



Final | Public

# Public Perceptions of the NHS Tracker Survey

## Spring 2012 Wave Report

23/10/2012

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# Introduction

## Background to this research

- This survey is the latest in a series of surveys conducted by the Ipsos MORI Social Research Institute for the Department of Health between Spring 2000 and Spring 2012.
- The aim of the survey is to explore public perceptions of the NHS and to track how perceptions have changed over time.
- The survey consists of 'tracker' questions which are asked in every wave of the survey, but also includes topical questions which change over time. For example, questions about reforms to the NHS have been added to the most recent waves of the survey. This flexibility means that the research reflects the most current issues facing the NHS.

## Methodology

- Ipsos MORI carried out 1,015 interviews among a representative sample of adults aged 16 and over.
- All interviews were conducted face-to face with respondents in their homes. The interviews took place between 4<sup>th</sup> and 31<sup>st</sup> May 2012.
- The interviews were conducted across 104 output areas (OAs) across the 9 Government Office Regions (GORs) of England.

*Further detail about the methodology is included in the appendices.*

# 1. Key findings



## Key findings - Satisfaction remains high but the public's concerns around policy and reforms are increasing

- **Seven in ten (69%) people are satisfied with the current running of the National Health Service (NHS).** This matches the level of satisfaction recorded in December 2011 (70%). However, this is now significantly lower than between December 2009 and December 2008 when 73% of the public were satisfied. The number of people saying they are *very* satisfied with the NHS is now 17%. This has fallen significantly since 24% was recorded in December 2009.
- **High levels of satisfaction are being maintained at a local level** (75% agree their local NHS provides them a good service) and among service users (71% satisfied). However, there has been a **six percentage point fall in agreement that *the government has the right policies for the NHS*** since December 2009 (from 28% to 22% now). This continues a steady decline since 37% was recorded in December 2009. Nearly half of people (45%) now disagree that the government has the right policies.
- These attitudes are likely to be linked to perceptions of the reforms. **More than two in five people (43%) think the changes the government is making to the NHS will make services worse for patients** (an increase on 38% in December 2011). There has also been a decrease in the proportion agreeing that *the NHS is changing so it can provide the service we need for years to come* (44% agree now compared to 50% in December 2011).

## **Key findings - The public understand the reforms to mean changes to GP involvement, service cuts and greater private involvement**

- Key sources of information for the public about the reforms are television and radio (59%) and national newspapers (36%). However, **the majority (67%) still say they know nothing or very little about the changes being made to the NHS.**
- **People are now more aware of GP commissioning** however. One in five (19%) spontaneously mention the greater involvement of GPs and other healthcare professionals in spending decisions as a change being made to the NHS (up from 13% in December 2011).
- When asked what the changes being made to the NHS involve, **15% say 'greater provision of services by the private sector' and 26% say 'cuts to services'**. Seven in ten (70%) of those mentioning either of these perceived reforms expect the changes being made to the NHS to make services worse for patients.
- **Overall levels of optimism for the future of the NHS remain divided** with 35% expecting it to get better over the next few years, and 32% expecting it to get worse. This is a more positive outlook than was recorded between 2005 and 2010.

## **Key findings – Public remain proud of the NHS but think it faces severe funding problems in future**

- Despite the public's concerns over NHS policy and reform, **pride in the NHS is still strong** (71% agree *Britain's National Health Service is one of the best in the world*) and more than ever agree that *quality is at the heart of the NHS* (57%).
- The **public increasingly believes that the NHS is working to tackle inefficiency**. This wave of the survey records the lowest ever number of mentions of bureaucracy and top heavy management as one of the biggest problems facing the NHS (14%). Although less than half (46%) agree *the NHS is doing everything it can to tackle waste and inefficiency*, these perceptions have improved over the last 18 months (from 36% agreeing in December 2010).
- The **public is now more likely to agree there should always be limits on what is spent on the NHS** (58% compared to 44% in 2006). However, the public continues to believe that a lack of resources and investment is one of the biggest problems facing the NHS (39%).
- A **majority (82%) also agree that the NHS will face a severe funding problem in future**. The public has concerns about the impact of this on the quality of care with less than half (45%) agreeing *it is possible to increase quality of care for patients while reducing NHS costs*.

