

# **Report on the National Patient Choice Survey - February 2010 England**

# Report on the National Patient Choice Survey - February 2010 England

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# Results of the National Patient Choice Survey – February 2010 England.

## Introduction

**Most patients<sup>1</sup> have a right to choose any clinically appropriate provider in England that meets NHS standards and costs on referral for their first outpatient appointment.**

**The Department of Health commissioned a series of national patient choice surveys to assess the offer and awareness of choice at PCT level. The results were published in a series of reports, the latest was for the survey in March<sup>2</sup> 2009.**

**This report gives summary results of around 69,000 responses to a follow-up survey, for referrals made in February 2010. There are no further follow-up surveys planned.**

## Key findings

- The percentage of patients recalling being offered a choice of hospital for their first outpatient appointment was 49% in February 2010, up from 47% in March 2009 and 30% in the first survey (May/June 2006).
- 54% of patients were aware before they visited their GP that they had a choice of hospitals for their first appointment, up from 50% in March 2009 and 29% in the May/June 2006 survey.
- 63% of patients who were aware of choice recalled being offered choice, whereas only 32% of those not aware of choice recalled being offered it, similar to the March 2009 survey (62% and 32% respectively).
- 67% of patients were able to go to the hospital they wanted, with a further 22% having no preference and 8% unable to go where they wanted, similar to 67%, 23% and 8% respectively in March 2009.
- 88% of patients offered choice were able to go to the hospital they wanted, with a further 5% having no preference. This compares with 47% of patients not

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<sup>1</sup> Eligible patients are those for whom a choice of providers should be offered for their elective care, although in some cases the number of appropriate choices might be reduced for clinical reasons. Other patients might receive choice but it is not a right. This includes patients for whom the speed of access to diagnosis and treatment is particularly important: emergency attendances, Rapid Access Chest Pain Clinics or patients attending cancer services under the 2 week maximum waiting time and those where other aspects of choice may be more important: maternity services and mental health.

<sup>2</sup> *Report on the National Patient Choice Survey – March 2009 England*, DH, August 2009.

See the DH website for the full set of published reports at:

[www.dh.gov.uk/en/Publicationsandstatistics/Statistics/StatisticalWorkAreas/Statisticalhealthcare/DH\\_086298](http://www.dh.gov.uk/en/Publicationsandstatistics/Statistics/StatisticalWorkAreas/Statisticalhealthcare/DH_086298)

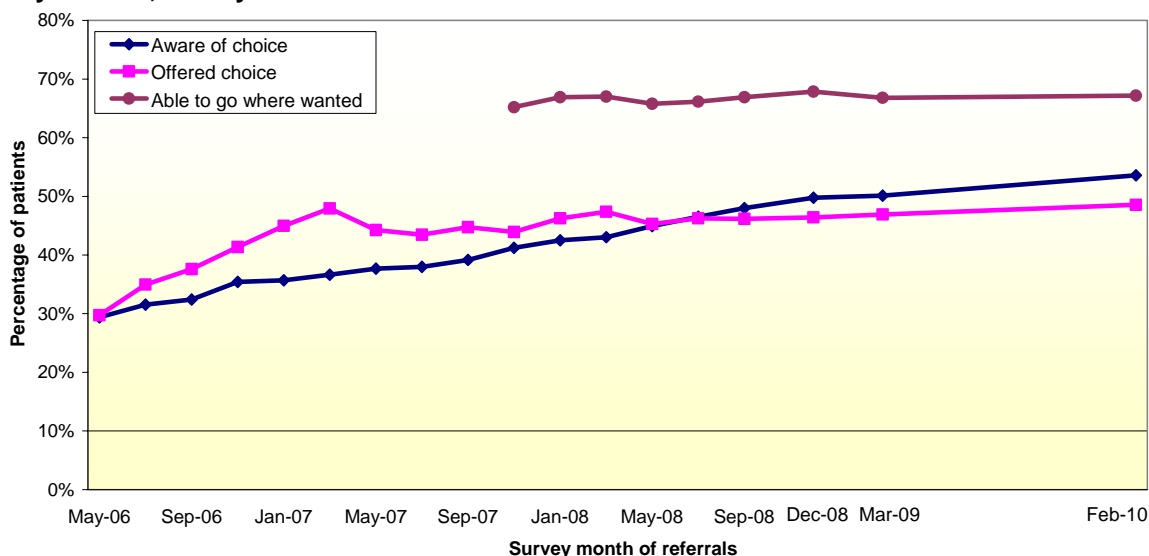
offered choice being able to go where they wanted and 40% having no preference.

- 77% of patients were satisfied with how long they had to wait from the time their GP referred them to when they saw the hospital specialist.
- For those who were offered a choice, a hospital close to home or work was selected most often (by 38% of patients offered choice) as the single most important factor when choosing their hospital.

### Choice of hospital

The percentage of patients who recalled being offered a choice of hospital for their first outpatient appointment was 49% in February 2010. This compares with between 43% and 48% doing so in surveys from January 2007 to March 2009 and 30% in the first (May/June 2006) survey. The percentage of patients aware of choice has risen more consistently over the period, see Figure 1 and Annex Table A.2. In addition, 40% of patients in February 2010 said they discussed which hospital they might go to with their GP. 25% of patients were aware of how to complain if they felt they were not offered a choice of hospital<sup>1</sup>, with 64% unaware (see Annex Table A.3).

**Figure 1. Percentage of patients aware of and offered choice and able to go to the hospital they wanted, surveys to date**



### Awareness of choice

The percentage of patients who said that they knew before visiting their GP that there is now choice of hospital for a first hospital appointment was 54% in February 2010, up from 50% in March 2009 and 29% in the first (May/June 2006), see Figure 1 and Annex Table A.2.

The 54% of patients who were aware of choice were more likely to say that they were offered a choice of hospital than those who were unaware of choice. 63% of

<sup>1</sup> For the first time in the series of National Patient Choice Surveys, patients were asked whether they were aware of how to complain if they were not offered a choice of hospital, see Annex B and C.

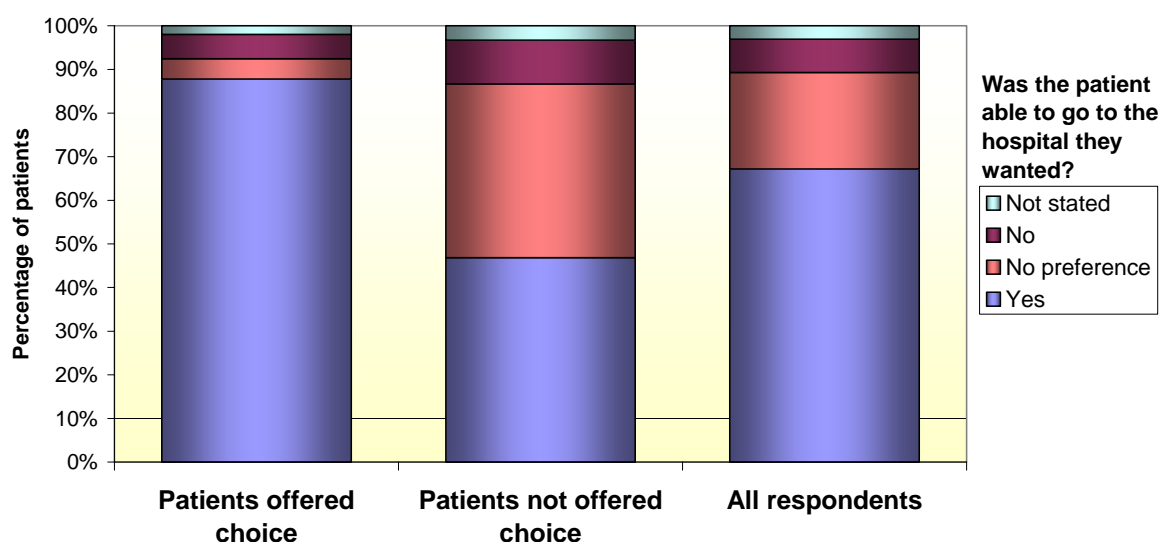


patients who knew about choice recalled being offered it, whereas only 32% of those not knowing about choice recalled being offered it (Annex Table A.1). This difference is similar to previous surveys (eg 62% and 32% respectively in March 2009).

### Going to the hospital of choice

67% of patients were able to go to the hospital they wanted, with a further 22% having no preference and 8% unable to go where they wanted. This is similar to the March 2009 survey, when 67% of patients went to the hospital they wanted, 23% had no preference and 8% were unable to go where they wanted. For patients offered choice, 88% were able to go where they wanted whilst 6% were not and 5% had no preference. This was different from patients not offered choice, 47% of whom went where they wanted but 40% did not have a preference, see Figure 2 and Annex Table A.3. This may imply that the process of being offered and discussing choice helps patients to decide a preferred hospital.

**Figure 2. Percentage of patients who were able to go to the hospital they wanted, by whether they were offered choice**



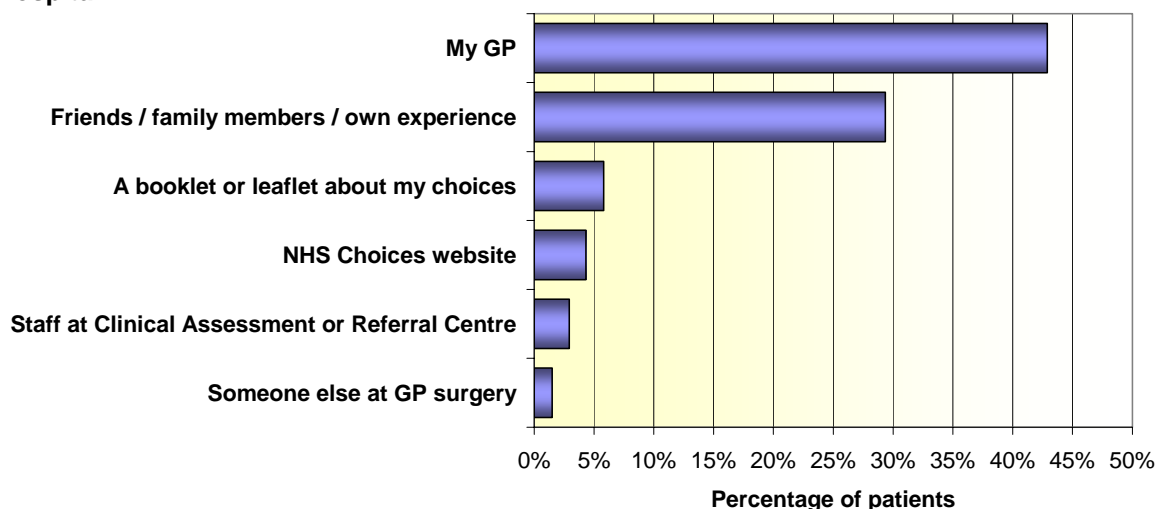
### Sources of information on choice

The GP was the single most important source of information to help choose their hospital for 43% of patients offered choice. The patient's own experience, or that of their friends and family, was given by 29% as the most important source of information when choosing. A booklet about choice was given by 6% patients, whilst 4% gave the NHS Choices website, see Figure 3 and Annex Table A.4. Although not directly comparable with earlier surveys<sup>1</sup>, the same sources of information were given most often in March 2009. 83% of patients offered choice reported that they had enough information to help them make their choice<sup>2</sup> (see Annex Table A.1).

<sup>1</sup> Patients were asked to select the single most important source of information. This differs from earlier surveys, where patients were invited to select as many sources as applied.

<sup>2</sup> This question was introduced for the February 2010 survey, see Annex B and C.

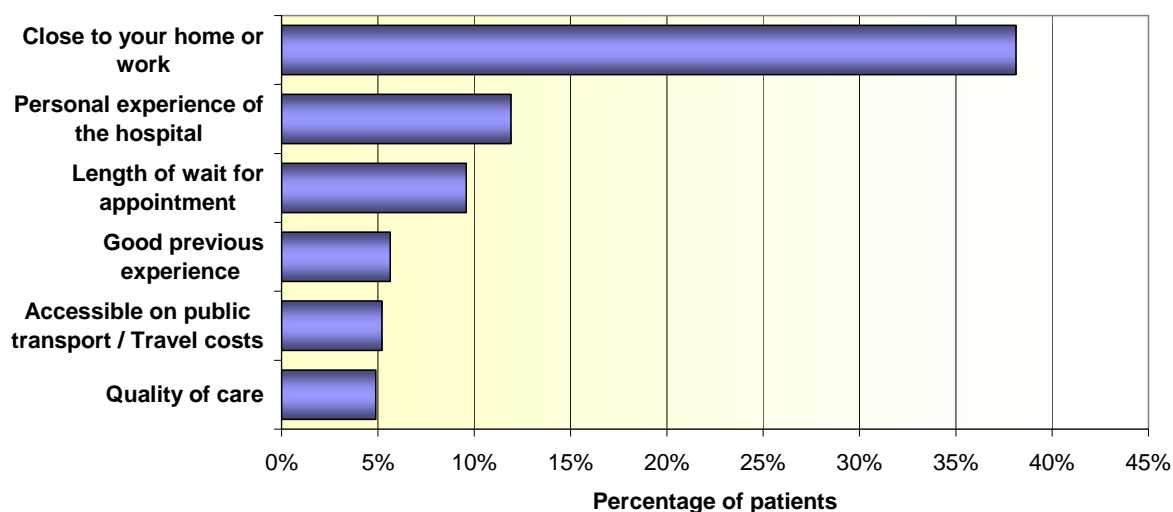
**Figure 3. Most important source of information used by patients offered choice to choose a hospital**



### Factors influencing choice

Closeness to work or home was selected most often (by 38% of patients who were offered choice) as the single most important factor<sup>1</sup> when choosing their hospital, see Figure 4 and Annex Table A.6. Other patients cited personal experience of the hospital and good previous experience (given by 12% and 6% of patients respectively), waiting times (10%), accessibility (5%) and quality of care (5%). Location issues (differently defined), waits and quality of care were also in the top six factors selected most often in previous surveys, where all patients were invited to select as many factors as they felt were most important in choosing a hospital. Whilst earlier surveys identified cleanliness or low levels of infection and friendliness of staff as important factors for patients, these were the single most important factor for only 2% and 1% respectively of patients choosing a hospital in February 2010.

