments	284 23%	22 27%
Appointment times offered	372 30%	22 27%
Geographic location	182 14%	12 14%
Cost	155 12% b	3 4%
Whether your private medical insurance would cover their cost (partially or fully)	257 20%	14 17%
Clinical expertise of consultants and other healthcare professionals working there	198 16%	24 29% a
Feedback from their other patients	45 4%	1 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 35

Page 45
7 Feb 2013

D2 (i) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended?

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1258	83*
Effective Base	984	83
Respondent had previous experience at the hospital	22 2%	-
Where the consultant is based	9 1%	-
Other (specify)	20 2%	2 2%
None of these things were discussed	346 27%	23 28%
Don't know/can't remember	72 6%	4 5%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 36

D2 (i ALL) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Reputation	146 11%	12 13%
Clinical outcomes (e.g. lower infection rates, higher recovery rates)	319 25%	18 20%
Medical facilities (e.g. specialist medical equipment)	232 18%	28 31% a
Quality of care (e.g. care by nurses)	239 19%	13 15%
Better aftercare in follow-up visits	104 8%	5 6%
Comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	133 10%	7 8%
Waiting times for appointments	284 22%	22 25%
Appointment times offered	372 29%	22 25%
Geographic location	182 14%	12 13%
Cost	155 12% b	3 3%
Whether your private medical insurance would cover their cost (partially or fully)	257 20%	14 16%
Clinical expertise of consultants and other healthcare professionals working there	198 15%	24 27% a
Feedback from their other patients	45 4%	1 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 36

D2 (i ALL) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Respondent had previous experience at the hospital	22 2%	-
Where the consultant is based	9 1%	-
Other (specify)	20 2%	2 2%
None of these things were discussed	346 27%	23 26%
Don't know/can't remember	72 6%	4 4%
Did not see a consultant	30 2%	6 7% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 37

D2 (ii ALL) Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Reputation	2	-
Clinical outcomes (e.g. lower infection rates, higher recovery rates)	1	-
Medical facilities (e.g. specialist medical equipment)	-	-
Quality of care (e.g. care by nurses)	2	-
Better aftercare in follow-up visits	1	-
Comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	-	-
Waiting times for appointments	5	-
Appointment times offered	2	-
Geographic location	6	-
Cost	-	-
Whether your private medical insurance would cover their cost (partially or fully)	5	-
Clinical expertise of consultants and other healthcare professionals working there	3	-
Feedback from their other patients	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 37

D2 (ii ALL) Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Respondent had previous experience at the hospital	22 2%	-
Where the consultant is based	9 1%	-
Other (specify)	20 2%	2 2%
None of these things were discussed	14 1%	2 2%
Don't know/can't remember	1 .	-
Saw a consultant	1258 98% b	83 93% a
Did not see a consultant and not referred to a hospital	7 1%	4 4% a

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 38

D2 (iii) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? (IF SAW A CONSULTANT)/ Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended (IF DIDN'T SEE A CONSULTANT)

Base: All respondents who were either referred to a hospital or who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1280	85
Weighted Base	1281	85*
Effective Base	1002	85
Reputation	148 12%	12 14%
Clinical outcomes (e.g. lower infection rates, higher recovery rates)	320 25%	18 21%
Medical facilities (e.g. specialist medical equipment)	232 18%	28 33% a
Quality of care (e.g. care by nurses)	240 19%	13 15%
Better aftercare in follow-up visits	105 8%	5 6%
Comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	133 10%	7 8%
Waiting times for appointments	289 23%	22 26%
Appointment times offered	374 29%	22 26%
Geographic location	188 15%	12 14%
Cost	155 12% b	3 4%
Whether your private medical insurance would cover their cost (partially or fully)	263 21%	14 16%
Clinical expertise of consultants and other healthcare professionals working there	201 16%	24 28% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 38

Page 51
7 Feb 2013

**D2 (iii) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? (IF SAW A CONSULTANT)/
Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended (IF DIDN'T SEE A CONSULTANT)**

Base: All respondents who were either referred to a hospital or who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1281	85*
Effective Base	1002	85
Feedback from their other patients	45 4%	1 1%
Respondent had previous experience at the hospital	22 2%	- -
Where the consultant is based	9 1%	- -
Other (specify)	20 2%	2 2%
None of these things were discussed	360 28%	25 29%
Don't know/can't remember	72 6%	4 5%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 39

D2 (iii ALL) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? (IF SAW A CONSULTANT)/ Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended (IF DIDN'T SEE A CONSULTANT)

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Reputation	148 11%	12 13%
Clinical outcomes (e.g. lower infection rates, higher recovery rates)	320 25%	18 20%
Medical facilities (e.g. specialist medical equipment)	232 18%	28 31% a
Quality of care (e.g. care by nurses)	240 19%	13 15%
Better aftercare in follow-up visits	105 8%	5 6%
Comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	133 10%	7 8%
Waiting times for appointments	289 22%	22 25%
Appointment times offered	374 29%	22 25%
Geographic location	188 15%	12 13%
Cost	155 12% b	3 3%
Whether your private medical insurance would cover their cost (partially or fully)	263 20%	14 16%
Clinical expertise of consultants and other healthcare professionals working there	201 16%	24 27% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 39

D2 (iii ALL) Did (the consultant) discuss any of these things with you about the hospitals you spoke about/ hospital you attended? (IF SAW A CONSULTANT)/ Did (the healthcare professional) discuss any of these things with you about the hospitals you spoke about/ hospital you attended (IF DIDN'T SEE A CONSULTANT)

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Feedback from their other patients	45 4%	1 1%
Respondent had previous experience at the hospital	22 2%	-
Where the consultant is based	9 1%	-
Other (specify)	20 2%	2 2%
None of these things were discussed	360 28%	25 28%
Don't know/can't remember	72 6%	4 4%
Not referred to a hospital and did not see a consultant	7 1%	4 4% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 40

D3 (i) Did (the consultant) recommend one of these hospitals over the others?