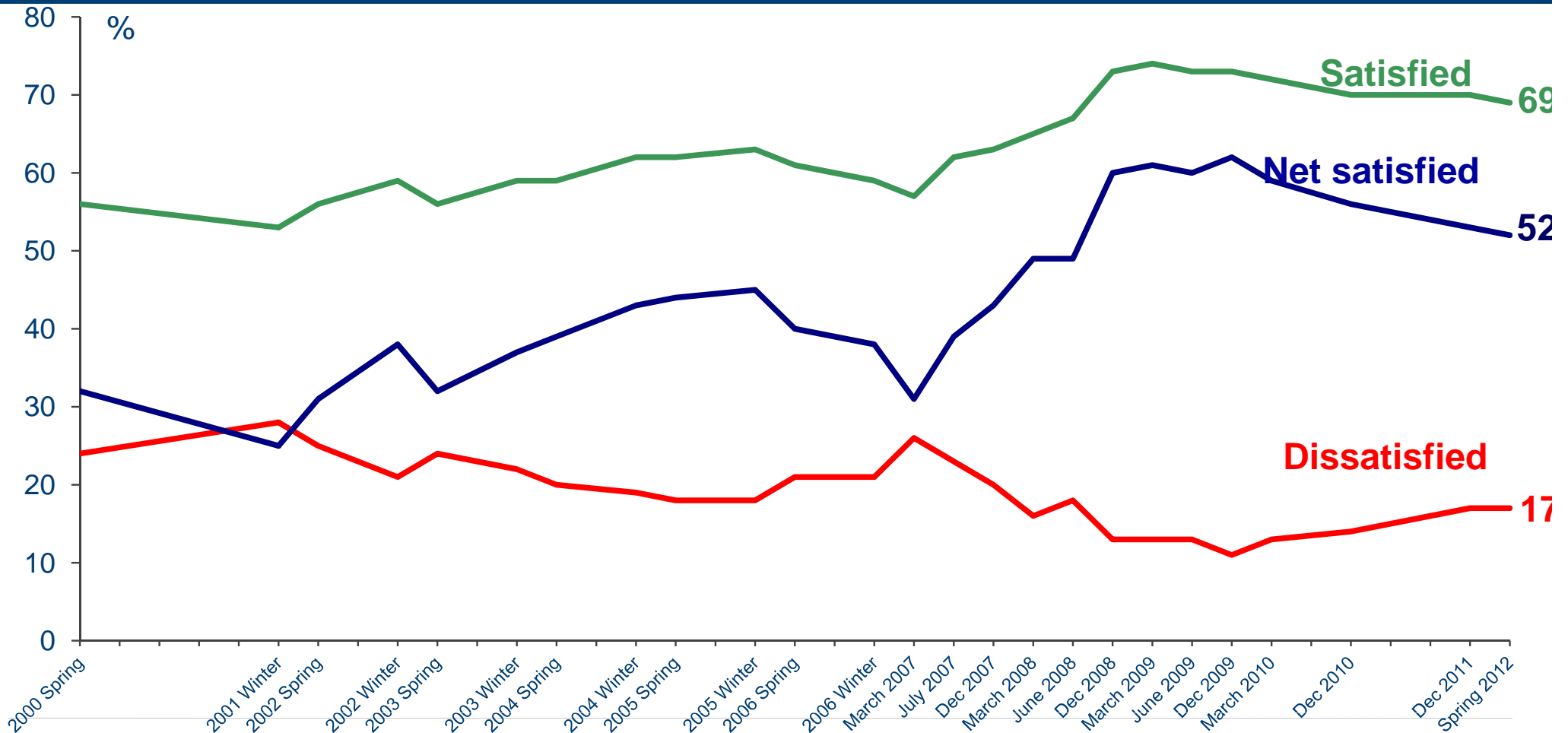
## 2. Overall satisfaction with the NHS





# Overall levels of satisfaction with the NHS

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

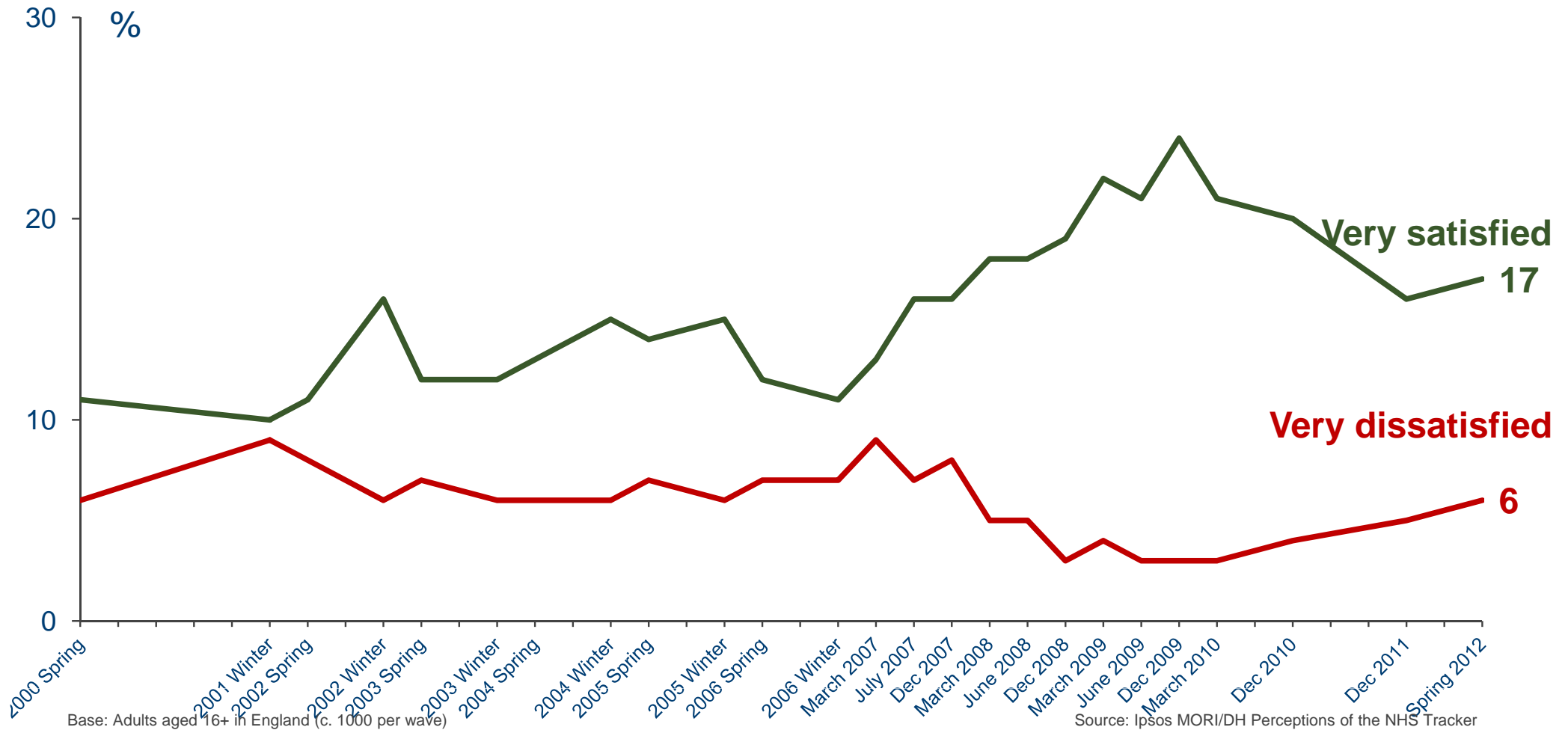


Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

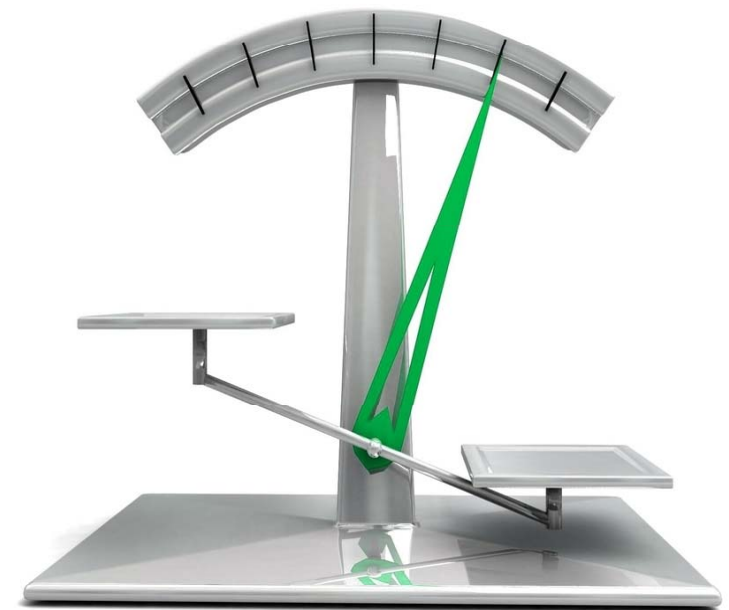
# Proportion of the public very satisfied or dissatisfied with the NHS