**Figure 4. Most important factor for patients offered choice when choosing their hospital**



<sup>1</sup> Patients offered choice were asked to select the single most important factor when they chose their hospital. This is not directly comparable with earlier surveys, where all patients were invited to select as many factors as they felt were most important in choosing a hospital.

## Booking the first appointment

34% of patients booked their first hospital appointment when the hospital contacted them following a letter from the GP, compared with 35% in the March 2009 survey. Of the others, 27% patients telephoned an appointments line, 22% were booked on screen (by the GP or other practice staff) and 8% used the internet (up from 6% in March 2009). 45% of patients who did not recall being offered choice booked their appointment when the hospital contacted them, whilst only half as many patients (23%) who were offered choice booked this way, see Annex Table A.3.

41% of patients were offered a choice of different dates and times of day when their first appointment was made<sup>1</sup>. More patients who recalled being offered a choice of hospital were also offered a choice of date and time (56%) than those who were not offered a choice of hospital (27% offered a choice of date and time). The choice of date and time varied by the method of booking (see Annex Table A.4). 26% of those who booked when the hospital contacted them were offered a choice of date and time, compared with 41% of those booked on screen in the surgery, 56% of those calling an appointments line and 85% of those booking via the internet.

## Waiting for the first appointment

77% of patients were satisfied with how long they had to wait from the time their GP referred them to when they saw the hospital specialist, compared with 76% in March 2009. The level of satisfaction was higher amongst those who were offered choice (81%, with 16% dissatisfied) than amongst those who were not (74%, with 20% dissatisfied), see Annex Table A.3, which may indicate a benefit of offering choice.

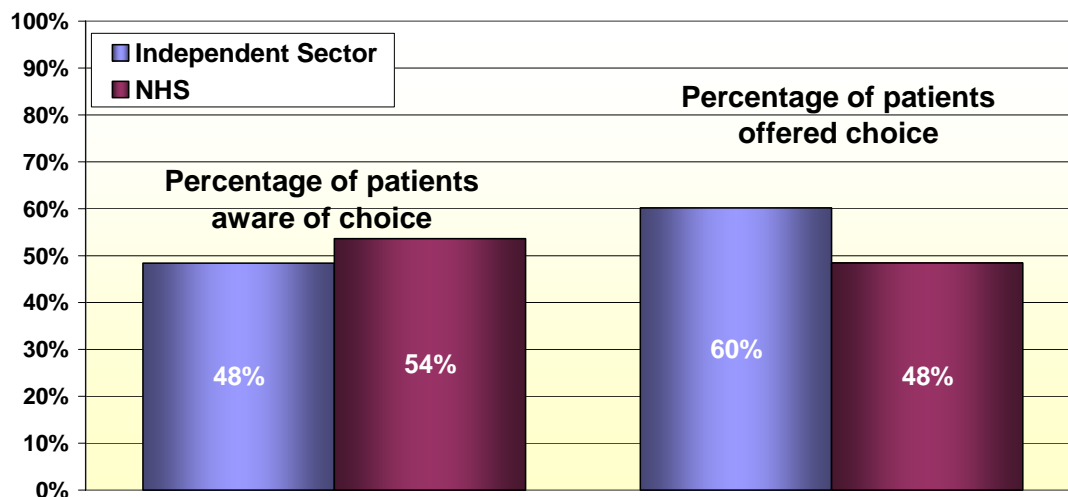
## Results by type of provider

The proportion of patients who reported being offered choice whose first outpatient appointment was in an Independent Sector (IS) provider was higher than for patients going to NHS organisations: 60% compared with 48%, see Figure 5 and Annex Table A.7. This compares with 60% for those going to IS and 47% for NHS providers in the March 2009 survey. However, only 740 (1%) patients taking part in the survey went to IS providers. The proportion of patients offered a choice of date and time for their first outpatient appointment was also higher in IS providers: 57% compared with 41% for patients going to NHS organisations (not explained by differences in the method of booking). Of those offered a choice of provider, IS hospital patients often gave the length of wait or the location as the single most important factor when choosing, whilst more NHS hospital patients gave the location or their own experience (see Annex Table A.7). As before, the difference between the proportions of patients from IS and NHS providers who were aware of choice before visiting their GP was smaller.

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<sup>1</sup> For the first time in the series of National Patient Choice Surveys, patients were asked whether they were offered a choice of date and time when their appointment was booked, see Annex B and C.

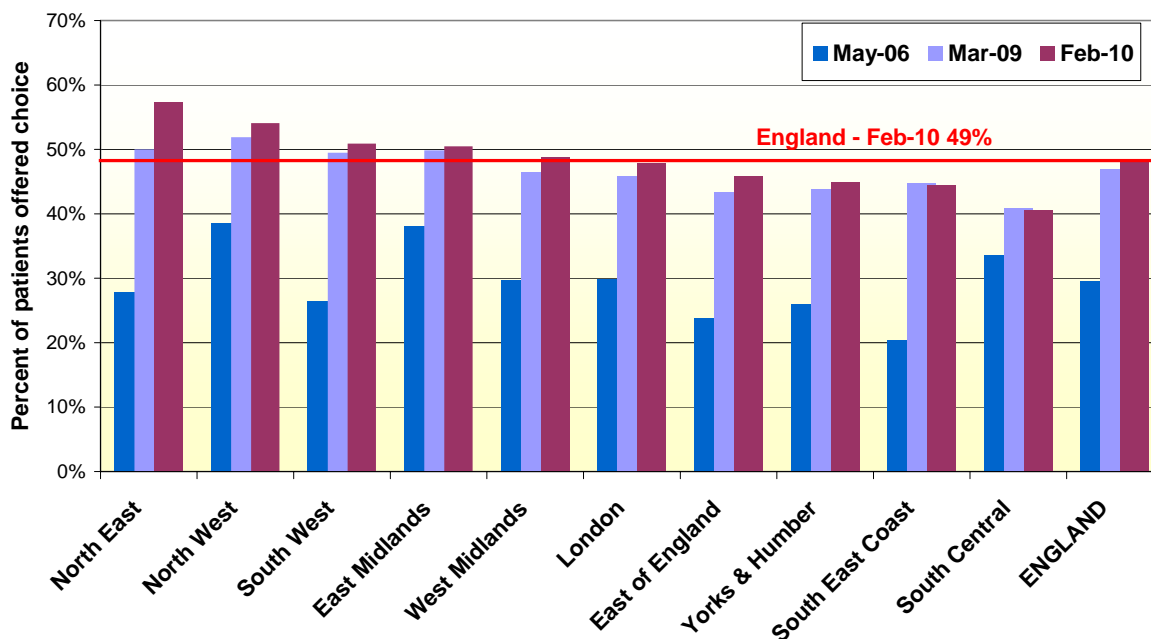
Figure 5. Percentage of patients aware of choice and offered choice, by provider type



### Variation by SHA

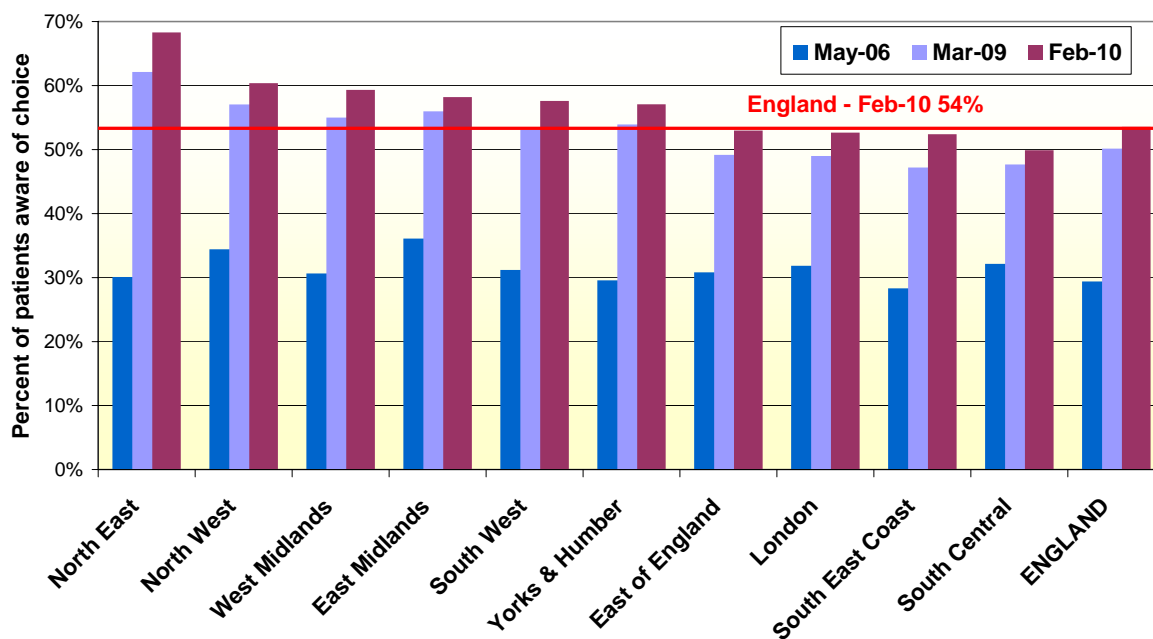
The proportion of patients who recalled being offered a choice of hospital for their first outpatient appointment, 49% nationally, varied by SHA as shown in Figure 6 and Annex Table A.10. Most SHAs showed an increase in the percentage of patients offered choice in February 2010 compared with the March 2009 survey.

Figure 6. Percentage of patients offered choice, surveys to date, by SHA ranked for February



The proportion of patients who were aware that they had a choice of hospital for their first outpatient appointment, 54% nationally, varied by SHA as shown in Figure 7 and Annex Table A.11. All SHAs showed an increase in patient awareness of choice compared with the March 2009 survey.

Figure 7. Percentage of patients aware of choice, surveys to date, by SHA ranked for February

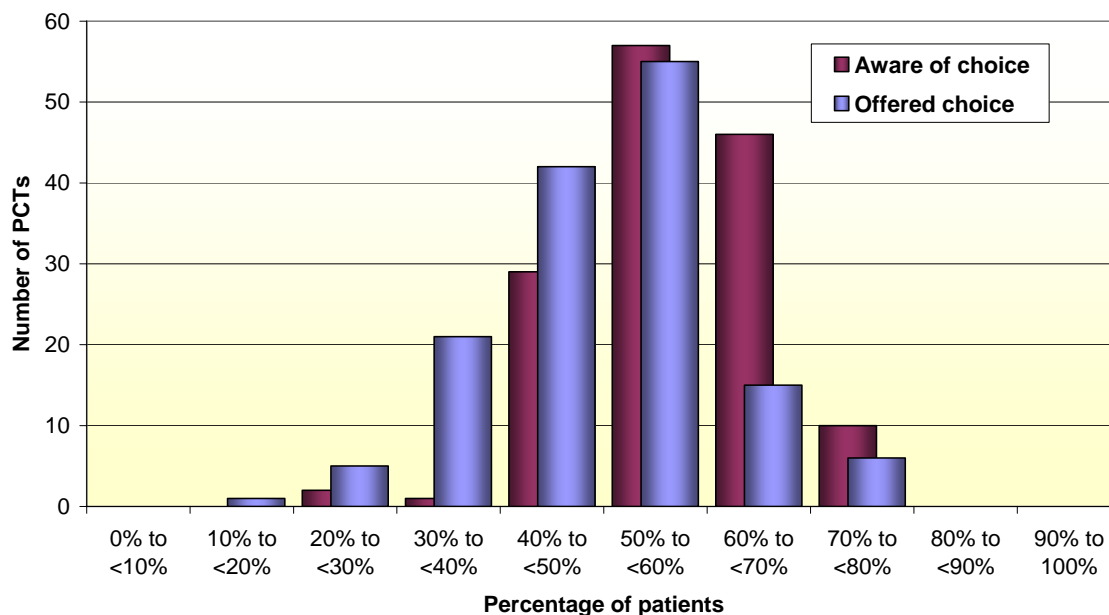


Note: SHA results are not weighted to adjust for age and sex bias in the responding sample, see Annex B, whereas national estimates are weighted.

### Variation by PCT

In 21 out of 145<sup>1</sup> PCTs (14%), over 60% of patients were offered choice, see Figure 8 and Annex Table A.9, whilst under 40% of patients were offered choice in 27 (19%) PCTs. This compares with 15 PCTs in the March 2009 survey with over 60% of patients offered choice and 32 PCTs with under 40% of patients offered choice. The proportion of patients aware of choice was under 40% in 3 (2%) PCTs, down from 6 (4%) in the March 2009 survey.

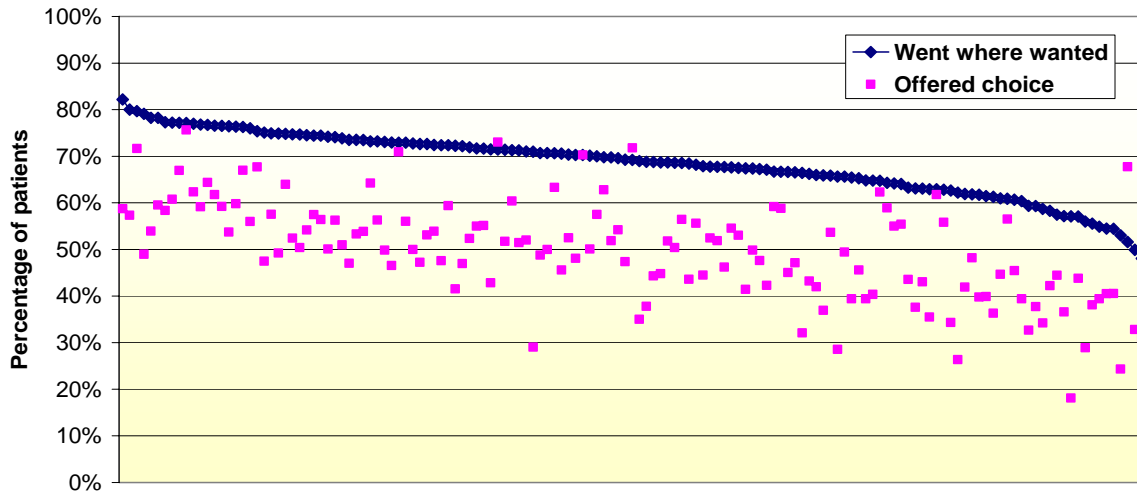
Figure 8. Number of PCTs by the proportions of patients offered choice and aware of choice



<sup>1</sup> Fewer than 20 responses were received for patients from seven of the 152 PCTs, see Annex B. Since results based on so few responses may be misleading, they are omitted from this analysis.