Base: All respondents who saw a consultant and were offered a choice of hospitals

	Hospital from which recruited Private (a)
Unweighted Base	200
Weighted Base	208
Effective Base	155
Yes	46 22%
No	153 74%
Don't know / can't remember	9 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 41

D3 (i ALL) Did (the consultant) recommend one of these hospitals over the others?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	46 4%	8 9% a
No	153 12%	17 19% a
Don't know / can't remember	9 1%	-
Did not see a consultant	30 2%	6 7% a
Saw a consultant and was not offered a choice of hospitals	1050 82% b	58 65%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 42

D3 (ii ALL) Did (the healthcare professional) recommend one of these hospitals over the others?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	-	-
No	4	-
Don't know / can't remember	-	-
Saw a consultant	1258 98% b	83 93%
Did not see a consultant and not referred to a hospital	7 1%	4 4% a
Referred to a hospital and did not see a consultant and was not offered a choice of hospitals	18 1%	2 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 43

Page 57
7 Feb 2013

D3 (iii) Did (the consultant) recommend one of these hospitals over the others? (IF SAW A CONSULTANT) /
Did (the healthcare professional) recommend one of these hospitals over the others? (IF DIDN'T SEE A CONSULTANT)

Base: All respondents who were either referred to a hospital or who saw a consultant AND were offered a choice of hospitals

	Hospital from which recruited Private (a)
Unweighted Base	204
Weighted Base	212
Effective Base	159
Yes	46 22%
No	157 74%
Don't know / can't remember	9 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b

*** very small base (under 30) ineligible for sig testing*

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 44

D3 (iii ALL) Did (the consultant) recommend one of these hospitals over the others? (IF SAW A CONSULTANT) / Did (the healthcare professional) recommend one of these hospitals over the others? (IF DIDN'T SEE A CONSULTANT)

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	46 4%	8 9% a
No	157 12%	17 19%
Don't know / can't remember	9 1%	-
Not offered a choice of hospitals	1069 83% b	60 67%
Not referred to a hospital and did not see a consultant	7 1%	4 4% a

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 45

D4 (i) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant)?

Base: All respondents who saw a consultant and were recommended one hospital from a choice

	Hospital from which recruited Private (a)
Unweighted Base	41
Weighted Base	46**
Effective Base	29
Yes	42 91%
No	4 9%
Don't know/can't remember	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b

*small base; ** very small base (under 30) ineligible for sig testing

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 46

D4 (i ALL) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant)?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	42 3%	8 9% a
No	4	-
Don't know/can't remember	-	-
Did not see a consultant	30 2%	6 7% a
Saw a consultant and was not offered a choice of hospitals	1050 82% b	58 65%
Saw a consultant and was not recommended a private hospital/private unit in an NHS hospital	162 13%	17 19%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 48

D4 (ii ALL) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the healthcare professional)?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	-	-
No	-	-
Don't know/can't remember	-	-
Saw a consultant	1258 98% b	83 93%
Did not see a consultant and not referred to a hospital	7 1%	4 4% a
Referred to a hospital and did not see a consultant and was not offered a choice of hospitals	18 1%	2 2%
Referred to a hospital and did not see a consultant and was not recommended a private hospital/private unit in an NHS hospital	4 *	-

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 49

Page 62
7 Feb 2013

**D4 (iii) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant?) (IF SAW A CONSULTANT)/
Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the healthcare professional?) (IF DIDN'T SEE A CONSULTANT)**

Base: All respondents who were either referred to a hospital or who saw a consultant AND were recommended one hospital from a choice

	Hospital from which recruited Private (a)
Unweighted Base	41
Weighted Base	46**
Effective Base	29
Yes	42 97%
No	4 9%
Don't know/can't remember	-

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base; ** very small base (under 30) ineligible for sig testing

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 50

Page 63
7 Feb 2013

**D4 (iii ALL) Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the consultant)? (IF SAW A CONSULTANT)/
Were you actually treated at the private hospital/private unit in an NHS hospital recommended to you by (the healthcare professional)? (IF DIDN'T SEE A CONSULTANT)**

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	42 3%	8 9% a
No	4 .	-
Don't know/can't remember	-	-
Was not recommended a private hospital/private unit in an NHS hospital	166 13%	17 19%
Not offered a choice of hospitals	1069 83% b	60 67%
Not referred to a hospital and did not see a consultant	7 1%	4 4% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 51