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



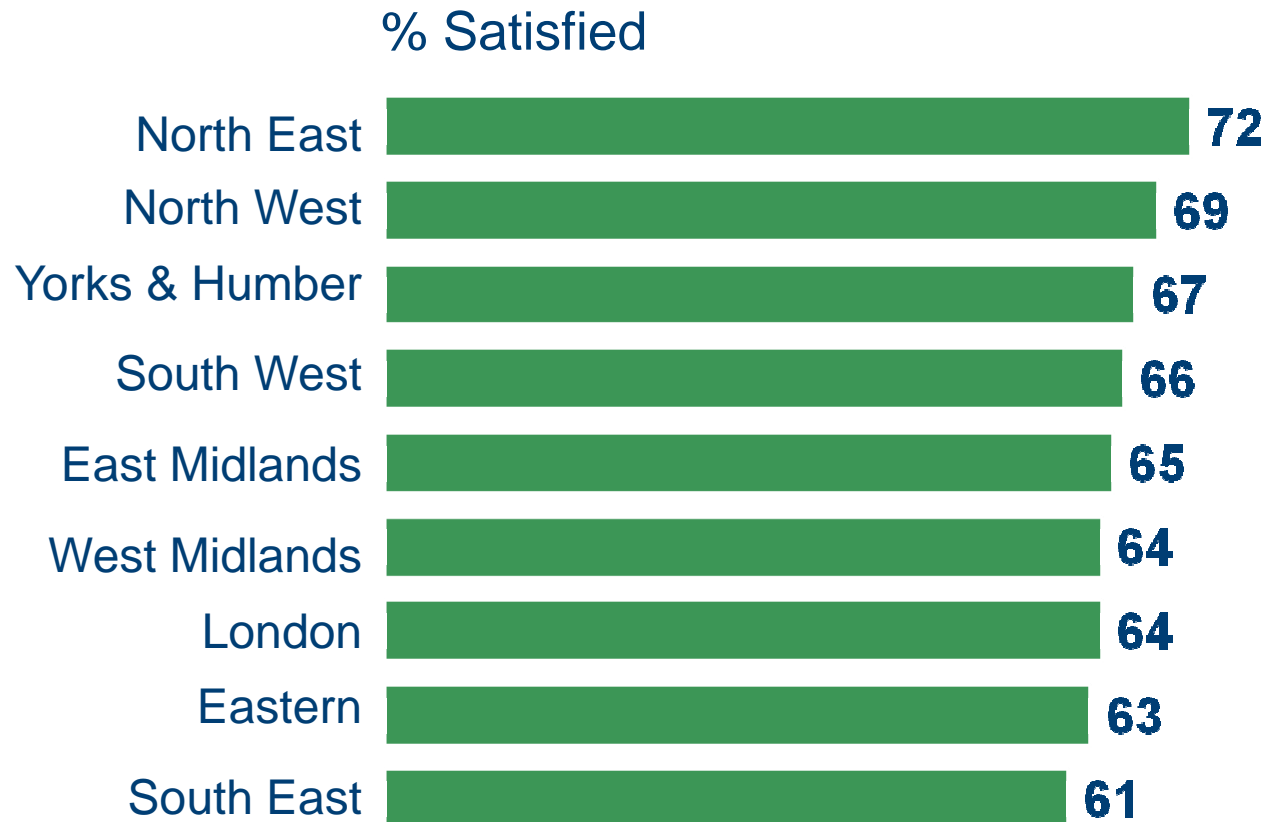
# Initial signs of a fall in overall satisfaction with the NHS

- Seven in ten adults (69%) in England are satisfied with the current running of the NHS. This matches the level of satisfaction recorded in December 2011 (70%).
- While this level of satisfaction has been stable for the last two years, it is now significantly lower than between December 2009 and December 2008 when 73% of the public were satisfied.
- Approaching one in five (17%) adults are now dissatisfied with the NHS overall. This is relatively low looking across the full length of the survey, although it has increased since a low of 11% dissatisfied was recorded in December 2009.
- The number of people saying they are *very* satisfied with the NHS is now 17%. This has fallen significantly since 24% was recorded in December 2009.
- Over this same period the number of people saying they are *very* dissatisfied with the NHS has increased from 3% in 2009 to 6% now.



# Regional satisfaction with the running of the NHS

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

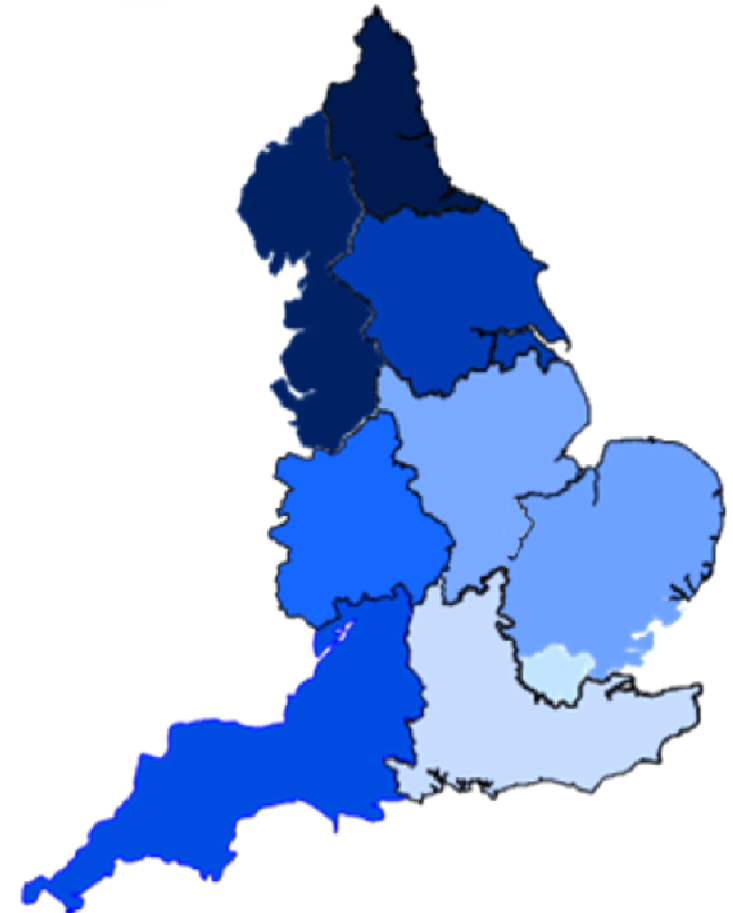


Base: Adults in England aged 16+, Summer 2012: Ipsos MORI aggregate analysis (22422)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

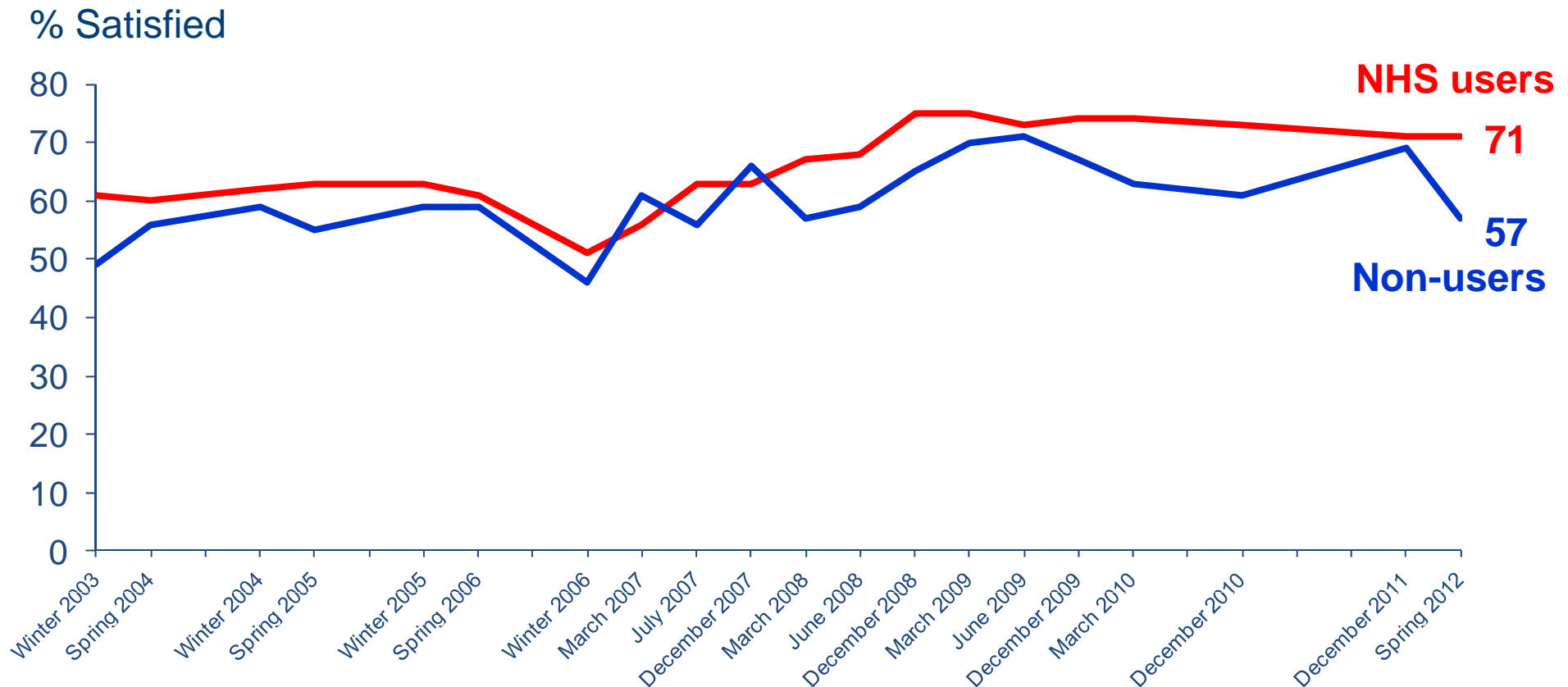
# Public satisfaction continues to vary by region and social grade