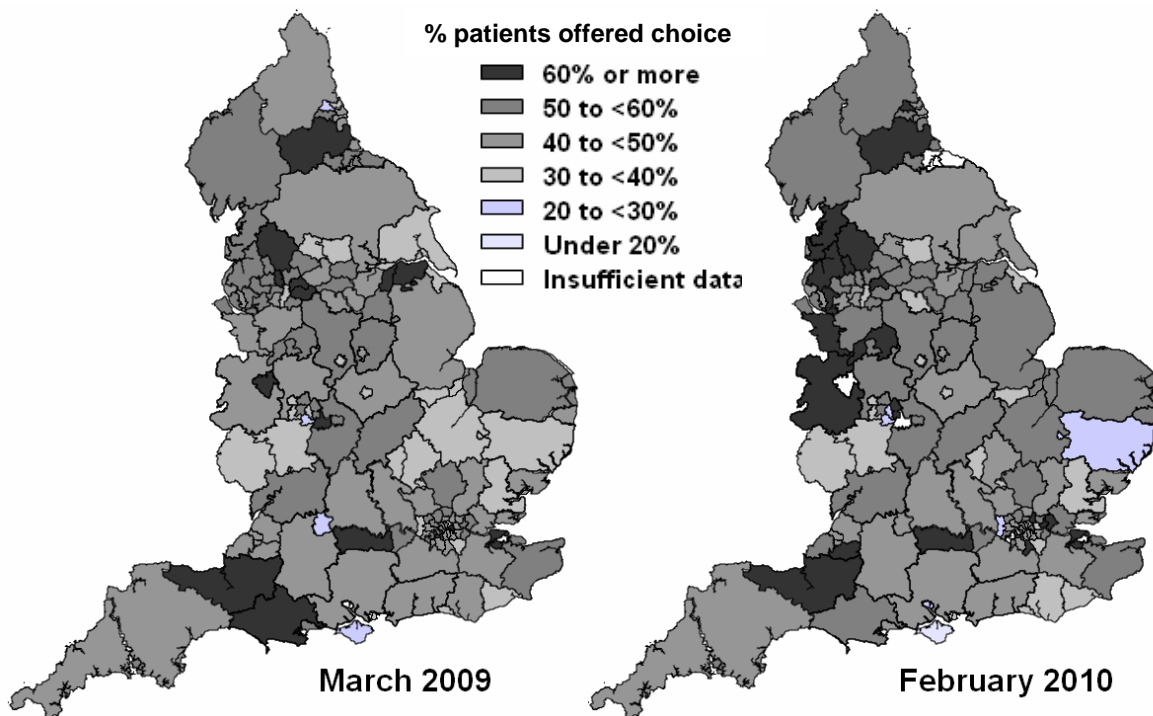
The percentage of patients able to go to the hospital they wanted, 67% nationally, varied by PCT as shown in Figure 9 and Annex Table A.8. Most of the remaining patients had no preference (22% nationally), although more than 10% patients said they were not able to go where they wanted in 28 (19%) PCTs. PCTs where fewer patients were able to go where they wanted tended to have lower levels of choice being offered.

**Figure 9. Percentage of patients able to go where they wanted and offered choice, by ranked PCT**



The geographic variation in the percentage of patients who said they were offered a choice of hospital in February 2010 and in March 2009 is illustrated in the PCT maps in Figure 10, see also Annex Table A.8. However, some PCT figures shown are based on relatively few responses, with the possibility of response bias, so results for individual PCTs should be treated with caution.

**Figure 10. PCT Maps of percentage of patients offered choice**



# Annex A: Tables of results of the National Patient Choice Survey - February 2010 England

**Table A.1 Patients aware of choice, discussing, offered and having information for choice, February 2010.**

Numbers and percentages<sup>1</sup>

<b>Q1 Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?</b>						
	<b>Total<sup>2</sup></b>		<b>Yes</b>		<b>No</b>	
	Number	Percent	Number	Percent	Number	Percent
	69,040	100%	36,984	54%	31,523	46%
<b>Q2 Did you discuss which hospital you might go to with your GP?</b>						
Yes	27,889	40%	19,765	53%	8,041	26%
No	39,095	57%	16,537	45%	22,430	71%
Don't know	1,424	2%	485	1%	932	3%
Not stated	632	1%	197	1%	120	0%
Total	69,040	100%	36,984	100%	31,523	100%
<b>Q3 Were you offered a choice of hospital for your first hospital appointment?</b>						
Yes	33,525	49%	23,324	63%	10,096	32%
No	32,628	47%	12,304	33%	20,201	64%
Don't know	2,048	3%	983	3%	1,049	3%
Not stated	840	1%	372	1%	177	1%
Total	69,040	100%	36,984	100%	31,523	100%
<b>For patients offered choice ('Yes' to Q3)</b>						
<b>Q5 Did you have enough information to help you make your choice?</b>						
Yes	27,166	83%	19,750	87%	7,345	75%
No	4,486	14%	2,320	10%	2,146	22%
Not stated	902	3%	619	3%	273	3%
Total <sup>3</sup>	32,554	100%	22,689	100%	9,764	100%

1. Apart from Q1, percentages are calculated as a proportion of the total within each column.
2. Total columns include responding patients who did not state whether they knew they had a choice of hospitals before visiting their GP. This accounts for 534 (1%) responses.
3. Total for Q5 excludes 971 (3%) responses for patients sent the previous survey form and offered choice (see Annex B).

**Table A.2 Patients aware of choice, offered choice and able to go to the hospital they wanted, surveys to date**

Survey	Total <sup>4</sup>	Percentages						
		Aware of choice <sup>1</sup>		Offered choice <sup>2</sup>		Able to go where wanted <sup>3</sup>		
		%Yes	%No	%Yes	%No	%Yes	%No	%No preference
May/June 2006	78,773	29%	69%	30%	64%			
July 2006	70,084	32%	67%	35%	59%			
September 2006	70,580	32%	67%	38%	57%			
November 2006	56,928	35%	64%	41%	53%			
January 2007	73,000	36%	63%	45%	50%			
March 2007	75,290	37%	62%	48%	47%			
May 2007	75,191	38%	61%	44%	50%			
July 2007	62,264	38%	61%	43%	50%			
September 2007	92,545	39%	60%	45%	49%			
November 2007	77,804	41%	58%	44%	52%	65%	7%	25%
January 2008	72,153	43%	57%	46%	50%	67%	7%	23%
March 2008	109,331	43%	56%	47%	48%	67%	7%	23%
May 2008	89,903	45%	54%	45%	50%	66%	8%	24%
July 2008	93,528	47%	53%	46%	49%	66%	8%	23%
September 2008	93,003	48%	51%	46%	50%	67%	8%	23%
December 2008	75,878	50%	50%	46%	49%	68%	7%	23%
March 2009	93,217	50%	49%	47%	49%	67%	8%	23%
February 2010	69,040	54%	46%	49%	47%	67%	8%	22%

1. Response to Q1 'Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?'
2. Response to Q3 'Were you offered a choice of hospital for your first hospital appointment?'
3. Response to Q7 (introduced as Q5 November 2007) 'Were you able to go to the hospital that you wanted to go to?'
4. Total valid responses, weighted by age and sex (see Annex B); includes patients who replied 'don't know' or did not respond to the question.



**Table A.3 Patients going where wanted, booking, offered choice of date and time, satisfied with wait and aware of how to complain, February 2010.**

Numbers and percentages<sup>1</sup>

<b>Q3 Were you offered a choice of hospital for your first hospital appointment?</b>						
	<b>Total<sup>2</sup></b>		<b>Yes</b>		<b>No</b>	
	Number	Percent	Number	Percent	Number	Percent
	69,040	100%	33,525	49%	32,628	47%
<b>Q7 Were you able to go to the hospital that you wanted to go to?</b>						
Yes	46,366	67%	29,435	88%	15,280	47%
No	5,280	8%	1,863	6%	3,288	10%
I didn't have a preference	15,277	22%	1,564	5%	12,984	40%
Not stated	2,117	3%	662	2%	1,076	3%
Total	69,040	100%	33,525	100%	32,628	100%
<b>Q8 How did you book your first hospital appointment?</b>						
GP wrote and hospital contacted me	23,432	34%	7,665	23%	14,824	45%
Telephoned a call centre	18,567	27%	12,636	38%	5,370	16%
On screen (with GP or practice staff)	15,398	22%	7,611	23%	7,177	22%
Via internet	5,365	8%	3,921	12%	1,314	4%
All other responses	6,277	9%	1,691	5%	3,942	12%
Total	69,040	100%	33,525	100%	32,628	100%
<b>Q9 When your first hospital appointment was made, were you offered a choice of different dates and times of day?</b>						
Yes	27,734	41%	18,142	56%	8,657	27%
No	35,299	53%	12,747	39%	21,428	67%
Don't know / not stated	4,130	6%	1,666	5%	1,722	5%
Total <sup>3</sup>	67,164	100%	32,554	100%	31,807	100%
<b>Q10 How satisfied or dissatisfied were you with how long you had to wait from the time your GP referred you to a hospital to when you actually saw the hospital?</b>						
Very satisfied	28,383	41%	14,970	45%	12,469	38%
Fairly satisfied	24,744	36%	12,103	36%	11,670	36%
Not very satisfied	7,708	11%	3,562	11%	3,846	12%
Not at all satisfied	4,790	7%	1,810	5%	2,833	9%
No appointment date yet	1,506	2%	482	1%	918	3%
Don't know / not stated	1,907	3%	598	2%	891	3%
Total	69,040	100%	33,525	100%	32,628	100%
<b>Q11 Are you aware of how to complain if you feel you were not offered a choice of hospital?</b>						
Yes	16,999	25%	10,623	33%	5,806	18%
No	43,057	64%	18,828	58%	22,876	72%
Don't know / not stated	7,108	11%	3,103	10%	3,127	10%
Total <sup>3</sup>	67,164	100%	32,554	100%	31,807	100%

1. Apart from Q3, percentages are calculated as a proportion of the total within each column.

2. Total columns include responding patients who did not know or did not state whether they were offered a choice of hospital. This accounts for 2,888 (4%) responses.

3. Figures for Q9 and Q11 exclude 1,876 (3%) responses for patients sent the previous survey form (see Annex B).

**Table A.4 Patients offered choice of date and time by how booked, February 2010.**

Numbers and percentages<sup>1</sup>

	<b>Q9 When your first hospital appointment was made, were you offered a choice of different dates and times of day?</b>					
	<b>Total<sup>2</sup></b>		<b>Yes</b>		<b>No</b>	
	Number	Percent	Number	Percent	Number	Percent
<b>Q8 How did you book your first hospital appointment?</b>						
GP wrote and hospital contacted me	22,791	100%	5,938	26%	15,790	69%
Telephoned a call centre	18,149	100%	10,116	56%	7,290	40%
On screen (with GP or practice staff)	14,906	100%	6,097	41%	7,983	54%
Via internet	5,206	100%	4,429	85%	700	13%
All other responses	6,112	100%	1,156	19%	3,535	58%
<b>Total</b>	<b>67,164</b>	<b>100%</b>	<b>27,734</b>	<b>41%</b>	<b>35,299</b>	<b>53%</b>

1. Percentages are calculated as a proportion of the total within each row.
2. Total column includes 4,130 (6%) responding patients who did not know or did not state whether they were offered a choice of different dates and times of day and excludes 1,876 (3%) responses for patients sent the previous survey form (see Annex B).

**Table A.5 Most important source of information when patient chose their hospital, February 2010.**

Numbers and percentages

<b>Sources listed<sup>1</sup></b>	<b>No. patients</b>	<b>Percent of responses</b>
My GP	13,960	43%
Friends / family members / own experience	9,556	29%
A booklet or leaflet about my choices	1,892	6%
NHS Choices website	1,407	4%
Staff at Clinical Assessment or Referral Centre	956	3%
Someone else at GP surgery	490	2%
Local patient organisation	192	1%
Other internet site	165	1%
Don't know	2,531	8%
Not stated	1,406	4%
<b>Total<sup>2</sup></b>	<b>32,554</b>	<b>100%</b>

1. Patients who said they had been offered choice were invited to select, from a list of sources, the one most important to them when choosing their hospital. This differs from earlier surveys, where such patients were invited to select as many sources as applied.
2. Total excludes 970 (3%) responses for patients sent the previous survey form (see Annex B).

**Table A.6 Most important factor for patients offered choice when choosing their hospital, February 2010.**

Most important factors listed <sup>1</sup>	Numbers and percentages	
	No. patients	Percent of responses
Close to your home or work	12,410	38%
Personal experience of the hospital	3,874	12%
Length of wait for appointment	3,120	10%
Good previous experience	1,835	6%
Accessible on public transport / Travel costs	1,696	5%
Quality of care	1,594	5%
Reputation of hospital	1,390	4%
GP / assessment centre doctor recommendation	1,257	4%
Experience of friends or family members	924	3%
Availability of car parking	812	2%
Ability to see consultant of your choice	775	2%
Convenience of appointment time	712	2%
Cleanliness / rates of infection	671	2%
Friendliness of staff	344	1%
Cost of car parking	209	1%
Standard of facilities	143	0%
Quality of food	24	0%
Don't know	358	1%
Not stated	407	1%
Total <sup>2</sup>	32,554	100%

1. Patients who said they had been offered choice were asked to select the single most important factor when they chose their hospital. This is not directly comparable with earlier surveys, where all patients were invited to select as many factors as they felt were most important in choosing a hospital.
2. Total excludes 970 (3%) responses for patients sent the previous survey form (see Annex B).