D5 Once you had decided to go private, what were the most important reasons for choosing which private hospital/private unit in an NHS hospital to attend?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Consultant's recommendation	414 32%	36 40%
Healthcare professional's recommendation	10 1%	-
Your private medical insurer's recommendation	133 10%	7 8%
Your friends' /family's recommendation	76 6%	6 7%
It was the only place where I could see my chosen private consultant	278 22%	29 33% a
Your previous experience at that particular private hospital/private unit in NHS hospital	461 36%	24 27%
Reputation	259 20%	37 42% a
Clinical outcomes (e.g. lower infection rates, higher recovery rates)	219 17%	14 16%
Medical facilities (e.g. specialist medical equipment)	179 14%	22 25% a
Quality of care (e.g. care by nurses)	377 29%	27 30%
Better aftercare in follow-up visits	173 13%	11 12%
Comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	421 33%	28 31%
Waiting times for appointment	465 36%	28 31%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 51

Page 65
7 Feb 2013

D5 Once you had decided to go private, what were the most important reasons for choosing which private hospital/private unit in an NHS hospital to attend?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Appointment times offered	387 30%	25 28%
Geographic location	623 48%	37 42%
Cost	41 3%	2 2%
Whether your private medical insurance would cover their cost (partially or fully)	414 32%	28 31%
Clinical expertise of consultants and other healthcare professionals working there	284 22%	33 37% a
Feedback from other patients	55 4%	3 3%
Work at the hospital	2 -	- -
Other (specify)	19 1%	5 6% a
None of these	25 2%	1 1%
Don't know/can't remember	7 1%	- -
NET: Any recommendation	552 43%	40 45%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 52

D6 Had the hospital you attended not been available (e.g. say it had closed down), which other hospital would you have used?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
I would have had treatment/tests at a/another private hospital	832 65% b	47 53%
I would have had the treatment/tests at another/a private unit at an NHS hospital	129 10%	20 22% a
I would have had treatment/tests at an NHS hospital as an NHS patient	61 5%	6 7%
Guided by where consultant suggested / worked / advised	25 2%	-
Other (specify)	14 1%	1 1%
Don't know	228 18%	15 17%
NET: Private hospital/private unit at an NHS hospital	961 75%	67 75%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 53

D7 When choosing where/by whom to be treated privately, which was more important to you?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Only the choice of hospital was important to me	48 4%	4 4%
The choice of hospital was more important to me than the choice of consultant	59 5%	5 6%
The choice of hospital and the choice of consultant were equally important	469 36%	32 36%
The choice of consultant was more important to me than the choice of hospital	473 37%	31 35%
Only the choice of consultant was important to me	191 15%	14 16%
Don't know/can't remember	49 4%	3 3%
NET: Choice of hospital more important	107 8%	9 10%
NET: Choice of consultant more important	663 52%	45 51%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 54

E1a Thinking of the travel time (one-way journey from your home)...
How long did it take for you to travel from your home to see (a consultant) for your first private consultation?

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
15 mins or less	363 29%	23 28%
16-30 mins	569 45% b	28 34%
31-45 mins	186 15%	17 20%
46-60 mins	70 6%	10 12% a
61+ mins	60 5%	4 5%
Don't know	10 1%	1 1%
Mean	30.9	31.9
Standard deviation	41.72	21.30
Standard error	1.33	2.34

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.
 Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 55

E1b Thinking of the travel time (one-way journey from your home)...
How long did it take for you to travel from your home to the hospital?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
15 mins or less	349 27%	23 26%
16-30 mins	591 46% b	29 33%
31-45 mins	187 15%	18 20%
46-60 mins	80 6%	10 11%
61+ mins	73 6%	8 9%
Don't know	7 1%	1 1%
Mean	31.8	34.8
Standard deviation	41.62	23.62
Standard error	1.31	2.50

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 56

E2a How far would you have been prepared to travel from your home to see a better private consultant

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
15 mins or less	43 3%	3 4%
16-30 mins	159 13%	11 13%
31-45 mins	111 9%	7 8%
46-60 mins	332 26%	18 22%
61+ mins	163 13%	10 12%
Don't know	451 36%	34 41%
Mean	67.3	63.0
Standard deviation	67.20	44.25
Standard error	2.14	4.86

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 57

E2b How far would you have been prepared to attend a better private hospital?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
15 mins or less	44 3%	3 3%
16-30 mins	169 13%	14 16%
31-45 mins	113 9%	6 7%
46-60 mins	334 26%	19 21%
61+ mins	161 13%	12 13%
Don't know	467 36%	35 39%
Mean	64.0	61.4
Standard deviation	56.66	41.42
Standard error	1.78	4.39

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 58

E1/2a Whether would have been prepared to travel further to see consultant

Base: All respondents who saw a consultant

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1258	83
Weighted Base	1258	83*
Effective Base	984	83
Travel less	20 2%	1 1%
Same	100 8%	8 10%
NET: Would be prepared to travel further	687 55%	40 48%
1-15 mins more	136 11%	10 12%
16-30 mins more	225 18%	12 14%
31-45 mins more	155 12%	5 6%
46-60 mins more	68 5%	7 8%
61+ mins more	103 8%	6 7%
Don't know (DK at either E1/2a)	451 36%	34 41%
Mean (same/more)	40.3	34.3
Standard deviation	59.10	33.90
Standard error	1.88	3.72
Mean (less)	-18.3	-10.0
Standard deviation	10.01	-
Standard error	0.32	-