- The regional differences in satisfaction with the NHS, which have been frequently recorded by this research, are maintained in 2012. By aggregating data for all waves since Winter 2002 it is apparent that those in the North are more likely to be satisfied with the NHS than those living in London, the South East and other Eastern areas.
- The patterns in satisfaction across particular groups of the public are also consistent with previous waves. In Spring 2012 the following groups continue to be more satisfied:
  - Men: 74% satisfied compared to 65% of women
  - The youngest and oldest: 75% of those aged 65+ and 75% of those aged 16-24 compared to 65% of those aged 35-54
  - Lower social grades: 72% of those in social classes D and E compared to 64% of those in social classes A and B



# Patient satisfaction with the NHS: users versus non-users

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



*\*NB small base size of non-users means comparison of figures and trends is indicative only*

Base: Adults aged 16+ in England: NHS users (c. 900 per wave); Non-users (c. 100 per wave)\*

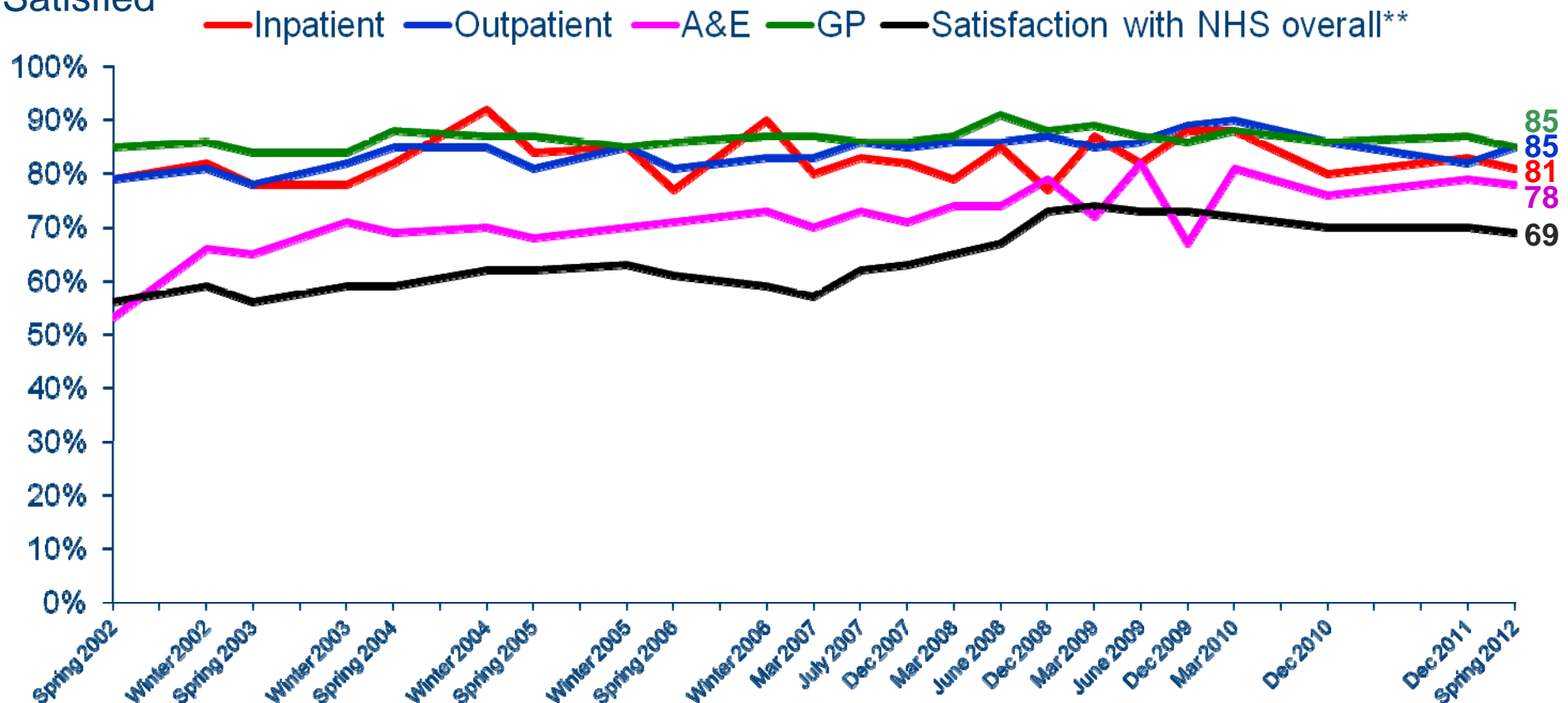
NHS users are those who have been personally been an inpatient, outpatient, A&E patient, used a walk-in clinic, NHS Direct, or visited an NHS GP within the last year

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Satisfaction among recent service users

**Q Now thinking about the last time you visited an NHS hospital/ your local doctor or GP, overall, how satisfied or dissatisfied were you with this last visit as a patient?**

% Satisfied



\*N.B small base size means comparison of figures and trends is indicative only

Base: Adults aged 16+ in England; NHS overall (c. 1000 per wave); GP – all visiting GP in last year (c. 750 per wave); Outpatient – all whose last hospital visit was an outpatient (c. 300 per wave); Inpatient – all whose last hospital visit was an inpatient (c. 100 per wave)\*; A&E – all whose last hospital visit was to A&E (c. 100 per wave)\*

\*\* Overall, how satisfied are you with the running of the National Health Service nowadays?