Table A.7 Patient responses by type of provider, February 2010

Numbers and percentages

	Type of provider of outpatient service					
	Total <sup>1</sup>		Independent Sector <sup>2</sup>		NHS	
	Number	Percent	Number	Percent	Number	Percent
<b>Q1 Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?</b>						
Yes	36,984	54%	355	48%	36,628	54%
No	31,523	46%	376	51%	31,146	46%
Not stated	534	1%	2	0%	531	1%
Total <sup>1</sup>	69,040	100%	734	100%	68,306	100%
<b>Q3 Were you offered a choice of hospital for your first hospital appointment?</b>						
Yes	33,525	49%	442	60%	33,083	48%
No	32,628	47%	276	38%	32,351	47%
Don't know	2,048	3%	11	2%	2,037	3%
Not stated	840	1%	5	1%	835	1%
Total <sup>1</sup>	69,040	100%	734	100%	68,306	100%
<b>For patients offered choice ('Yes' to Q3)</b>						
<b>Q6 Which was the single most important thing for you when you chose your hospital?</b>						
Close to home or work	12,410	38%	85	22%	12,325	38%
Personal experience	3,874	12%	25	6%	3,850	12%
Length of wait	3,120	10%	85	22%	3,035	9%
Good previous experience	1,835	6%	17	4%	1,818	6%
Accessibility	1,696	5%	8	2%	1,688	5%
Quality of care	1,594	5%	21	5%	1,573	5%
All other responses	8,025	25%	151	39%	7,874	24%
Total <sup>1,3</sup>	32,554	100%	391	100%	32,163	100%
<b>Q7 Were you able to go to the hospital that you wanted to go to?</b>						
Yes	46,366	67%	489	67%	45,877	67%
No	5,280	8%	46	6%	5,234	8%
I didn't have a preference	15,277	22%	184	25%	15,093	22%
Not stated	2,117	3%	15	2%	2,102	3%
Total <sup>1</sup>	69,040	100%	734	100%	68,306	100%
<b>Q9 When your first hospital appointment was made, were you offered a choice of different dates and times of day?</b>						
Yes	27,734	41%	367	57%	27,367	41%
No	35,299	53%	250	39%	35,049	53%
Don't know / not stated	4,130	6%	28	4%	4,103	6%
Total <sup>1,3</sup>	67,164	100%	645	100%	66,519	100%
<b>Q10 How satisfied or dissatisfied were you with how long you had to wait from the time your GP referred you to a hospital to when you actually saw the hospital?</b>						
Very satisfied	28,383	41%	427	58%	27,956	41%
Fairly satisfied	24,744	36%	227	31%	24,517	36%
Not very satisfied	7,708	11%	41	6%	7,668	11%
Not at all satisfied	4,790	7%	22	3%	4,769	7%
No appointment date yet	1,506	2%	2	0%	1,504	2%
Don't know / not stated	1,907	3%	15	2%	1,892	3%
Total	69,040	100%	734	100%	68,306	100%

1. Responses may not sum to total due to rounding following age and sex weighting of the survey results.
2. Some Independent Sector providers have taken part in the survey, issuing survey forms to their patients, since the November 2006 survey, see Annex B.
3. Total Q9 excludes 1,876 (3%) responses for patients sent the previous survey form; total Q6 excludes 971 of these who were offered choice (see Annex B).

**Table A.8 Patients aware of choice, offered choice and going to the hospital they wanted by PCT, February 2010**

PCT <sup>4</sup>	SHA <sup>5</sup>	Total <sup>6</sup>	Aware of choice <sup>1</sup>		Offered choice <sup>2</sup>		Able to go where wanted to go <sup>3</sup>		
			%Yes	%No	%Yes	%No	%Yes	%No	%No preference
<b>England</b>		69,040	54%	46%	49%	47%	67%	8%	22%
Ashton, Leigh and Wigan	NW	374	61%	39%	56%	40%	68%	8%	20%
Barking and Dagenham	Lon	178	60%	40%	62%	34%	63%	12%	21%
Barnet	Lon	166	60%	40%	56%	39%	73%	9%	15%
Barnsley	YH	612	73%	26%	51%	45%	74%	5%	19%
Bassetlaw	EM	354	67%	32%	53%	44%	73%	6%	19%
Bath and North East Somerset	SW	37	62%	35%	70%	22%	70%	8%	16%
Bedfordshire	EoE	641	58%	41%	48%	49%	72%	5%	20%
Berkshire East	SC	58	50%	50%	50%	47%	71%	12%	17%
Berkshire West	SC	97	57%	43%	67%	28%	76%	10%	11%
Bexley Care Trust	Lon	60	53%	47%	55%	45%	72%	7%	20%
Birmingham East and North	WM	43	58%	40%	63%	35%	70%	5%	21%
Blackburn with Darwen Teaching	NW	235	65%	35%	64%	31%	73%	11%	14%
Blackpool	NW	301	60%	40%	50%	47%	73%	6%	17%
Bolton	NW	400	62%	38%	59%	37%	77%	7%	14%
Bournemouth and Poole Teaching	SW	1,077	54%	45%	46%	51%	71%	6%	20%
Bradford and Airedale Teaching	YH	539	57%	43%	45%	50%	61%	10%	26%
Brent Teaching	Lon	193	50%	49%	46%	46%	65%	8%	24%
Brighton and Hove City	SEC	525	44%	56%	39%	55%	60%	8%	28%
Bristol	SW	296	46%	53%	48%	46%	67%	6%	25%
Bromley	Lon	52	48%	48%	31%	62%	48%	12%	31%
Buckinghamshire	SC	850	47%	50%	43%	51%	63%	9%	22%
Bury	NW	243	62%	38%	54%	42%	72%	8%	19%
Calderdale	YH	381	61%	38%	55%	41%	72%	5%	21%
Cambridgeshire	EoE	363	57%	42%	52%	42%	72%	5%	20%
Camden	Lon	75	65%	33%	57%	33%	80%	5%	13%
Central & Eastern Cheshire	NW	867	62%	36%	54%	42%	73%	6%	17%
Central Lancashire	NW	331	66%	34%	64%	33%	77%	7%	14%
City and Hackney Teaching	Lon	165	47%	50%	39%	51%	65%	7%	23%
Cornwall and Isles of Scilly	SW	437	49%	51%	41%	55%	54%	13%	25%
County Durham	NE	1,074	71%	29%	67%	30%	77%	7%	14%
Coventry Teaching	WM	573	68%	31%	54%	42%	76%	6%	15%
Croydon	Lon	63	71%	29%	73%	25%	71%	13%	13%
Cumbria Teaching	NW	1,162	63%	36%	50%	46%	74%	6%	17%
Darlington	NE	166	71%	27%	52%	44%	75%	10%	13%
Derby City	EM	463	49%	51%	37%	60%	66%	5%	27%
Derbyshire County	EM	1,031	65%	34%	58%	38%	77%	4%	17%
Devon	SW	1,222	60%	39%	49%	47%	71%	6%	20%
Doncaster	YH	337	66%	33%	47%	50%	75%	5%	17%
Dorset	SW	1,375	62%	37%	56%	39%	74%	7%	16%
Dudley	WM	149	56%	43%	38%	62%	63%	9%	27%
Ealing	Lon	364	56%	44%	45%	51%	68%	8%	21%
East and North Hertfordshire	EoE	82	68%	30%	54%	44%	66%	12%	18%
East Lancashire Teaching	NW	657	72%	28%	71%	25%	73%	10%	15%
East Riding of Yorkshire	YH	753	49%	50%	42%	55%	58%	11%	27%
East Sussex Downs and Weald	SEC	875	54%	45%	39%	56%	65%	6%	26%
Eastern and Coastal Kent	SEC	1,041	57%	42%	52%	45%	68%	9%	19%
Enfield	Lon	222	55%	44%	43%	50%	66%	9%	20%
Gateshead	NE	409	71%	29%	59%	37%	72%	6%	20%
Gloucestershire	SW	1,115	56%	44%	56%	41%	73%	7%	17%
Great Yarmouth and Waveney	EoE	100	64%	35%	52%	43%	71%	2%	23%
Greenwich Teaching	Lon	331	53%	46%	46%	48%	68%	7%	22%
Halton and St Helens	NW	669	62%	38%	60%	37%	71%	10%	16%

## Report on the National Patient Choice Survey - February 2010 England

PCT <sup>4</sup>	SHA <sup>5</sup>	Total <sup>6</sup>	Aware of choice <sup>1</sup>		Offered choice <sup>2</sup>		Able to go where wanted to go <sup>3</sup>		
			%Yes	%No	%Yes	%No	%Yes	%No	%No preference
Hammersmith and Fulham	Lon	2	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Hampshire	SC	2,446	52%	47%	45%	51%	67%	7%	23%
Haringey Teaching	Lon	268	61%	39%	51%	43%	71%	7%	20%
Harrow	Lon	176	55%	44%	55%	41%	68%	6%	21%
Hartlepool	NE	40	65%	35%	58%	38%	70%	5%	20%
Hastings and Rother	SEC	548	51%	49%	35%	61%	69%	6%	22%
Havering	Lon	271	59%	41%	76%	22%	77%	6%	14%
Heart of Birmingham Teaching	WM	31	29%	71%	29%	55%	71%	6%	23%
Herefordshire	WM	548	49%	51%	32%	65%	66%	4%	25%
Heywood, Middleton and Rochdale	NW	273	64%	34%	54%	41%	70%	9%	20%
Hillingdon	Lon	616	42%	57%	29%	67%	56%	14%	27%
Hounslow	Lon	56	41%	54%	59%	34%	64%	9%	25%
Hull Teaching	YH	555	50%	49%	41%	55%	54%	9%	34%
Isle of Wight NHS	SC	387	45%	55%	18%	77%	57%	5%	33%
Islington	Lon	133	64%	35%	56%	32%	74%	8%	16%
Kensington and Chelsea	Lon	25	44%	52%	56%	36%	76%	8%	12%
Kingston	Lon	46	61%	39%	57%	39%	61%	17%	11%
Kirklees	YH	717	54%	45%	52%	43%	70%	8%	19%
Knowsley	NW	358	50%	50%	49%	47%	66%	10%	22%
Lambeth	Lon	378	53%	46%	49%	46%	75%	6%	17%
Leeds	YH	1,578	50%	49%	39%	57%	55%	11%	30%
Leicester City	EM	497	39%	61%	33%	61%	50%	11%	35%
Leicestershire County and Rutland	EM	829	49%	51%	44%	54%	57%	11%	28%
Lewisham	Lon	482	52%	46%	44%	51%	63%	6%	27%
Lincolnshire Teaching	EM	740	62%	38%	55%	42%	64%	13%	22%
Liverpool	NW	1,098	54%	44%	52%	44%	69%	8%	21%
Luton	EoE	166	51%	47%	34%	61%	63%	7%	25%
Manchester	NW	749	47%	52%	36%	59%	61%	9%	26%
Medway	SEC	109	60%	40%	63%	33%	71%	10%	17%
Mid Essex	EoE	593	46%	54%	34%	63%	59%	8%	31%
Middlesbrough	NE	4	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Milton Keynes	SC	518	51%	48%	36%	59%	63%	6%	28%
Newcastle	NE	31	58%	42%	68%	26%	52%	23%	19%
Newham	Lon	196	48%	51%	40%	53%	62%	11%	24%
Norfolk	EoE	841	57%	42%	59%	39%	82%	7%	9%
North East Essex	EoE	620	47%	52%	45%	52%	61%	10%	25%
North East Lincolnshire Care Trust Plus	YH	204	49%	50%	38%	59%	59%	5%	31%
North Lancashire Teaching	NW	805	66%	33%	64%	33%	75%	7%	14%
North Lincolnshire	YH	306	69%	30%	59%	36%	77%	3%	18%
North Somerset	SW	302	54%	44%	53%	41%	74%	8%	17%
North Staffordshire	WM	465	67%	33%	62%	35%	77%	5%	15%
North Tyneside	NE	239	61%	38%	48%	49%	70%	7%	21%
North Yorkshire and York	YH	1,160	54%	45%	42%	54%	72%	5%	21%
Northamptonshire Teaching	EM	657	63%	37%	60%	39%	78%	5%	14%
Northumberland Care Trust	NE	366	61%	37%	52%	44%	68%	7%	22%
Nottingham City	EM	374	56%	43%	44%	51%	68%	8%	20%
Nottinghamshire County Teaching	EM	1,236	64%	36%	54%	43%	75%	5%	18%
Oldham	NW	300	71%	29%	72%	24%	80%	8%	11%
Oxfordshire	SC	719	55%	44%	43%	53%	71%	5%	20%
Peterborough	EoE	287	49%	51%	37%	59%	57%	6%	34%
Plymouth Teaching	SW	379	57%	42%	50%	47%	75%	5%	18%
Portsmouth City Teaching	SC	470	50%	49%	38%	59%	56%	9%	32%
Redbridge	Lon	120	58%	41%	55%	39%	64%	10%	22%
Redcar and Cleveland	NE	5	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Richmond and Twickenham	Lon	19	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Rotherham	YH	547	76%	24%	54%	43%	78%	5%	15%