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 59

E1/2b Whether would have been prepared to travel further to hospital

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Travel less	24 2%	1 1%
Same	95 7%	13 15% a
NET: Would be prepared to travel further	702 55%	40 45%
1-15 mins more	154 12%	12 13%
16-30 mins more	238 18% b	9 10%
31-45 mins more	156 12%	7 8%
46-60 mins more	51 4%	7 8%
61+ mins more	103 8%	5 6%
Don't know (DK at either E1/2a)	467 36%	35 39%
Mean (same/more)	37.2	29.6
Standard deviation	48.73	32.40
Standard error	1.53	3.43
Mean (less)	-25.8	-80.0
Standard deviation	15.73	-
Standard error	0.50	-

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 60

E3 Which, if any, of the following would have encouraged you to travel further for your treatment

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
A recommendation from your GP or private consultant	587 46%	39 44%
A recommendation from friends/family	203 16%	9 10%
A recommendation from your private medical insurer	198 15%	12 13%
A private hospital with better reputation	226 18%	18 20%
A private hospital with better clinical outcomes (e.g. lower infection rates, higher recovery rates)	216 17%	21 24%
A private consultant with better reputation	266 21%	21 24%
A private consultant with better clinical expertise	275 21%	20 22%
If it was the only way you could see (your consultant)	535 42%	43 48%
Better medical facilities (e.g. specialist medical equipment)	228 18%	22 25%
Better quality of care (e.g. care by nurses)	218 17%	15 17%
Better aftercare in follow-up visits	123 10%	10 11%
Better comfort and quality of accommodation (e.g. characteristics of overnight rooms, waiting rooms)	181 14%	13 15%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 60

E3 Which, if any, of the following would have encouraged you to travel further for your treatment

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Reduced waiting times for appointments	280 22%	21 24%
More convenient appointment times	194 15%	7 8%
More convenient geographic location	240 19%	12 13%
Lower fees paid to the private consultant	124 10%	3 3%
Lower cost of the hospital	133 10% b	2 2%
Other	5 .	- -
None of these	125 10%	11 12%
Don't know	43 3%	- -
NET: Any recommendation	679 53%	45 51%
NET: Lower cost of consultant/hospital	155 12% b	4 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 61

E4 Which of the following better describes your experience?

Base: All respondents who discussed more than one hospital with their consultant/healthcare professional

	Hospital from which recruited Private (a)
Unweighted Base	204
Weighted Base	212
Effective Base	159
Some of the hospitals that were suggested to me were beyond the distance I was willing to travel	10 5%
All of the hospitals that were suggested to me were fine in terms of distance and I wouldn't have been prepared to travel further	97 46%
I would have been willing to travel further than any of the hospitals that were suggested to me	74 35%
Don't know	31 15%

Proportions/Means: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 62

E4 (ALL) Which of the following better describes your experience?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Some of the hospitals that were suggested to me were beyond the distance I was willing to travel	10 1%	-
All of the hospitals that were suggested to me were fine in terms of distance and I wouldn't have been prepared to travel further	97 8%	9 10%
I would have been willing to travel further than any of the hospitals that were suggested to me	74 6%	11 12% a
Don't know	31 2%	5 6%
Did not discuss more than one hospital with their consultant/healthcare professional	1076 84% b	64 72%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 63

F1 Where did you ask for or look up information before deciding on either the private consultant or hospital to have your treatment?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Talked to...		
My GP	550 43%	32 36%
Other medical staff at my GP practice	21 2%	1 1%
Other non medical staff at my GP practice	3	-
My private medical insurer	297 23%	17 19%
Friends/family	249 19%	15 17%
Staff in the private hospitals/private units in NHS hospitals I was interested in	63 5%	13 15% a
The private consultants I was interested in (including members of their staff)	202 16%	18 20%
Other healthcare professional (not at GP practice) / other consultant	33 3%	5 6%
Looked-up...		
Websites of private consultants	317 25%	16 18%
Websites of private hospitals/private units in NHS hospitals	310 24%	15 17%
NHS Choices/other NHS websites	57 4%	3 3%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 63

F1 Where did you ask for or look up information before deciding on either the private consultant or hospital to have your treatment?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Dr Foster website	28 2%	4 4%
Private Medical Insurer's website	121 9%	8 9%
Other internet websites (e.g. Google search)	156 12%	9 10%
Previous experience of hospital / consultant	44 3%	3 3%
Existing patient	1 .	3 3% a
Other (specify)	18 1%	2 2%
None	167 13%	13 15%
Don't know/can't remember	12 1%	2 2%
NET: Talked to anyone	975 76%	63 71%
NET: Talked to any GP/practice staff	565 44%	33 37%
NET: Talked to any staff at the hospital/private consultant they were interested in	251 19%	28 31% a
NET: Looked-up any information online	607 47%	33 37%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 64

F2 What types of information did you look up or find out?