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

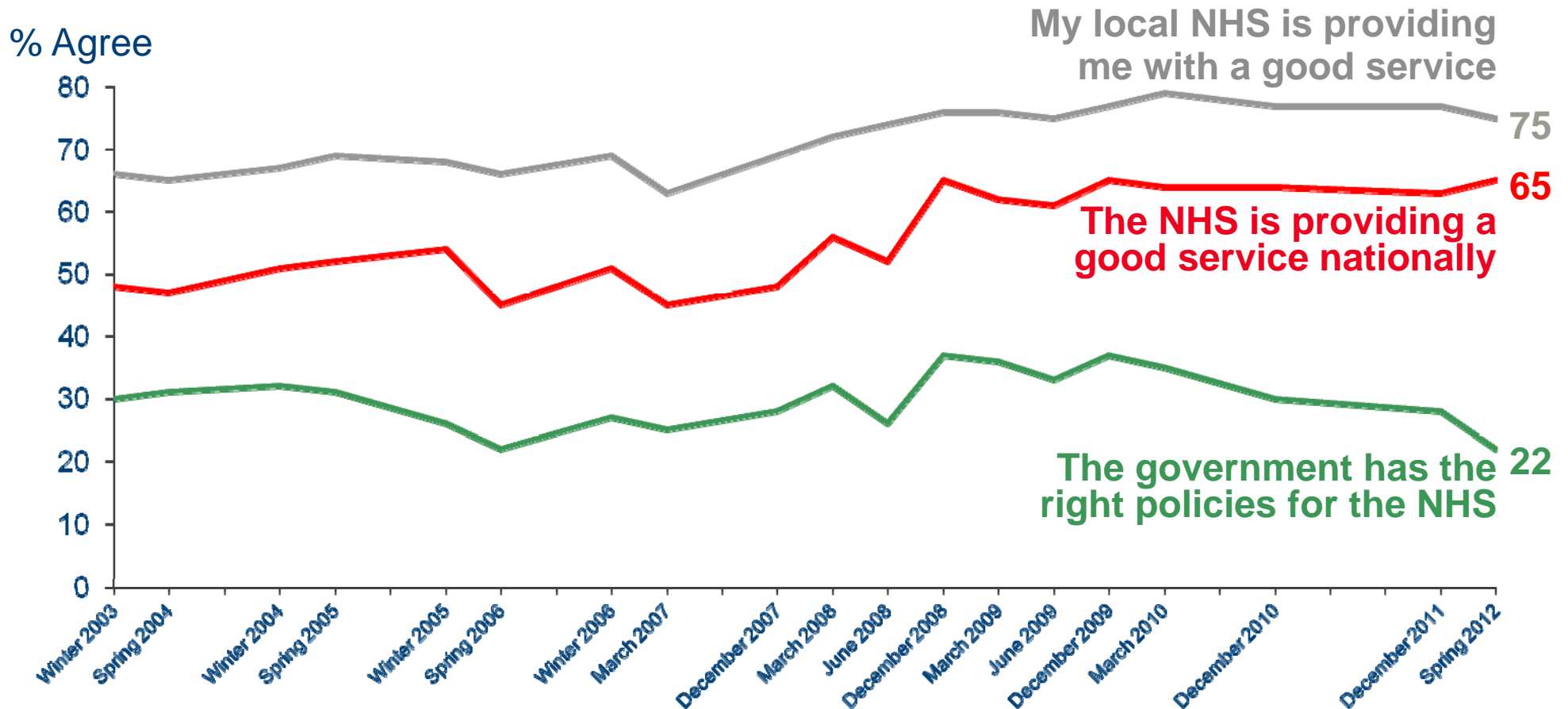
# High levels of satisfaction among NHS service users, but falling satisfaction among non-users

- Similarly to the public overall, seven in ten recent NHS users (71%) are satisfied with the current running of the NHS and 17% are dissatisfied. This has remained stable over the past few years of this survey.
- Satisfaction is high among recent NHS users:
  - 85% of recent outpatients were satisfied with their most recent visit
  - 85% of people who have recently visited their GP were satisfied with their most recent visit
  - 81% of recent inpatients were satisfied with their most recent visit
  - 78% of recent A&E patients were satisfied with their most recent visit
- Satisfaction among members of the public who have not recently engaged with any NHS services is significantly lower at 57%. This has fallen from 69% in December 2011. The small number of non-users surveyed (101 in Spring 2012 and 100 in December 2011) means these fluctuations in the results should be treated with caution however.



# NHS perception gap

**Q To what extent, if at all, do you agree or disagree with the following statements?**



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Differences by age in perceptions of the NHS

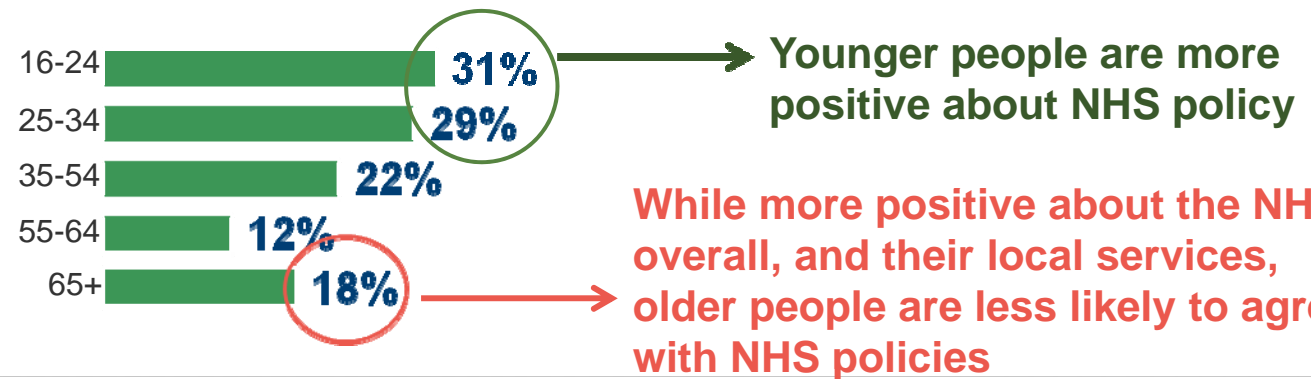
**% Agree local NHS is providing me with a good service**



**% Agree NHS is providing a good service nationally**



**% Agree government has the right policies for the NHS**



Base: Adults aged 16+ in England, Spring 2012 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Perception gap widens as fewer people agree government has the right policies for NHS