## Report on the National Patient Choice Survey - February 2010 England

PCT <sup>4</sup>	SHA <sup>5</sup>	Total <sup>6</sup>	Aware of choice <sup>1</sup>		Offered choice <sup>2</sup>		Able to go where wanted to go <sup>3</sup>		
			%Yes	%No	%Yes	%No	%Yes	%No	%No preference
Salford	NW	345	62%	37%	47%	47%	72%	7%	17%
Sandwell	WM	43	60%	37%	56%	37%	63%	14%	21%
Sefton	NW	261	49%	51%	44%	52%	57%	10%	29%
Sheffield	YH	1,065	54%	45%	33%	63%	59%	8%	30%
Shropshire County	WM	65	71%	28%	68%	31%	75%	6%	14%
Solihull Care Trust	WM	11	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Somerset	SW	555	67%	32%	62%	34%	77%	6%	14%
South Birmingham	WM	201	41%	59%	26%	69%	62%	5%	27%
South East Essex	EoE	292	66%	33%	47%	48%	73%	6%	20%
South Gloucestershire	SW	68	60%	35%	47%	40%	74%	7%	13%
South Staffordshire	WM	857	66%	34%	53%	44%	70%	8%	18%
South Tyneside	NE	397	65%	34%	47%	48%	69%	5%	23%
South West Essex	EoE	604	58%	41%	56%	41%	69%	10%	19%
Southampton City	SC	296	29%	69%	24%	72%	53%	4%	38%
Southwark	Lon	388	46%	54%	42%	54%	66%	5%	26%
Stockport	NW	489	58%	42%	57%	38%	74%	8%	15%
Stockton-on-Tees Teaching	NE	19	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Stoke on Trent	WM	520	61%	38%	60%	36%	76%	4%	17%
Suffolk	EoE	693	45%	54%	29%	67%	66%	5%	26%
Sunderland Teaching	NE	584	72%	28%	52%	43%	71%	6%	20%
Surrey	SEC	1,133	53%	46%	47%	48%	67%	9%	21%
Sutton and Merton	Lon	529	50%	49%	48%	49%	62%	10%	25%
Swindon	SW	383	52%	47%	42%	52%	67%	5%	25%
Tameside and Glossop	NW	458	66%	34%	53%	43%	67%	6%	24%
Telford and Wrekin	WM	15	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.	n/a.
Torbay Care Trust	SW	436	56%	43%	47%	51%	73%	5%	19%
Tower Hamlets	Lon	51	53%	45%	59%	35%	67%	16%	14%
Trafford	NW	397	55%	45%	44%	52%	69%	9%	21%
Wakefield District	YH	586	62%	38%	59%	37%	67%	12%	19%
Walsall Teaching	WM	198	61%	39%	50%	47%	73%	2%	22%
Waltham Forest	Lon	39	54%	46%	72%	28%	69%	10%	15%
Wandsworth	Lon	79	49%	47%	61%	32%	77%	5%	15%
Warrington	NW	362	56%	44%	41%	54%	67%	7%	21%
Warwickshire	WM	813	61%	39%	58%	39%	75%	8%	15%
West Essex	EoE	105	61%	38%	42%	54%	62%	10%	22%
West Hertfordshire	EoE	564	48%	51%	50%	47%	67%	8%	21%
West Kent	SEC	1,038	51%	48%	45%	51%	69%	7%	21%
West Sussex	SEC	332	49%	50%	40%	55%	65%	13%	18%
Western Cheshire	NW	122	57%	42%	62%	36%	65%	8%	20%
Westminster	Lon	121	52%	48%	50%	41%	69%	6%	23%
Wiltshire	SW	684	61%	38%	49%	46%	79%	3%	15%
Wirral	NW	549	60%	39%	50%	47%	70%	6%	21%
Wolverhampton City	WM	468	54%	46%	38%	57%	69%	5%	22%
Worcestershire	WM	747	54%	45%	40%	55%	61%	10%	25%

1. Response to Q1 'Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?'
2. Response to Q3 'Were you offered a choice of hospital for your first hospital appointment?'
3. Response to Q7 'Were you able to go to the hospital that you wanted to go to?'
4. Responsible Care Trusts and Primary Care Trusts, see Annex B. PCT results are not weighted for any age or sex bias among respondents.
5. Strategic Health Authority based on responsible PCT: NE (North East), NW (North West), YH (Yorkshire & the Humber), EM (East Midlands), WM (West Midlands), EoE (East of England), Lon (London), SEC (South East Coast), SC (South Central) and SW (South West).
6. Total valid responses, including patients who replied 'don't know' or did not respond to the question. The national total is weighted and includes 1,010 (1.5%) cases not listed by responsible PCT because the PCT was not clear. Results for PCTs with fewer than 20 responses have been omitted, whilst those with fewer than 100 responses should be treated with some caution (see Annex B Issues for PCT results).

**Table A.9 Number and percentage of PCTs by percentage of patients offered choice, surveys to date.**

Numbers and percentages

	May/June 2006 <sup>1</sup>		March 2008		May 2008		July 2008		September 2008		December 2008		March 2009		February 2010	
	No. of PCTs <sup>2</sup>	% of PCTs	No. of PCTs	% of PCTs	No. of PCTs	% of PCTs	No. of PCTs	% of PCTs	No. of PCTs	% of PCTs	No. of PCTs	No. of PCTs	No. of PCTs	No. of PCTs	No. of PCTs <sup>3</sup>	% of PCTs
<b>Percentage of patients offered a choice of hospital<sup>4</sup></b>																
60% and over	14	5%	11	7%	7	5%	14	9%	13	9%	16	11%	15	10%	21	14%
50% to <60%	17	6%	49	32%	50	33%	50	33%	52	34%	48	32%	50	33%	55	38%
40% to <50%	34	11%	61	40%	58	38%	52	34%	51	34%	53	35%	55	36%	42	29%
30% to <40%	71	23%	28	18%	31	20%	28	18%	29	19%	26	17%	27	18%	21	14%
20% to <30%	104	34%	3	2%	6	4%	8	5%	7	5%	7	5%	4	3%	5	3%
10% to < 20%	59	19%	0	0%	0	0%	0	0%	0	0%	2	1%	1	1%	1	1%
<10%	4	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	303	100%	152	100%	152	100%	152	100%	152	100%	152	100%	152	100%	145	100%

1. For results of the July 2006 to January 2008 surveys, see previous reports.

2. Prior to PCT reconfiguration on 1 October 2006, there were 303 organisations (Care Trusts and Primary Care Trusts), compared with 152 subsequently.

3. In February 2010, seven of the 152 PCTs had fewer than 20 responses and were omitted from this analysis, see Annex B.

4. Percentage of patients who said Yes to: 'Were you offered a choice of hospital for your first hospital appointment?'

**Table A.10 Percentage of patients offered choice by SHA, surveys to date**

Numbers and percentages

	May/June 2006 <sup>1</sup>		March 2008		May 2008		July 2008		September 2008		December 2008		March 2009		February 2010	
	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>
<b>England</b>	78,773	30%	109,331	47%	89,903	45%	93,528	46%	93,003	46%	75,878	46%	93,217	47%	69,040	49%
North East	4,238	28%	6,824	51%	5,587	47%	3,922	52%	5,577	50%	4,958	50%	5,235	50%	3,334	57%
North West	11,252	39%	14,117	52%	12,751	51%	13,139	52%	13,084	52%	10,447	51%	13,002	52%	11,805	54%
Yorks & Humber	9,321	26%	12,486	44%	9,831	41%	10,699	41%	12,165	43%	9,083	42%	12,253	44%	9,340	45%
East Midlands	7,240	38%	10,269	56%	8,514	52%	9,701	52%	10,113	52%	8,489	51%	8,937	50%	6,181	50%
West Midlands	7,355	30%	8,605	45%	8,208	43%	8,002	43%	7,119	44%	4,840	46%	6,964	47%	5,747	49%
East of England	8,580	24%	11,442	40%	8,976	37%	8,295	39%	8,764	40%	7,252	42%	8,959	43%	5,951	46%
London	9,350	30%	11,563	45%	10,433	45%	10,318	45%	8,634	43%	7,224	45%	9,180	46%	5,864	48%
South East Coast	7,490	20%	8,642	44%	7,530	44%	6,880	43%	7,797	44%	5,950	44%	7,712	45%	5,601	44%
South Central	5,204	34%	6,486	47%	6,051	44%	7,001	46%	6,150	45%	5,756	42%	7,326	41%	5,841	41%
South West	8,747	27%	10,690	49%	8,455	48%	11,177	50%	8,274	49%	8,397	49%	10,690	49%	8,366	51%

1. For results of the July 2006 to January 2008 surveys, see previous reports.

2. Total valid responses. From November 2006, total includes cases not identifiable by SHA (see Annex B).

3. Percentage of patients who said Yes to: 'Were you offered a choice of hospital for your first hospital appointment?'

4. SHA results are not weighted for any age or sex bias among respondents.



**Table A.11 Percentage of patients aware of choice by SHA, surveys to date**

Numbers and percentages

	May/June 2006 <sup>1</sup>		March 2008		May 2008		July 2008		September 2008		December 2008		March 2009		February 2010	
	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>
<b>England</b>	78,773	29%	109,331	43%	89,903	45%	93,528	47%	93,003	48%	75,878	50%	93,217	50%	69,040	54%
North East	4,238	30%	6,824	47%	5,587	49%	3,922	55%	5,577	58%	4,958	63%	5,235	62%	3,334	68%
North West	11,252	34%	14,117	47%	12,751	50%	13,139	53%	13,084	54%	10,447	56%	13,002	57%	11,805	60%
Yorks & Humber	9,321	30%	12,486	45%	9,831	46%	10,699	49%	12,165	51%	9,083	51%	12,253	54%	9,340	57%
East Midlands	7,240	36%	10,269	51%	8,514	53%	9,701	53%	10,113	56%	8,489	57%	8,937	56%	6,181	58%
West Midlands	7,355	31%	8,605	47%	8,208	48%	8,002	51%	7,119	52%	4,840	54%	6,964	55%	5,747	59%
East of England	8,580	31%	11,442	43%	8,976	43%	8,295	45%	8,764	47%	7,252	48%	8,959	49%	5,951	53%
London	9,350	32%	11,563	43%	10,433	46%	10,318	46%	8,634	46%	7,224	48%	9,180	49%	5,864	53%
South East Coast	7,490	28%	8,642	41%	7,530	43%	6,880	45%	7,797	46%	5,950	48%	7,712	47%	5,601	52%
South Central	5,204	32%	6,486	43%	6,051	46%	7,001	48%	6,150	48%	5,756	49%	7,326	48%	5,841	50%
South West	8,747	31%	10,690	47%	8,455	50%	11,177	49%	8,274	51%	8,397	53%	10,690	53%	8,366	58%

1. For results of the July 2006 to January 2008 surveys, see previous reports.

2. Total valid responses. From November 2006, total includes cases not identifiable by SHA (see Annex B).

3. Percentage of patients who said Yes to: 'Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?'

4. SHA results are not weighted for any age or sex bias among respondents.



# Annex B: Notes on the survey methodology

## Background

This is the eighteenth National Patient Choice Survey conducted by Ipsos MORI on behalf of the Department of Health, as a follow-up to the series of surveys used to monitor patient awareness of choice and recall of having been offered a choice of hospital for their first outpatient appointment. The surveys provide a national overview of choice and summary results at PCT level. National surveys were conducted for referrals in May/June, July, September and November 2006, January, March, May, July, September and November 2007, January, March, May, July, September and December 2008, March 2009 and now February 2010.

## Methodology

The methodology of the February 2010 survey was similar to the previous series of surveys. Patients who had been referred by a GP for a first outpatient appointment in any of 123 major acute NHS trusts or 12 Independent Sector (IS) organisations during the two-week period 15 to 28 February 2010 were invited to take part in the survey. Patients aged under 16 or referred for specialties exempted from choice were omitted from the survey (including urgent referrals, two week wait cancer patients, antenatal patients and those referred to rapid access chest pain clinics or mental health specialties – see footnote on Page 7).

These providers of care together account for three quarters of NHS GP referrals to first outpatient appointments. This is a lower share than for previous surveys, because more providers did not take part in the survey, but still gives a reasonable sample in most areas (see 'Issues for PCT results' below). Although the Independent Sector units receive relatively few referrals, their inclusion in the survey (from November 2006) helps to ensure representation of these patients, who might have a different experience of choice.

The providers were asked to issue the survey questionnaire within a week of the two-week period. Around 205,000 questionnaires were issued. Patients were invited to complete the questionnaire and return it using the pre-paid Ipsos MORI reply envelope. The questionnaires were anonymous except for the information pre-completed regarding the issuing Trust and the responsible PCT of the patient (see below for issues regarding the PCT information). All responses were treated as completely confidential.

## Questionnaire redesign

Following a review of the questionnaire design, changes were implemented for the February 2010 follow-up survey (see Annex C for the questionnaire).

- New questions about whether the patient had enough information to make their choice, choice of date and time and awareness of how to complain were added.
- Patients offered choice were asked to select the single most important source of information, instead of all that apply, since this gives a more powerful indication of which were most important.
- Patients offered choice were asked to select the single most important factor when they chose their hospital, instead of all patients being invited to select factors that would be important to them, since this gives a more powerful indication of which were most applicable.
- New questions about long-standing illness and the first part of the patient postcode were added, to improve analysis of the extent to which PCT results are affected by underlying health or socio-economic inequalities.

Owing to a lack of redesigned questionnaires in a few providers, some patients were sent copies of the previous survey questionnaire. 1,776 responses were received to the previous questionnaire, 3% of the total (equivalent to 1,886 weighted responses, see below). These were included in the analysis of all questions common to both questionnaires, but omitted from analysis of the new or revised questions.

## Response

A total 69,075 patients responded to the survey, a response rate of 34%. Of these, 35 responses did not clearly indicate the code of the issuing Trust or IS provider (despite pre-printing of the organisation code) and were omitted as invalid. In addition, 1,010 (1.5%) responses did not indicate the responsible PCT, fewer than in previous surveys as it was often possible to impute the PCT code from the postcode district entered by the patient. Such cases were included in national analysis since they had a valid provider code. This resulted in an effective national response rate of 34% (69,040 valid responses). This compares with valid response rates of between 25% and 33% in surveys to January 2008 (except 40% in September 2007), 50% in March 2008 and between 35% and 38% in May 2008 to March 2009.