Base: All who asked for or looked up information before deciding on either the private consultant or hospital to have their treatment

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1106	74
Weighted Base	1109	74*
Effective Base	862	74
Consultants reputation / Qualifications / Expertise / Specialisms / CV	401 36%	25 34%
Patient Review / Forums / Feedback / ratings	26 2%	4 5%
Procedure information / treatment	119 11%	11 15%
Cost / value	23 2%	-
Post operative care / recovery / success rate / procedure outcomes	49 4%	5 7%
Facilities at hospital / hospital information / performance	80 7%	6 8%
Location of hospitals	50 4%	2 3%
General information (not further specified)	14 1%	-
Recommendation from Medical Professional / Friends / Family	32 3%	1 1%
Appointment times / waiting times / admissions	21 2%	-
Previous experience of consultant / hospital	19 2%	-
Approved by / covered by / rated by / recommended by insurer / registered	36 3%	1 1%
Other	67 6%	4 5%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 64

Page 81
7 Feb 2013

F2 What types of information did you look up or find out?

Base: All who asked for or looked up information before deciding on either the private consultant or hospital to have their treatment

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1109	74*
Effective Base	862	74
Nothing / None	355 32%	30 41%
Don't know	75 7%	5 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 65

F2 (ALL) What types of information did you look up or find out?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Consultants reputation / Qualifications / Expertise / Specialisms / CV	401 31%	25 28%
Patient Review / Forums / Feedback / ratings	26 2%	4 4%
Procedure information / treatment	119 9%	11 12%
Cost / value	23 2%	-
Post operative care / recovery / success rate / procedure outcomes	49 4%	5 6%
Facilities at hospital / hospital information / performance	80 6%	6 7%
Location of hospitals	50 4%	2 2%
General information (not further specified)	14 1%	-
Recommendation from Medical Professional / Friends / Family	32 2%	1 1%
Appointment times / waiting times / admissions	21 2%	-
Previous experience of consultant / hospital	19 1%	-
Approved by / covered by / rated by / recommended by insurer / registered	36 3%	1 1%
Other	67 5%	5 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 65

F2 (ALL) What types of information did you look up or find out?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Weighted Base	1288	89*
Effective Base	1009	89
Nothing / None	360 28%	31 35%
Don't know	75 6%	5 6%
Did not ask for or look up information	179 14%	15 17%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 66

F3 What types of information about private consultants or hospitals would you like to have had, but was not provided to you or you didn't manage to find?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Consultants reputation / Qualifications / Expertise / Specialisms / CV	30 2%	3 3%
Patient Review / Forums / Feedback / ratings	13 1%	3 3%
Procedure information / treatment	4 *	1 1%
Cost / value	28 2%	1 1%
Post operative care / recovery / success rate / procedure outcomes	28 2%	4 4%
Facilities at hospital / hospital information / performance	13 1%	3 3% a
Found all I needed / all provided	29 2%	3 3%
Happy with / relied on recommendation from GP	7 1%	-
Comparative information / checking information on consultants / track records / rating / stats / ranking	48 4%	3 3%
Other	45 4%	7 8% a
Nothing / none	883 69% b	52 58%
Don't know	190 15%	15 17%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 67

**G1 Which one of the following types of private medical insurance were you covered by for your treatment?/
Though you paid/will pay entirely yourself for your treatment, did you have private medical insurance at that time?
If yes, please specify which type you had.**

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
No - did not have private medical insurance	221 17% b	5 6%
Private policy - fully paid for by myself or by another member of my household	383 30%	34 38%
Corporate policy - partly or fully paid for by my employer or by the employer of another member of my household	663 51%	48 54%
Other (specify)	18 1%	2 2%
Don't know	4 .	-
NET: Had PMI	1063 83%	84 94% a

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 68

G1 (i) Which one of the following types of private medical insurance were you covered by for your treatment?

Base: All respondents paying fully/partially via PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1163	84
Weighted Base	1047	84*
Effective Base	995	84
Private policy - fully paid for by myself or by another member of my household	371 35%	34 40%
Corporate policy - partly or fully paid for by my employer or by the employer of another member of my household	661 63%	48 57%
Other (specify)	11 1%	2 2%
Don't know	4 *	-
NET: Had PMI	1043 100%	84 100%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 69

**G1 (ii) Though you paid/will pay entirely yourself for your treatment, did you have private medical insurance at that time?
If yes, please specify which type you had.**

Base: All respondents paying entirely themselves

	Hospital from which recruited Private (a)
Unweighted Base	125
Weighted Base	241
Effective Base	107
No ~ did not have private medical insurance	221 92%
Private policy - fully paid for by myself or by another member of my household	11 5%
Corporate policy - partly or fully paid for by my employer or by the employer of another member of my household	2 1%
Other (specify)	7 3%
Don't know	-
NET: Had PMI	20 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 70

G2 (i) Which insurer provided your private medical insurance at the time?

Base: All respondents with PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1168	84
Weighted Base	1063	84*
Effective Base	988	84
AXA PPP Healthcare	253 24%	19 23%
Aviva	144 14%	14 17%
BUPA	405 38%	33 39%
PRU Health	65 6%	4 5%
Simply Health	66 6%	5 6%
WPA	28 3%	2 2%
CIGNA	38 4%	2 2%
CS Health Care	8 1%	2 2%
Beneden Health Care	7 1%	-
Exeter Family Friendly	7 1%	-
Other (specify)	33 3%	3 4%
Don't know	9 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 71

G2 (ii) Which insurer provided your private medical insurance at the time?