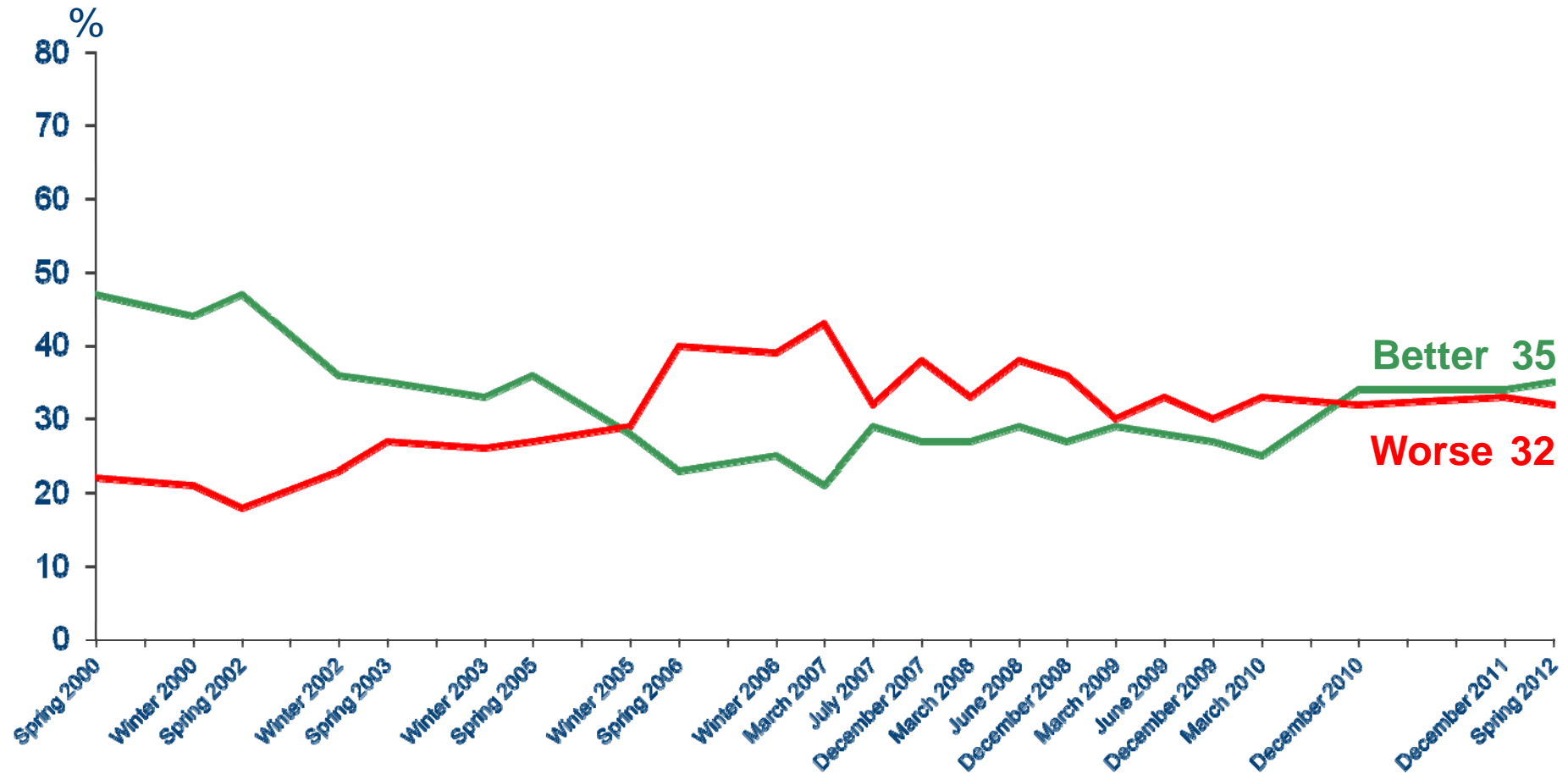
- This survey again records a considerable perception gap between attitudes to local NHS services, the national provision of services and government policy for the NHS.
- This gap has continued to widen further in Spring 2012 as 22% of the public agree *the government has the right policies for the NHS*. This has fallen by six percentage points over the last quarter (28% agreed in December 2011). It continues a steady decline since 37% was recorded in December 2009. Nearly half of people (45%) now disagree that the government has the right policies, up from 39% in December 2011.
- Public agreement that *the NHS is providing a good service nationally* is stable however. Two in three (65%) agree this is true while 16% disagree.
- There is disparity in the views of the youngest and eldest members of the public when considering the NHS at a national or policy level:
  - 61% aged 65+ agree *the NHS is providing a good service nationally* compared to 77% aged 16-24
  - 18% aged 65+ agree *the government has the right policies for the NHS* compared to 31% aged 16-24
- Satisfaction with the NHS at a local level is also stable. Three quarters (75%) of the public agree *my local NHS is providing me with a good service*, while 12% disagree.

### 3. Attitudes towards the future of the NHS



# Optimism for the future of the NHS

**Q Thinking about the NHS over the next few years do you expect it to get better or worse?**

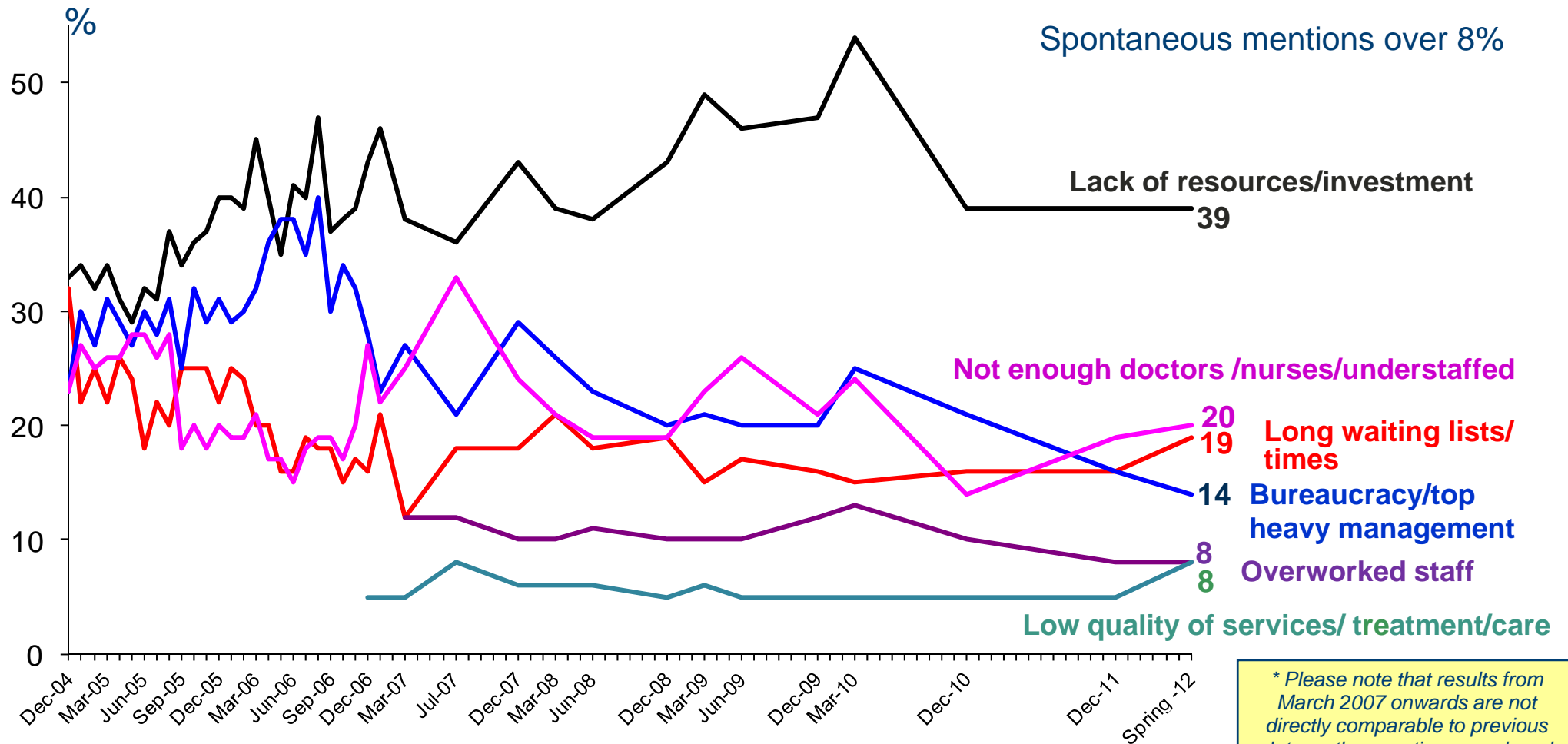


Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Biggest problems facing the NHS

Q Overall, what do you see as the biggest problems facing the NHS?