Although the survey results were weighted for age and sex bias among respondents (see below), they may be subject to other response bias for which no adjustment can be made.

## Weighting for non-response

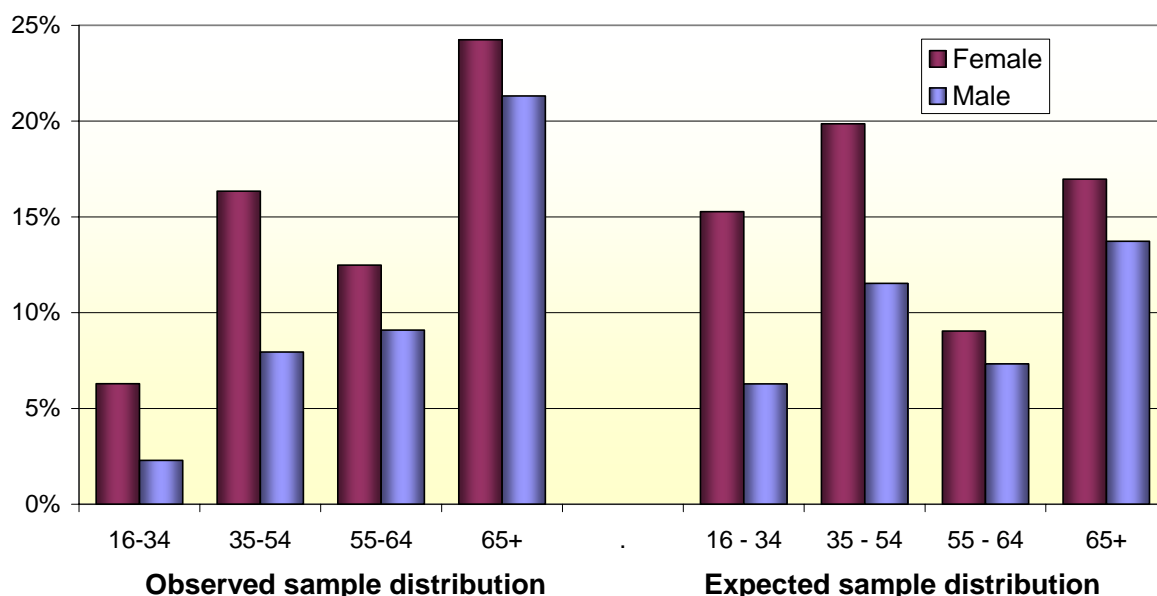
The age and sex of respondents to the survey was compared with Hospital Episodes Statistics (HES) Outpatients data sourced from the Information Centre for Health and Social Care (IC)<sup>1</sup>. The HES data related to 9.8 million first attendance

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<sup>1</sup> For details of the IC (HES) Outpatients data, see [www.hesonline.org.uk](http://www.hesonline.org.uk).

outpatient appointments in 2008-09<sup>1</sup> for patients with known sex and age 16 and over where the source of referral was a General Medical Practitioner and the specialty was not one of those excluded from choice (cancer, obstetrics and mental health). There was a lower proportion of younger patients among the survey respondents than in the overall HES distribution, for both males and females, see Figure B.1.

**Figure B.1 Percentage of survey respondents by age and sex, compared with the expected distribution**



Although many of the survey results differed only slightly by age and sex, this sample difference is sufficiently marked that the decision was made to weight the national data to adjust for this response bias. No weighting was done by ethnic group since the HES outpatient data did not have an ethnic group recorded. The national weighting was not applied to PCT or SHA results because the age and sex distribution differs by PCT and the HES outpatient data may not provide a sufficiently robust comparison.

### Issues for PCT results

Survey forms were marked with the commissioning organisation (Care Trust or Primary Care Trust, PCT) prior to issue. In some cases, PCT codes were invalid or illegible and these were imputed where possible using the PCT entry, Provider code or first part of the patient postcode. SHA results were aggregated from the PCT data, which were not weighted for any age, sex or ethnicity bias among respondents.

The number of valid responses received varied by PCT, from fewer than 60 patients in 20 PCTs to more than 1,000 in 16 PCTs, as shown in Annex Table A.8. For seven PCTs where there were significant local problems with the survey process,

<sup>1</sup> Provisional monthly HES data, available for most months of 2009-10, shows a similar distribution to the final 2008-09 results but may be less robust for weighting purposes.

only between 2 and 19 responses were received (see Annex Table A.8). Results for these PCTs are likely to be misleading and so were omitted from the PCT analysis. If responses were unbiased for the other 145 PCTs, the average confidence interval<sup>1</sup> around the percentage of patients offered choice in each PCT would be  $\pm 6\%$ , but in some cases this is as low as  $\pm 2\%$  or, in the worst case, as high as  $\pm 20\%$ . The variable response, possibility of response bias and lack of weighting for age and sex bias at a local level means that PCT results should be treated with some caution. This is particularly the case for PCTs where fewer than 100 patients have responded to the survey.

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<sup>1</sup> The 95% confidence interval for a PCT indicates the range in which the percentage of patients responding 'Yes' to the question is 95% likely to fall, given sampling error (but assuming no response bias). It is calculated by approximation to a Binomial distribution.

# Annex C: Survey questionnaire



Ipsos MORI

Hospital Reference:

PCT Reference:

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NATIONAL PATIENT CHOICE SURVEY

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Q1. Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?  
PLEASE TICK ONE BOX ONLY

Yes .....

No.....

Q2. Did you discuss which hospital you might go to with your GP?  
PLEASE TICK ONE BOX ONLY

Yes .....

No.....

Don't know.....

Q3. Were you offered a choice of hospital for your first hospital appointment?  
PLEASE TICK ONE BOX ONLY

Yes .....

No.....

Don't know.....

**Please only answer Q4, Q5 and Q6 if you answered yes at Q3**

Q4. Which was the **single** most important source of information for you when you chose your hospital?  
PLEASE TICK ONE BOX ONLY

My GP .....

A booklet or leaflet about the choices I have.....

NHS Choices Website .....

Other internet site .....

Friends/family members/own experience .....

Someone else at my GP surgery .....

Local patient organisation.....

Staff at Clinical Assessment or Referral Centre .....

Don't know.....

Q5. Did you have enough information to help you make your choice?  
PLEASE TICK ONE BOX ONLY

Yes.....

No .....

Q6. Which was the **single** most important thing for you when you chose your hospital? PLEASE TICK ONE BOX ONLY

Availability of car parking .....

Cost of car parking .....

Close to your home or work.....

Accessible on public transport/Travel costs.....

Cleanliness/rates of infection.....

Friendliness of staff .....

Quality of care .....

Personal experience of the hospital...

Experience of friends or family members .....

GP/assessment centre doctor recommendation.....

Reputation of hospital.....

Ability to see consultant of your choice.....

Good previous experience.....

Convenience of appointment time ....

Length of wait for appointment .....

Quality of food .....

Standard of facilities .....

Don't know .....

**Everyone should answer the remaining questions**

Q7. Were you able to go to the hospital that you wanted to go to?  
PLEASE TICK ONE BOX ONLY

Yes.....

No .....

I didn't have a preference .....

**Report on the National Patient Choice Survey - February 2010 England**

- Q8. How did you book your first hospital appointment?  
PLEASE TICK ONE BOX ONLY
- By telephone via the appointments line 0845 608 8888 .....
- On screen (done by GP) .....
- On screen (done by GP practice staff) .....
- On the internet via myHealthSpace ...
- On the internet via NHS Choices .....
- The GP wrote to the hospital asking them to contact me .....
- Via a local call centre .....
- Other .....
- Don't know .....
- I have not booked an appointment yet ...

- Q9. When your first hospital appointment was made, were you offered a choice of different dates and times of day?  
PLEASE TICK ONE BOX ONLY
- Yes .....
- No .....
- Don't know .....

- Q10. How satisfied or dissatisfied were you with how long you had to wait from the time your GP referred you to a hospital to when you actually saw the hospital specialist? PLEASE TICK ONE BOX ONLY
- Very satisfied .....
- Fairly satisfied .....
- Not very satisfied .....
- Not at all satisfied .....
- Don't know .....
- I do not have an appointment date .....

- Q11. Are you aware of how to complain if you feel you were not offered a choice of hospital?  
PLEASE TICK ONE BOX ONLY
- Yes .....
- No .....
- Don't know .....

- Q12. Are you male or female?  
PLEASE TICK ONE BOX ONLY
- Male .....
- Female .....

- Q13. How old are you?  
PLEASE TICK ONE BOX ONLY
- 16-34 .....
- 35-54 .....
- 55-64 .....
- 65 or over .....

- Q14. To which of these ethnic groups would you say you belong?  
PLEASE TICK ONE BOX ONLY
- White
- British .....
- Irish .....
- Any other white background .....
- Mixed
- White and Black Caribbean .....
- White and Black African .....
- White and Asian .....
- Any other mixed background .....
- Asian or Asian British
- Indian .....
- Pakistani .....
- Bangladeshi .....
- Any other Asian background .....
- Black or Black British
- Caribbean .....
- African .....
- Any other Black background .....
- Chinese or other ethnic group
- Chinese .....
- Any other ethnic group .....

- Q15. Do you have any long-standing illness, disability or infirmity? By long standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.  
PLEASE TICK ONE BOX ONLY
- Yes – I have a long standing illness...
- Yes – I have a disability .....
- No .....
- Prefer not to say .....

Q16. Please write the first part of your postcode below, e.g. SE15 or ME5.

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# Annex D: Combined survey results by age, sex, ethnic group and long-standing illness

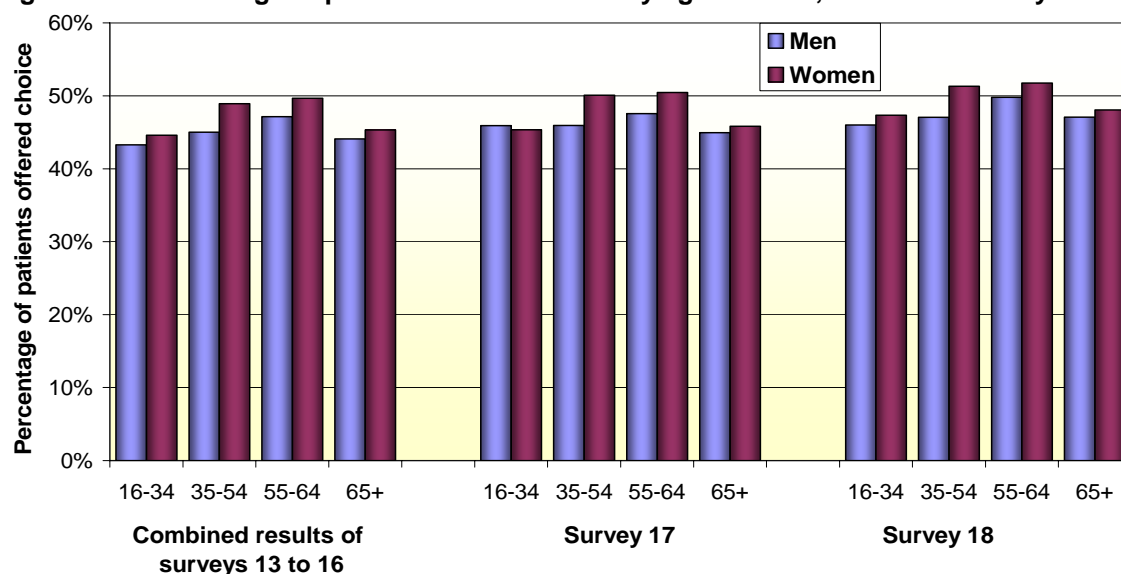
## Background

Results of the survey by the age, sex and ethnic group of respondents were last presented in the report for referrals made in December 2008<sup>1</sup>. That report compiled results for the first sixteen surveys. These were aggregated for comparison, since the differences observed by age, sex and ethnic group were generally consistent over all the surveys and otherwise small samples for some groups made comparisons inconclusive. This annex updates that analysis by presenting the analysis of the seventeenth and eighteenth surveys against the combined results of the first sixteen surveys<sup>2</sup>. In addition, results of the latest survey are presented by whether or not the patient had a long-standing illness or disability.

## Age and sex results

The proportion of patients recalling being offered a choice of hospital for their first outpatient appointment was over 2% higher for women than for men in February 2010, a similar difference to that seen in previous surveys. The proportion also varied by age (see Figure D.1 and Table D.2), with the highest proportion of patients offered choice being for 35-54 year olds and 55 to 64 year olds whilst there were lower proportions for 16-34 year olds and those aged over 65.