Base: All respondents with PMI paying fully/partially via PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1158	84
Weighted Base	1043	84*
Effective Base	990	84
AXA PPP Healthcare	248 24%	19 23%
Aviva	144 14%	14 17%
BUPA	405 39%	33 39%
PRU Health	62 6%	4 5%
Simply Health	61 6%	5 6%
WPA	28 3%	2 2%
CIGNA	38 4%	2 2%
CS Health Care	8 1%	2 2%
Beneden Health Care	6 1%	-
Exeter Family Friendly	7 1%	-
Other (specify)	30 3%	3 4%
Don't know	6 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 72

G2 (ALL) Which insurer provided your private medical insurance at the time?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
AXA PPP Healthcare	253 20%	19 21%
Aviva	144 11%	14 16%
BUPA	405 31%	33 37%
PRU Health	65 5%	4 4%
Simply Health	66 5%	5 6%
WPA	28 2%	2 2%
CIGNA	38 3%	2 2%
CS Health Care	8 1%	2 2%
Beneden Health Care	7 1%	-
Exeter Family Friendly	7 1%	-
Other (specify)	33 3%	3 3%
Don't know	9 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 72

G2 (ALL) Which insurer provided your private medical insurance at the time?

Base: All

Weighted Base
Effective Base
Did not have PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
	1288	89*
	1009	89
	225 17% b	5 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 73

G3 You said that you paid/will pay for part of your treatment yourself. Why did you pay for part of it?

Base: All respondents paying partially via PMI

	Hospital from which recruited Private (a)
Unweighted Base	426
Weighted Base	374
Effective Base	364
My insurance includes an excess (fixed amount payable)	273 73%
My insurance includes a coinsurance (percentage of cost payable)	28 7%
My insurance did not fully cover the tests or treatment I needed	81 22%
I chose a private consultant that was not fully covered by my insurance	47 12%
I chose a private hospital that was not fully covered by my insurance	1
The treatment/tests I had were covered by my insurance, but my claim was only partially approved by my insurer	14 4%
I had reached the financial limit of my policy	15 4%
Other (specify)	6 1%
Don't know - I was not given this information	2
Don't know/can't remember	-

Proportions/Means: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 74

G3 You said that you paid/will pay for part of your treatment yourself. Why did you pay for part of it?

Base: All respondents with PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1168	84
Weighted Base	1063	84*
Effective Base	988	84
My insurance includes an excess (fixed amount payable)	272 26% b	12 14%
My insurance includes a coinsurance (percentage of cost payable)	28 3%	4 5%
My insurance did not fully cover the tests or treatment I needed	80 8%	4 5%
I chose a private consultant that was not fully covered by my insurance	47 4%	4 5%
I chose a private hospital that was not fully covered by my insurance	1 .	-
The treatment/tests I had were covered by my insurance, but my claim was only partially approved by my insurer	14 1%	-
I had reached the financial limit of my policy	15 1%	-
Other (specify)	6 1%	-
Don't know - I was not given this information	2 .	-
Don't know/can't remember	-	-
Fully paid for by PMI	670 63%	65 77% a
Paid entirely themselves	20 2%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 75

G3 (ALL) You said that you paid/will pay for part of your treatment yourself. Why did you pay for part of it?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
My insurance includes an excess (fixed amount payable)	273 21%	12 13%
My insurance includes a coinsurance (percentage of cost payable)	28 2%	4 4%
My insurance did not fully cover the tests or treatment I needed	81 6%	4 4%
I chose a private consultant that was not fully covered by my insurance	47 4%	4 4%
I chose a private hospital that was not fully covered by my insurance	1	-
The treatment/tests I had were covered by my insurance, but my claim was only partially approved by my insurer	14 1%	-
I had reached the financial limit of my policy	15 1%	-
Other (specify)	6	-
Don't know - I was not given this information	2	-
Don't know/can't remember	-	-
Fully paid for by PMI	673 52%	65 73% a
Paid entirely themselves	241 19% b	5 6%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 76

G4 (ALL) You said that you paid/will pay for all of your treatment yourself. Which of these were reasons for you having to pay for all of it?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
I chose a private consultant that was not covered by my insurance	3	-
I chose a private hospital that was not covered by my insurance	3	-
The treatment/tests I had were not covered by my insurance	9 1%	-
The treatment/tests I had were covered by my insurance, but my claim was not approved by my insurer	4	-
I decided not to claim, in spite of being partly or fully covered by my insurance	-	-
I had reached the financial limit of my policy	-	-
Other (specify)	5	-
Don't know/can't remember	1	-
Did not have PMI / did not pay entirely themselves despite having PMI	1268 98%	89 100%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 77

G5 (i) You said you chose a private consultant whose fees were not fully covered by your insurance. Were you aware or made aware of any monetary restrictions in your policy regarding the consultant fees?

Base: All respondents paying partially via PMI because they chose a consultant that was not fully covered

	Hospital from which recruited Private (a)
Unweighted Base	54
Weighted Base	47*
Effective Base	47
Yes - I was made aware when I took out the policy	6 14%
Yes - I was made aware before I was referred to my private consultant/hospital	14 30%
Yes - I was made aware before the treatment/tests were done	35 75%
No - I was not aware until after the treatment/ costs had been incurred	2 5%
Don't know/can't remember	1 3%
NET: Yes - made aware before treatment/tests	43 92%

Proportions/Means: Columns Tested (5% risk level) - a/b

*small base; ** very small base (under 30) ineligible for sig testing

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 78

G5 (ALL) You said you chose a private consultant whose fees were not fully covered by your insurance. Were you aware or made aware of any monetary restrictions in your policy regarding the consultant fees?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes - I was made aware when I took out the policy	6 .	1 1%
Yes - I was made aware before I was referred to my private consultant/hospital	17 1%	-
Yes - I was made aware before the treatment/tests were done	38 3%	3 3%
No - I was not aware until after the treatment/ costs had been incurred	2 .	1 1%
Don't know/can't remember	1 .	-
All who did not choose a consultant/consultant who was not fully covered	1239 96%	85 96%
NET: Yes - made aware before treatment/tests	46 4%	3 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 79

G6 Who made you aware of any monetary restrictions in your policy regarding the consultant fees?