\* Please note that results from March 2007 onwards are not directly comparable to previous data as the question was placed on different studies

Base: English adults aged 16+ (c.1,000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

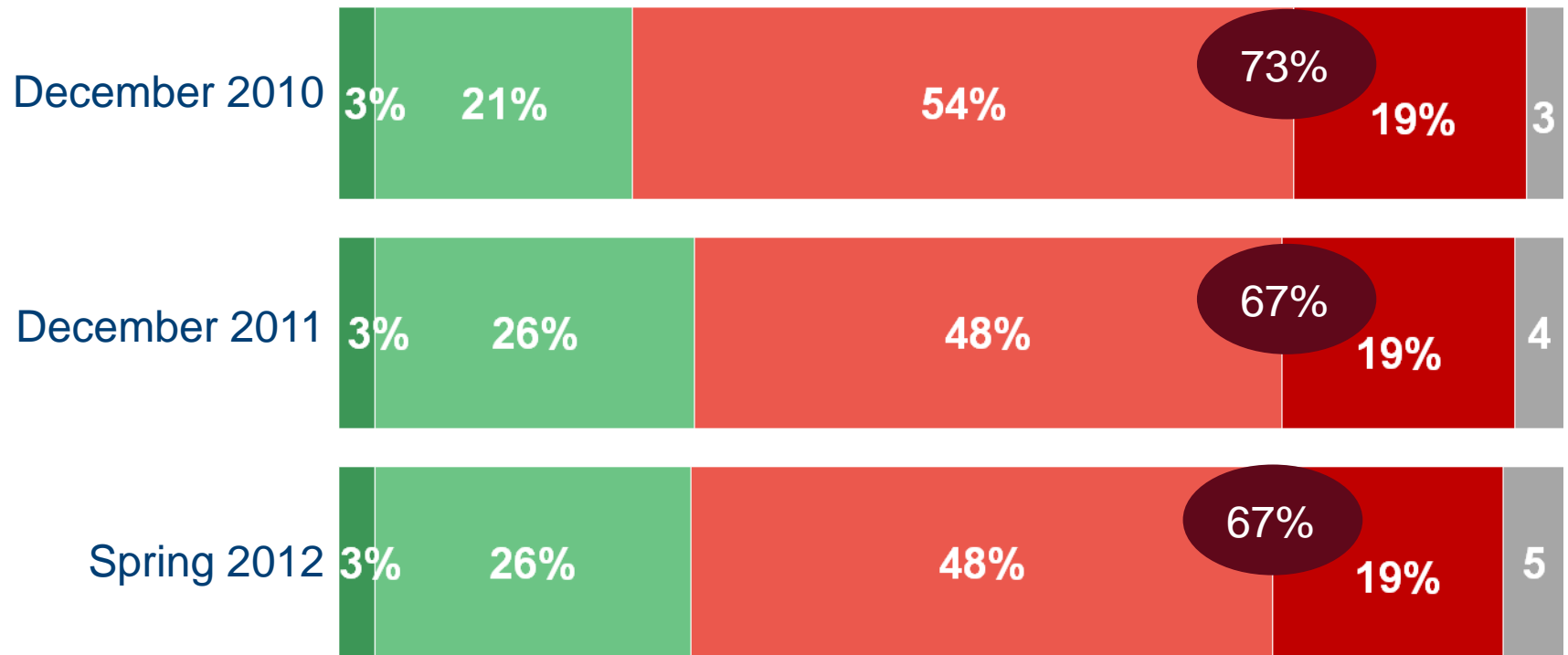
# Optimism for the future of the NHS is divided with lack of resources considered to be the biggest threat

- Just over a third of the public (35%) expects the NHS to get better over the next few years, while 32% expect it to get worse. This divided opinion has remained stable over the past 18 months and is more positive than the public's outlook on the NHS between 2005 and 2010.
- There are no significant differences in optimism for the NHS among specific groups of the population.
- The public continues to believe the biggest problem facing the NHS is lack of resources and investment (spontaneously mentioned by 39%). One in five people (20%) believe the NHS suffers from being understaffed and 8% think overworked staff is a big problem. These issues are likely to be connected to a perception of lack of resources.
- Public perceptions of bureaucracy and top heavy management as a key problem facing the NHS are less apparent now than in the past. One in seven (14%) now spontaneously mention this as a key issue compared to 25% two years ago in March 2010. This may suggest that the public believes this is an issue which is being effectively tackled.
- More people spontaneously mention low quality of services, treatment or care as the biggest problem facing the NHS (8%) than previously recorded by this survey. As this chapter will go on to explore, there is growing concern among the public about the impact of changes being made to the NHS on services for patients.

# Familiarity with NHS reforms

**Q How much do you feel you know about the changes the government is making to the NHS?**

■ A great deal   ■ A fair amount   ■ Not very much   ■ Nothing at all   ■ Don't know



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker



# Awareness of NHS reforms

**Q As far as you know, what do the government's changes to the NHS involve?**

Spontaneous mentions over 5%

■ Dec 2010 ■ Dec 2011 ■ Spring 2012

Doctors/health care professionals commissioning services/having more say in how the NHS is run



Privatisation/more services provided by private sector



Negative/damaging/too many cuts



Cuts in frontline services



Organisational changes/reconfiguration



Hospital closures



Cuts in bureaucracy



Not heard of any changes



Don't know



Overall mentions of...	%
Negative cuts	26%

Base: Adults aged 16+ in England: Spring 2012 (1015); December 2011 (1001); December 2010 (1011)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

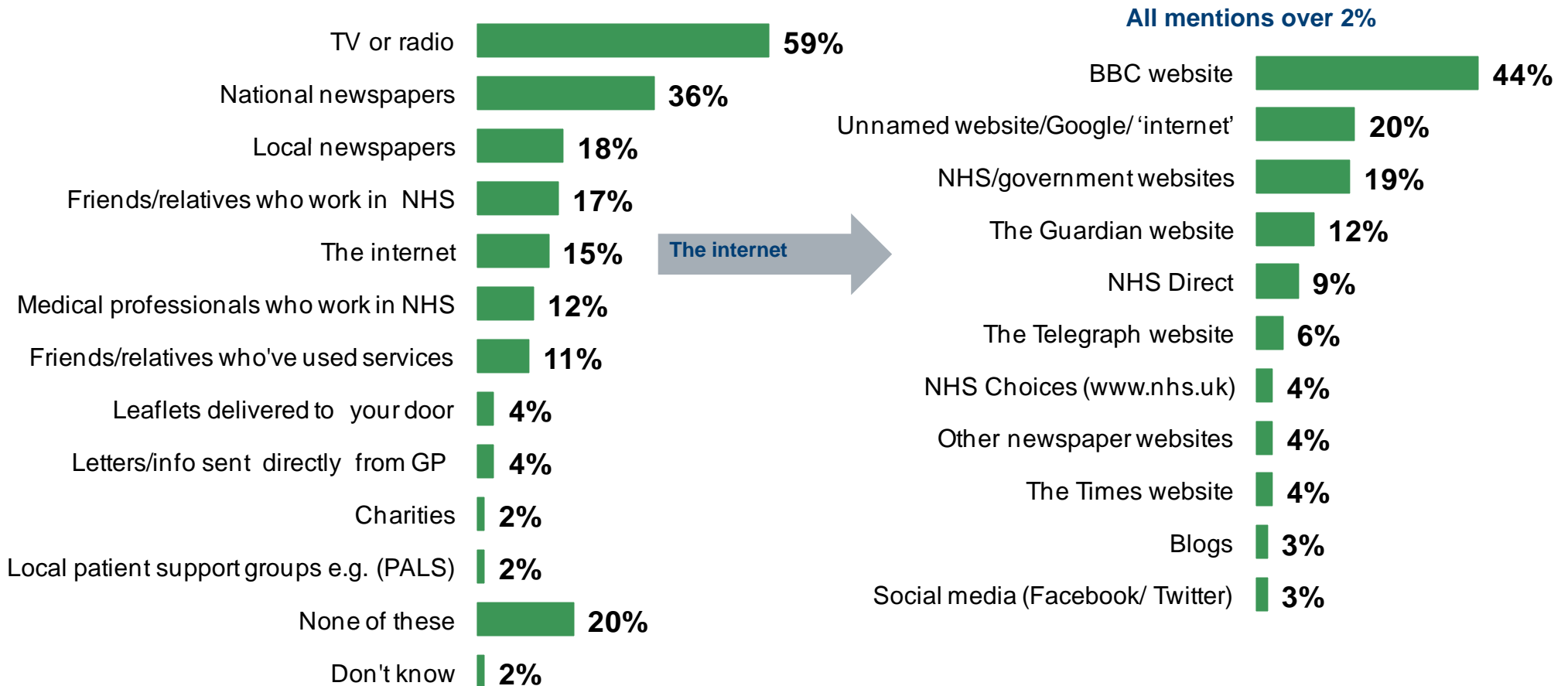
# Low but improving levels of public knowledge about the NHS reforms