**Figure D.1 Percentage of patients offered choice by age and sex, combined survey results**

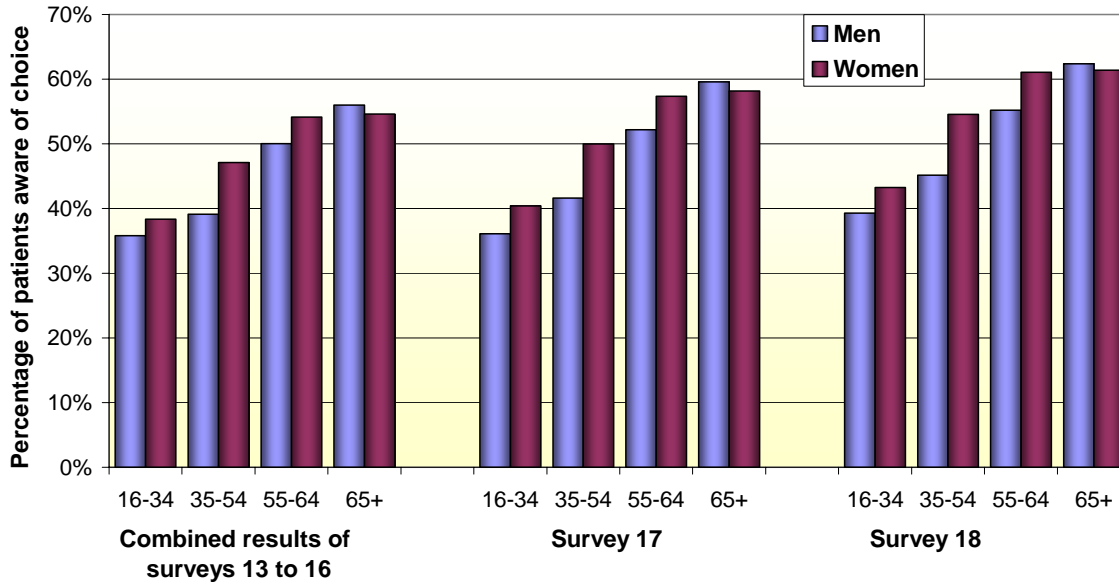


<sup>1</sup> Report on the National Patient Choice Survey – December 2008 England, DH, May 2009

<sup>2</sup> Surveys 1 to 4 are for referrals made in May/June, July, September and November 2006. Surveys 5 to 8 are for referrals made in January, March, May and July 2007. Surveys 9 to 12 are for referrals made in September and November 2007 and January and March 2008. Surveys 13 to 16 are for referrals made in May, July, September and December 2008.

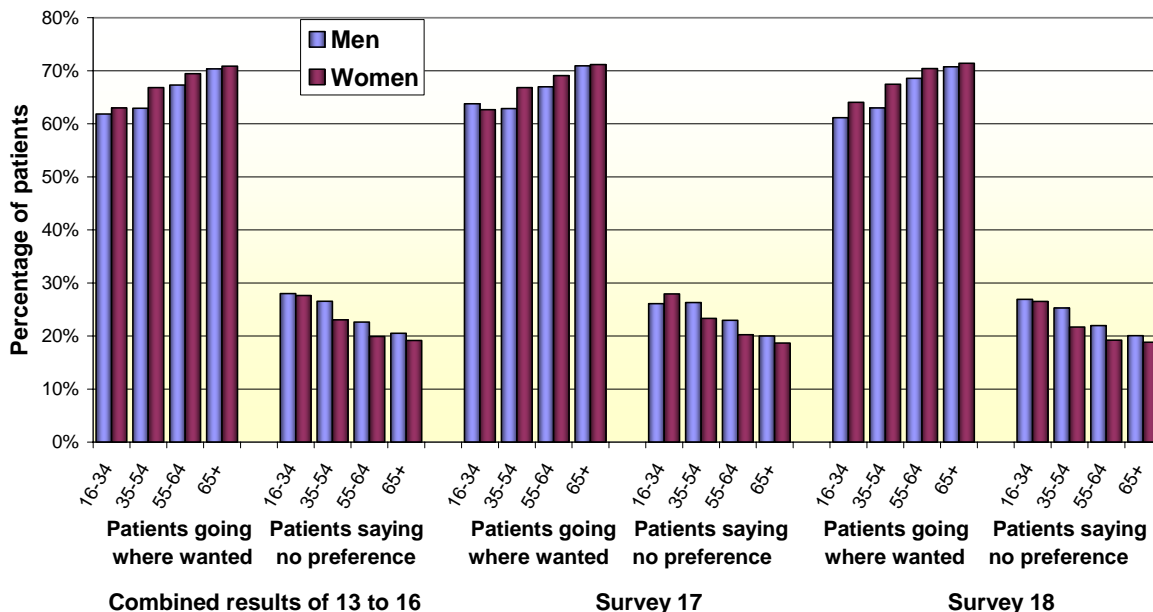
The proportion of patients aware before visiting their GP that they had a choice of hospital for their first outpatient appointment increased with age, see Figure D.2 and Table D.1. This trend was maintained across all the surveys to date, despite the general increase in awareness. Women generally had a greater awareness of choice, except in the over 65 age band where men had a greater awareness.

**Figure D.2 Percentage of patients aware of choice by age and sex, combined survey results**



The proportion of patients who were able to go to the hospital they wanted increased with age, whilst the proportion who had no preference decreased with age, see Figure D.3 and Table D.3<sup>1</sup>. Men were somewhat less inclined to have a preference than women, slightly more of whom said they went to their hospital of choice.

**Figure D.3 Percentage of patients going where they wanted or having no preference, by age and sex**

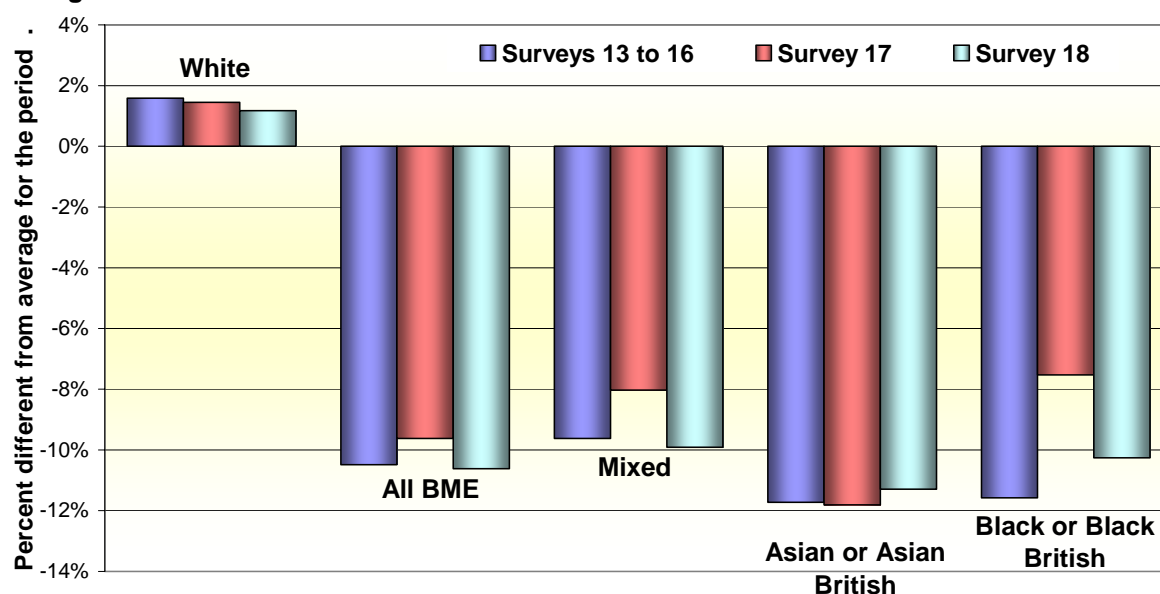


<sup>1</sup> This question was introduced from the 10<sup>th</sup> survey (November 2007).

## Ethnic group results

The proportion of patients recalling being offered a choice of hospital for their first outpatient appointment was higher for patients in the White ethnic group than for Black and Minority Ethnic group (BME) patients<sup>1</sup>, see Figure D.4 and Table D.2. This difference reduced over the series of surveys but was relatively consistent over the latest surveys, with more variation for uncombined survey results due to smaller numbers. The Asian or Asian British ethnic group was up to 12% below the overall proportion of patients offered choice in the latest surveys, as was the Other group<sup>2</sup> (see Table D.2). The Black or Black British group and those of Mixed ethnicity were slightly closer to average. The Chinese group showed most variability and was not always below average (but based on less than 0.4% of responses and omitted from Figure D.4).

**Figure D.4 Percentage of patients offered choice by main ethnic groups relative to the average**

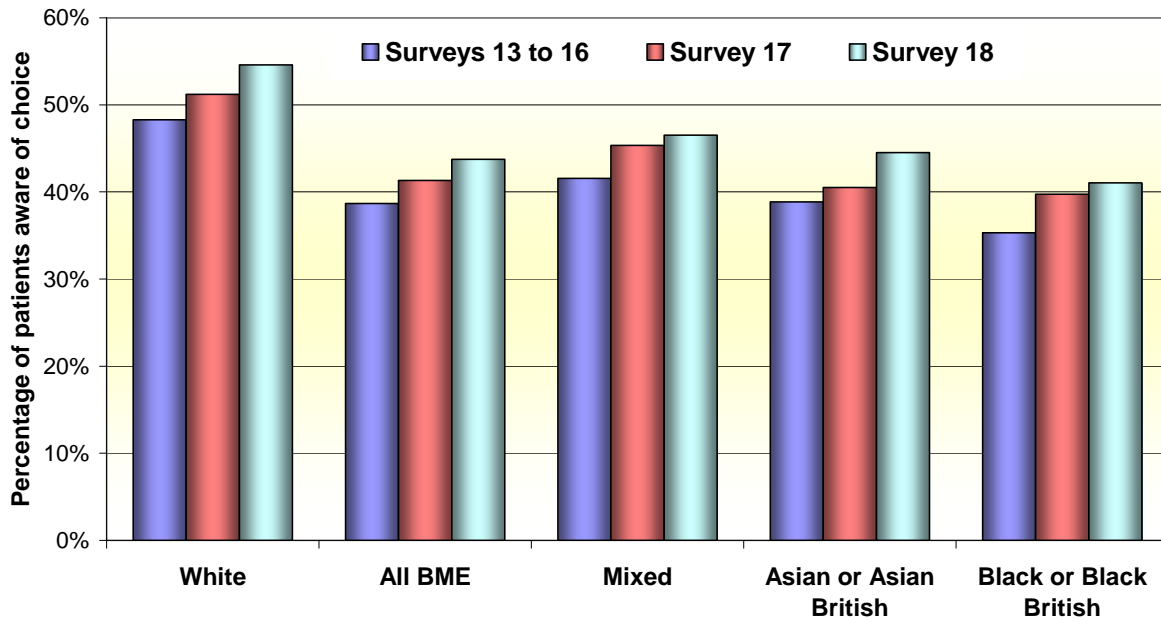


The proportion of patients aware before visiting their GP that they had a choice of hospital for their first outpatient appointment was higher for patients in the White ethnic group than for Black and Minority Ethnic group (BME) patients, see Figure D.5 and Table D.1. Of all BME patients, those considering themselves in the Mixed and Asian or Asian British groups had the highest awareness of choice. Nevertheless, awareness continued to rise over time across all groups.

<sup>1</sup> The results are weighted to adjust for age and sex bias amongst respondents to the surveys, but not to adjust for the differences in the distribution of patients by age and sex between ethnic groups. In particular, the most common age group for BME respondents in February 2010 was 35-54 years old, compared to 65 or over in the White group. In addition, no adjustment has been made for other factors that might affect the comparison by ethnic group, such as any correlation between the proportion of patients in different ethnic groups and geographic or deprivation effects. Separate study indicates that if we control for these effects, the main results are broadly consistent with those presented here.

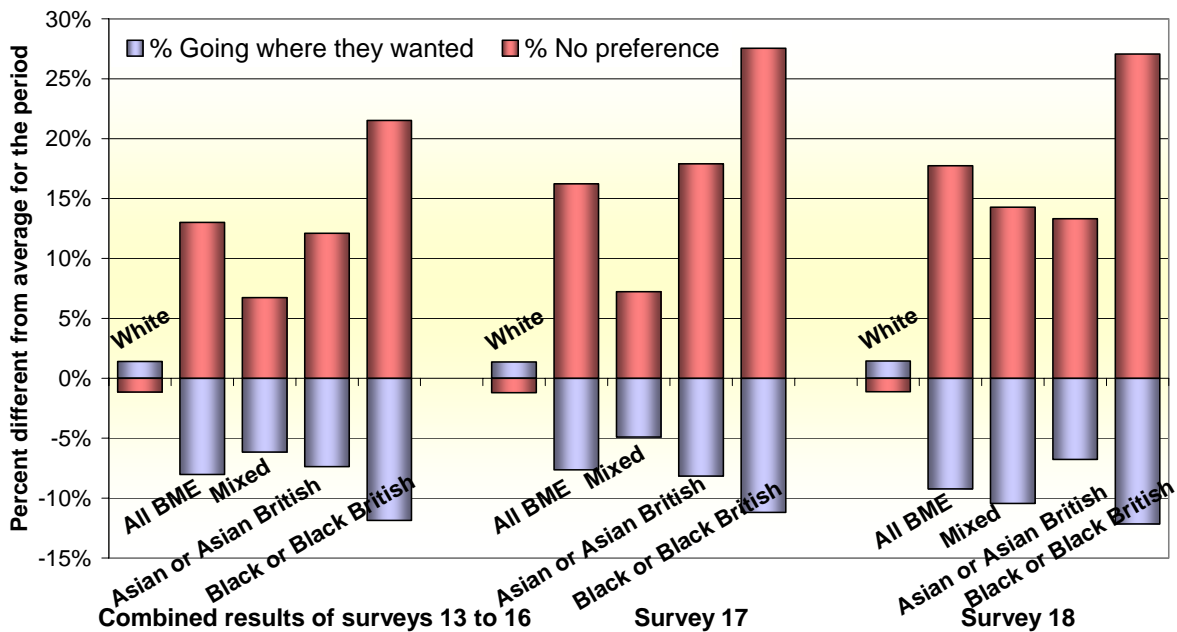
<sup>2</sup> Patients in all ethnic groups with 'other' in the description were invited to write their ethnicity in a box, in surveys from November 2007 to March 2009. In the February 2010 survey, a box was only provided for 'Any other ethnic group' and this may be why more patients selected this option.

Figure D.5 Percentage of patients aware of choice by main ethnic group



The proportion of patients who were able to go to the hospital they wanted was higher for patients in the White ethnic group than for Black and Minority Ethnic group (BME) patients, see Figure D.6 and Table D.3<sup>1</sup>. All BME groups were less likely to have a preference of hospital than White patients (even when offered a choice).