Base: All respondents with PMI who chose a consultant that was not fully covered and were made aware of this before their treatment/tests

	Hospital from which recruited Private (a)
Unweighted Base	52
Weighted Base	46*
Effective Base	43
My private medical insurer	41 89%
GP	-
Consultant who carried out the treatment/procedure (including members of their staff)	16 34%
I checked my policy documents myself	4 9%
Other (specify)	-
Don't know/can't remember	-

Proportions/Mean: Columns Tested (5% risk level) - a/b

*small base; ** very small base (under 30) ineligible for sig testing

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 80

Page 99
7 Feb 2013

G6 (ALL) Who made you aware of any monetary restrictions in your policy regarding the consultant fees?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
My private medical insurer	41 3%	3 3%
GP	-	-
Consultant who carried out the treatment/procedure (including members of their staff)	16 7%	1 1%
I checked my policy documents myself	4	-
Other (specify)	-	-
Don't know/can't remember	-	-
All who did not have PMI or had no restrictions on their PMI regarding the consultant fees	1242 96%	86 97%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 81

Page 100

7 Feb 2013

G7 (i) Were there any private consultants that you wanted to see but couldn't because their fees were not fully covered by your policy?

Base: All respondents with PMI paying fully/partially via PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1158	84
Weighted Base	1043	84*
Effective Base	990	84
Yes	28 3%	2 2%
No	962 92%	79 94%
Don't know/can't remember	53 5%	3 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 82

Page 101

7 Feb 2013

G7 (iii) Were there any private consultants that you wanted to see but couldn't because their fees were not fully covered by your policy?

Base: All respondents with PMI

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1168	84
Weighted Base	1063	84*
Effective Base	988	84
Yes	28 3%	2 2%
No	982 92%	79 94%
Don't know/can't remember	53 5%	3 4%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 83

G7 (ALL) Were there any private consultants that you wanted to see but couldn't because their fees were not fully covered by your policy?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes	28 2%	2 2%
No	982 76%	79 89% a
Don't know/can't remember	53 4%	3 3%
Did not have PMI	225 17% b	5 6%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 84

G8 You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out?

Base: All respondents paying partially via PMI or paying entirely themselves

	Hospital from which recruited Private (a)
Unweighted Base	551
Weighted Base	615
Effective Base	408
Yes - I got more than one quote (from different consultants/hospitals)	37 6%
Yes - I got only one quote	301 49%
No - I only found out about the cost of treatment after the treatment/tests had happened	237 38%
Don't know/can't remember	41 7%
NET: Yes - got a quote	338 55%

Proportions/Means: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 85

G8 You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out?

Base: All respondents paying partially via PMI

	Hospital from which recruited Private (a)
Unweighted Base	426
Weighted Base	374
Effective Base	364
Yes - I got more than one quote (from different consultants/hospitals)	2 1%
Yes - I got only one quote	108 29%
No - I only found out about the cost of treatment after the treatment/tests had happened	225 60%
Don't know/can't remember	39 10%
NET: Yes - got a quote	110 29%

Proportions/Means: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 86

G8 You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out?

Base: All respondents paying entirely themselves

	Hospital from which recruited Private (a)
Unweighted Base	125
Weighted Base	241
Effective Base	107
Yes - I got more than one quote (from different consultants/hospitals)	34 14%
Yes - I got only one quote	193 80%
No - I only found out about the cost of treatment after the treatment/tests had happened	12 5%
Don't know/can't remember	2 1%
NET: Yes - got a quote	228 95%

Proportions/Means: Columns Tested (5% risk level) - a/b

**** very small base (under 30) ineligible for sig testing**

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Page 106
7 Feb 2013

Table 87

G8 (ALL) You said that you paid/will pay for some/all of your treatment yourself. Did you get a quote for it before it was carried out?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Yes - I got more than one quote (from different consultants/hospitals)	37 3%	-
Yes - I got only one quote	301 23% b	9 10%
No - I only found out about the cost of treatment after the treatment/tests had happened	237 18%	15 17%
Don't know/can't remember	41 3%	-
Paid fully via PMI	673 52%	65 73% a
NET: Yes - got a quote	338 26% b	9 10%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 88

Page 107

7 Feb 2013

G9 How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable).

Base: All respondents paying partially via PMI or paying entirely themselves

	Hospital from which recruited Private
Unweighted Base	551
Weighted Base	615
Effective Base	408
GBP 100 or less	104 17%
GBP 101-GBP 250	98 16%
GBP 251-GBP 1000	91 15%
GBP 1001-GBP 5000	135 22%
Over GBP 5000	92 15%
Don't know	96 16%
Mean	2511.5
Standard deviation	3735.85
Standard error	184.91

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 89

Page 108

7 Feb 2013

G9 How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable).

Base: All respondents paying partially via PMI

	Hospital from which recruited Private
Unweighted Base	426
Weighted Base	374
Effective Base	364
GBP 100 or less	104 28%
GBP 101-GBP 250	98 26%
GBP 251-GBP 1000	86 23%
GBP 1001-GBP 5000	15 4%
Over GBP 5000	-
Don't know	72 19%
Mean	326.5
Standard deviation	484.51
Standard error	25.40

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 90

Page 109

7 Feb 2013

G9 How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable).

Base: All respondents paying entirely themselves

	Hospital from which recruited Private
Unweighted Base	125
Weighted Base	241
Effective Base	107
GBP 100 or less	-
GBP 101-GBP 250	-
GBP 251-GBP 1000	5 2%
GBP 1001-GBP 5000	120 50%
Over GBP 5000	92 38%
Don't know	24 10%
Mean	5556.6
Standard deviation	4143.53
Standard error	400.56

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Page 110
7 Feb 2013

Table 91

G9 (ALL) How much did/will you pay yourself for your treatment in total, excluding what was paid by your insurance but including any excess or coinsurance you had to pay? Please also include VAT (if payable).

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
GBP 100 or less	104 8%	5 6%
GBP 101-GBP 250	98 8%	5 6%
GBP 251-GBP 1000	91 7%	7 8%
GBP 1001-GBP 5000	135 10%	5 6%
Over GBP 5000	92 7% b	- -
Don't know	96 7%	2 2%
Paid fully via PMI	673 52%	65 73% a
Mean	2511.5	608.0
Standard deviation	3735.85	652.60
Standard error	117.63	69.18

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 92

H1 When you said that none of the choices offered was acceptable to you, which of these would you have been more likely to do?

Base: All respondents selecting a 'None' option during the conjoint exercise

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	964	66
Weighted Base	944	66*
Effective Base	763	66
Look at options to have the tests/treatment on the NHS	248 26%	19 29%
Look for other options in private hospitals	616 65%	36 55%
Look for other options in private units/private wings in NHS hospitals	347 37%	39 59% a
Not have the tests/treatment at all	10 1%	-
Don't know	115 12%	5 8%
NET: Private hospital/private unit in NHS hospital	725 77%	54 82%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 93

H1 (ALL) When you said that none of the choices offered was acceptable to you, which of these would you have been more likely to do?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Look at options to have the tests/treatment on the NHS	248 19%	19 21%
Look for other options in private hospitals	616 48%	36 40%
Look for other options in private units/private wings in NHS hospitals	347 27%	39 44% a
Not have the tests/treatment at all	10 1%	-
Don't know	115 9%	5 6%
Did not select 'none' option during conjoint	344 27%	23 26%
NET: Private hospital/private unit in NHS hospital	725 56%	54 61%

Proportions/Means: Columns Tested (5% risk level) - a/b

* small base

Significance testing has been carried out within each break.

Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 94

I1 How much was/is the condition for which you had your treatment affecting your ability to lead a full life?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Not affected at all 1	124 10%	9 10%
2	247 19%	13 15%
3	254 20%	22 25%
4	270 21%	15 17%
Affected a great deal 5	373 29%	29 33%
Don't know	11 1%	-
Prefer not to say	9 1%	1 1%
NET: Affected	643 50%	44 49%
NET: Not affected	370 29%	22 25%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 95

12 How would you describe the severity of the health problem for which you were at the hospital?

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Not severe at all 1	203 16%	8 9%
2	301 23%	13 15%
3	366 28%	17 19%
4	248 19%	27 30% a
Very severe 5	142 11%	23 26% a
Don't know	22 2%	1 1%
Prefer not to answer	6 *	-
NET: Severe	390 30%	50 56% a
NET: Not severe	505 39% b	21 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 96

I3 Working status

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
Employed full time (30+ hours per week)	569 44%	39 44%
Employed part-time (less than 30 hours per week)	115 9%	9 10%
Self-employed full time (30+ hours per week)	96 7%	3 3%
Self-employed part-time (less than 30 hours per week)	59 5%	4 4%
In full time higher education	2	-
Retired	365 28%	24 27%
Not able to work	16 1%	6 7% a
Unemployed and seeking work	13 1%	2 2%
Not working for other reason	53 4%	2 2%
NET: Working (full/part time)	839 65%	55 62%
NET: Not working (including retired)	449 35%	34 38%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.



An Assessment of the Private Healthcare Market - Patient survey (PPUs)

Fieldwork conducted 16th November - 16th December 2012

Table 97

I4 Social grade

Base: All

	Hospital from which recruited	
	Private (a)	PPU (b)
Unweighted Base	1288	89
Weighted Base	1288	89*
Effective Base	1009	89
A	271 21%	21 24%
B	509 40%	29 33%
C1	302 23%	24 27%
C2	84 7%	6 7%
D	18 1%	-
E	7 1%	3 3% a
Unable to classify	97 8%	6 7%

Proportions/Means: Columns Tested (5% risk level) - a/b
* small base

Significance testing has been carried out within each break.
Each cell on the crossbreaks is labelled with a letter so that significant differences between cells can be identified.