Figure D.6 Percentage of patients going to the hospital they wanted or having no preference relative to the average, by main ethnic group

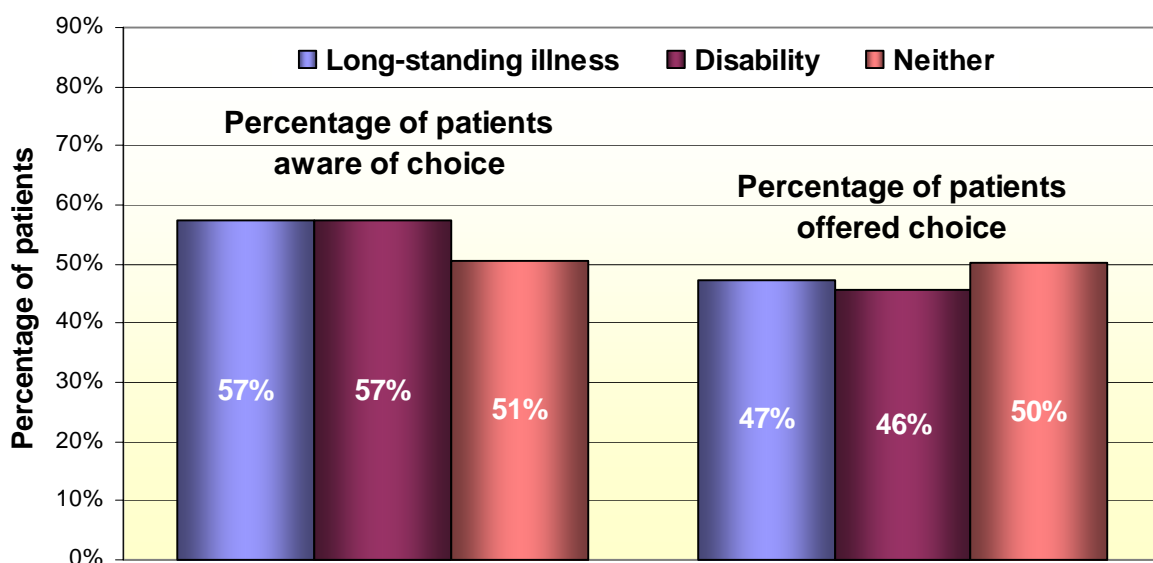


<sup>1</sup> This question was introduced from the 10<sup>th</sup> survey (November 2007).

### Long-standing illness results

The proportion of patients aware before visiting their GP that they had a choice of hospital for their first outpatient appointment was higher for patients with a long-standing illness or disability<sup>1</sup> (57%) than for those without (51%), see Figure D.7 and Table D.1. However, most of this difference is explained by the proportion of patients with a long-standing illness or disability rising with age, since awareness increases with age, so these factors may be related. The proportion of patients recalling being offered choice varied less by whether or not the patient had an illness or disability (see Table D.2), as did the proportion going to the hospital they wanted (see Table D.3).

**Figure D.7 Percentage of patients aware of choice and offered choice, by whether patient had a long-standing illness or disability, February 2010**



<sup>1</sup> For the first time in the series of National Patient Choice Surveys, patients were asked whether they had a long-standing illness or disability, defined as "anything that has troubled you over a period of time or that is likely to affect you over a period of time". 1,847 (3%) responses had both a long-standing illness and a disability.

**Table D.1 Percentage of patients aware of choice by age, sex, ethnic group and long-standing illness, surveys to date**

Numbers and percentages												
	Surveys 1 to 4 2006 <sup>1</sup>		Surveys 5 to 8 2007 <sup>1</sup>		Surveys 9 to 12 2007-08 <sup>1</sup>		Surveys 13 to 16 2008 <sup>1</sup>		Survey 17 March 2009		Survey 18 February 2010	
	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>
<b>Total</b>	276,369	32%	285,736	37%	351,834	42%	352,316	47%	93,217	50%	69,040	54%
<b>By age and sex:</b>												
Male												
16-34	18,601	23%	19,237	27%	22,851	31%	20,237	36%	5,705	36%	4,251	39%
35-54	31,699	26%	32,784	31%	40,461	34%	39,431	39%	10,436	42%	7,814	45%
55-64	19,124	34%	19,779	38%	24,479	43%	24,004	50%	6,680	52%	4,967	55%
65+	35,105	40%	36,306	45%	44,885	50%	43,896	56%	12,443	60%	9,302	62%
Total <sup>4</sup>	107,761	32%	111,677	37%	134,298	41%	128,169	46%	35,395	49%	26,462	52%
Female												
16-34	36,415	25%	37,661	29%	50,405	34%	57,961	38%	13,831	40%	10,346	43%
35-54	51,872	32%	53,647	36%	68,115	41%	70,646	47%	17,937	50%	13,452	55%
55-64	24,102	35%	24,927	41%	30,932	47%	30,519	54%	8,278	57%	6,121	61%
65+	45,060	37%	46,602	43%	57,584	48%	56,242	55%	15,461	58%	11,500	61%
Total <sup>4</sup>	160,152	32%	165,791	37%	208,456	42%	216,041	48%	55,679	51%	41,661	55%
<b>By ethnic group:</b>												
White	244,948	33%	251,765	38%	312,955	42%	311,425	48%	82,694	51%	61,985	55%
All BME	24,138	26%	26,237	30%	30,925	34%	33,661	39%	8,458	41%	5,738	44%
Mixed	3,430	28%	3,605	31%	7,648	36%	10,373	42%	2,697	45%	964	47%
Asian or Asian British	10,655	26%	12,049	32%	12,489	35%	12,555	39%	3,044	41%	2,315	45%
Black or Black British	5,986	25%	6,236	27%	7,297	32%	7,732	35%	1,966	40%	1,536	41%
Chinese	1,192	26%	1,309	30%	1,340	31%	1,323	36%	301	31%	219	34%
Other	2,874	29%	3,038	31%	2,151	31%	1,678	37%	450	37%	705	48%
<b>By long-standing illness:<sup>5</sup></b>												
Long-standing illness											22,689	57%
Disability											9,262	57%
Neither											31,627	51%

1. Surveys 1 to 4 are for referrals made in May/June, July, September and November 2006; surveys 5 to 8 are for referrals made in January, March, May and July 2007; surveys 9 to 12 are for referrals made in September and November 2007 and January and March 2008 and surveys 13 to 16 are for referrals made in May, July, September and December 2008. For a breakdown by survey for surveys 1 to 16, see previous reports.
2. Total valid responses. All figures are weighted, ie adjusted for national age and sex bias in the responding sample.
3. Percentage of patients who said Yes to Q1 'Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?'
4. Male and Female totals include those of unknown age. Overall totals also include those of unknown sex or ethnic group.
5. The question on long-standing illness was introduced this survey, defined as "anything that has troubled you over a period of time or that is likely to affect you over a period of time". 1,847 (3%) responses had both a long-standing illness and a disability.

**Table D.2 Percentage of patients offered choice by age, sex, ethnic group and long-standing illness, surveys to date**

Numbers and percentages												
	Surveys 1 to 4 2006 <sup>1</sup>		Surveys 5 to 8 2007 <sup>1</sup>		Surveys 9 to 12 2007-08 <sup>1</sup>		Surveys 13 to 16 2008 <sup>1</sup>		Survey 17 March 2009		Survey 18 February 2010	
	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>	Total <sup>2</sup>	%Yes <sup>3</sup>
<b>Total</b>	276,369	35%	285,736	45%	351,834	46%	352,316	46%	93,217	47%	69,040	49%
<b>By age and sex:</b>												
Male 16-34	18,601	32%	19,237	41%	22,851	44%	20,237	43%	5,705	46%	4,251	46%
35-54	31,699	36%	32,784	46%	40,461	45%	39,431	45%	10,436	46%	7,814	47%
55-64	19,124	36%	19,779	46%	24,479	46%	24,004	47%	6,680	48%	4,967	50%
65+	35,105	34%	36,306	44%	44,885	44%	43,896	44%	12,443	45%	9,302	47%
Total <sup>4</sup>	107,761	35%	111,677	45%	134,298	45%	128,169	45%	35,395	46%	26,462	47%
Female 16-34	36,415	34%	37,661	43%	50,405	45%	57,961	45%	13,831	45%	10,346	47%
35-54	51,872	39%	53,647	49%	68,115	49%	70,646	49%	17,937	50%	13,452	51%
55-64	24,102	38%	24,927	48%	30,932	49%	30,519	50%	8,278	50%	6,121	52%
65+	45,060	35%	46,602	44%	57,584	44%	56,242	45%	15,461	46%	11,500	48%
Total <sup>4</sup>	160,152	36%	165,791	46%	208,456	47%	216,041	47%	55,679	48%	41,661	50%
<b>By ethnic group:</b>												
White	244,948	36%	251,765	46%	312,955	46%	311,425	47%	82,694	48%	61,985	49%
All BME	24,138	30%	26,237	37%	30,925	40%	33,661	41%	8,458	42%	5,738	43%
Mixed	3,430	33%	3,605	39%	7,648	42%	10,373	42%	2,697	43%	964	44%
Asian or Asian British	10,655	30%	12,049	37%	12,489	39%	12,555	41%	3,044	41%	2,315	43%
Black or Black British	5,986	29%	6,236	38%	7,297	40%	7,732	41%	1,966	43%	1,536	44%
Chinese	1,192	32%	1,309	36%	1,340	43%	1,323	47%	301	42%	219	45%
Other	2,874	30%	3,038	37%	2,151	39%	1,678	40%	450	41%	705	43%
<b>By long-standing illness:<sup>5</sup></b>												
Long-standing illness											22,689	47%
Disability											9,262	46%
Neither											31,627	50%

1. Surveys 1 to 4 are for referrals made in May/June, July, September and November 2006; surveys 5 to 8 are for referrals made in January, March, May and July 2007; surveys 9 to 12 are for referrals made in September and November 2007 and January and March 2008 and surveys 13 to 16 are for referrals made in May, July, September and December 2008. For a breakdown by survey for surveys 1 to 16, see previous reports.
2. Total valid responses. All figures are weighted, ie adjusted for national age and sex bias in the responding sample.
3. Percentage of patients who said Yes to the question: 'Were you offered a choice of hospital for your first hospital appointment?'
4. Male and Female totals include those of unknown age. Overall totals also include those of unknown sex or ethnic group.
5. The question on long-standing illness was introduced this survey, defined as "anything that has troubled you over a period of time or that is likely to affect you over a period of time". 1,847 (3%) responses had both a long-standing illness and a disability.

**Table D.3 Percentage of patients able to go where they wanted by age, sex, ethnic group and long-standing illness, surveys to date**

Numbers and percentages														
		Surveys 10 to 12 2007-08 <sup>1</sup>			Surveys 13 to 16 2008 <sup>1</sup>			Survey 17 March 2009			Survey 18 February 2010			
		Total <sup>2</sup>	%Yes <sup>3</sup>	% No <sup>3</sup> pref.	Total <sup>2</sup>	%Yes <sup>3</sup>	% No <sup>3</sup> pref.	Total <sup>2</sup>	%Yes <sup>3</sup>	% No <sup>3</sup> pref.	Total <sup>2</sup>	%Yes <sup>3</sup>	% No <sup>3</sup> pref.	
<b>Total</b>		259,289	66%	24%	352,316	67%	23%	93,217	67%	23%	69,040	67%	22%	
<b>By age and sex:</b>														
Male	16-34	16,632	61%	30%	20,237	62%	28%	5,705	64%	26%	4,251	61%	27%	
	35-54	29,861	63%	27%	39,431	63%	27%	10,436	63%	26%	7,814	63%	25%	
	55-64	18,084	67%	23%	24,004	67%	23%	6,680	67%	23%	4,967	69%	22%	
	65+	33,147	70%	21%	43,896	70%	21%	12,443	71%	20%	9,302	71%	20%	
	Total <sup>3</sup>	98,165	66%	25%	128,169	66%	24%	35,395	67%	23%	26,462	66%	23%	
Female	16-34	38,228	63%	28%	57,961	63%	28%	13,831	63%	28%	10,346	64%	27%	
	35-54	50,771	67%	23%	70,646	67%	23%	17,937	67%	23%	13,452	67%	22%	
	55-64	22,873	69%	21%	30,519	69%	20%	8,278	69%	20%	6,121	70%	19%	
	65+	42,517	70%	20%	56,242	71%	19%	15,461	71%	19%	11,500	71%	19%	
	Total <sup>3</sup>	154,877	67%	23%	216,041	67%	23%	55,679	67%	23%	41,661	68%	22%	
<b>By ethnic group:</b>														
White		231,024	67%	23%	311,425	68%	23%	82,694	68%	23%	61,985	68%	22%	
All BME		22,825	60%	27%	33,661	61%	26%	8,458	62%	27%	5,738	61%	26%	
Mixed		6,605	62%	26%	10,373	63%	25%	2,697	64%	24%	964	60%	25%	
Asian or Asian British		8,834	60%	28%	12,555	62%	26%	3,044	61%	27%	2,315	63%	25%	
Black or Black British		5,308	59%	28%	7,732	59%	28%	1,966	59%	29%	1,536	59%	28%	
Chinese		834	62%	29%	1,323	63%	28%	301	64%	28%	219	64%	25%	
Other		1,244	58%	28%	1,678	60%	26%	450	62%	24%	705	60%	26%	
<b>By long-standing illness:<sup>5</sup></b>														
Long-standing illness												22,689	68%	21%
Disability												9,262	67%	21%
Neither												31,627	68%	23%

1. The question was introduced from Survey 10 (November 2007). For a breakdown by survey for surveys 10 to 16, see previous reports.
2. Total valid responses. All figures are weighted, ie adjusted for national age and sex bias in the responding sample.
3. Percentage of patients who said Yes or that they had No preference respectively to the question 'Were you able to go to the hospital that you wanted to go to?'
4. Male and Female totals include those of unknown age. Overall totals also include those of unknown sex or ethnic group.
5. The question on long-standing illness was introduced this survey, defined as "anything that has troubled you over a period of time or that is likely to affect you over a period of time". 1,847 (3%) responses had both a long-standing illness and a disability.