- Two thirds of the public (67%) say they know ‘nothing’ or ‘not very much’ about the changes the government is making to the NHS. Only 3% say they know ‘a great deal’ while 26% say they know ‘a fair amount’. While this has not changed over the last quarter, this shows a higher degree of awareness than 18 months ago when 24% of the public said they knew something about the reforms (December 2010).
- When asked what the changes to the NHS involve, 28% of people in Spring 2012 say they do not know. This has fallen from 38% in December 2011 suggesting there has been an increase in knowledge about the reforms across the public over the last few months.
- In particular, people are now more aware of GP commissioning. One in five (19%) spontaneously mention it as a change being made to the NHS compared to 13% mentioning it in December 2011. A further one in ten (11%) mention general organisational changes and reconfiguration.
- The reforms are also associated with cuts by the public (26% overall) – 15% mention negative or damaging cuts in general, 12% mention cuts in frontline services and a further 7% say the NHS reforms will involve hospital closures.
- One in seven (15%) spontaneously mention that they think the NHS reforms mean more services being provided by the private sector.

# Sources of information about NHS reforms

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

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



Base: Adults aged 16+ in England, Spring 2012 (1015)

Base: Adults aged 16+ in England, Spring 2012: All who have seen information about the changes being made to the NHS on the internet, Spring 2012 (147)

# TV, radio and national newspapers most common sources of information on the reforms

- Three in five (59%) people say they have heard or seen information about the changes being made to the NHS via the TV or radio. Newspapers are also a common source of information on the reforms with national newspapers mentioned by 36% and local newspapers mentioned by 18%.
- NHS staff are also common sources of information for the public – 17% say they have heard about the reforms through friends or relatives who work in the NHS and 12% say they have been informed by medical professionals working in the NHS.
- Of the 15% of people who state the internet as their source of information on the changes being made to the NHS, most (44%) name the BBC website. One in five (19%) say they have read about the reforms on an NHS or government website. The most common newspaper website specified as a source of information is The Guardian (12%).

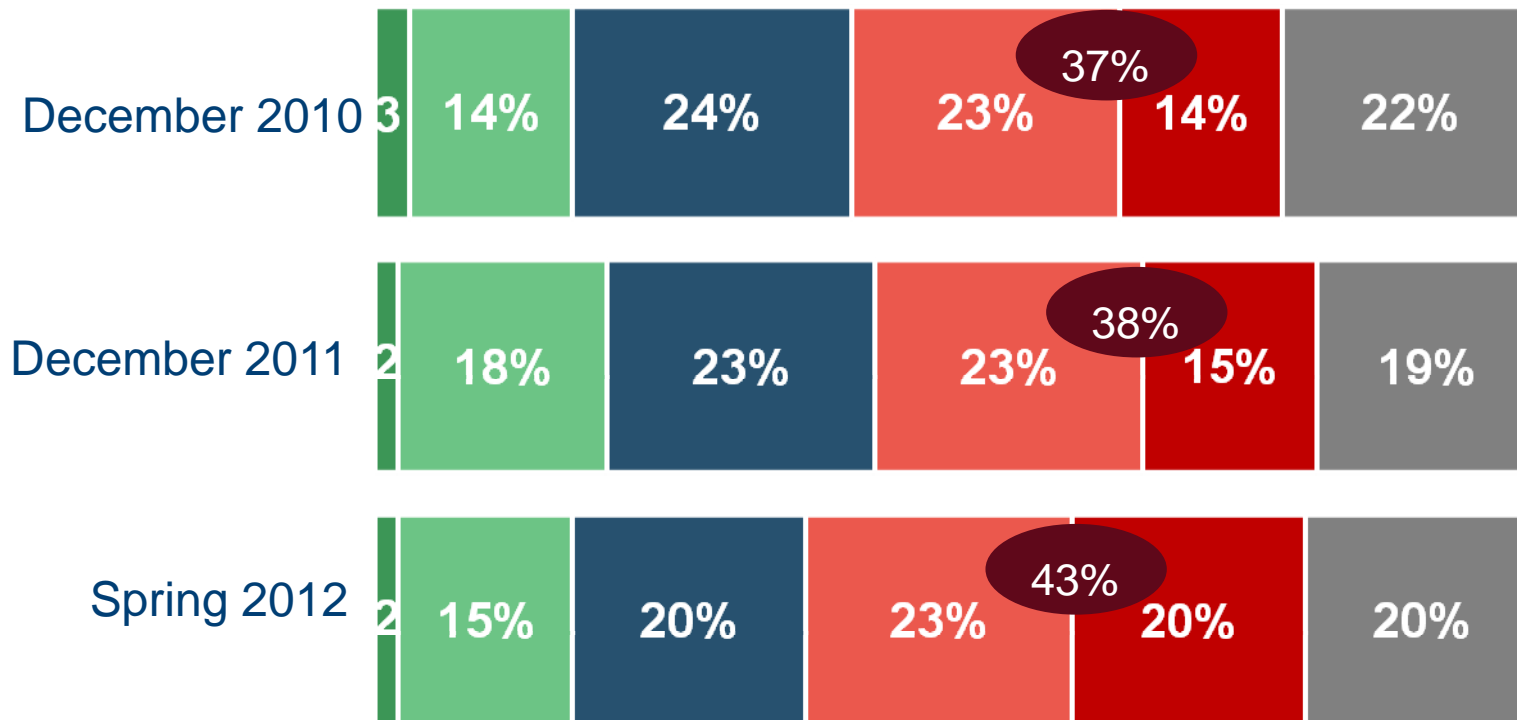


# Expected impact of NHS reforms

**Q And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?**

■ Much better ■ A little better ■ Neither ■ A little worse ■ Much worse ■ Don't know

**% Disagree among those who can name an NHS reform**



52%

49%

59%

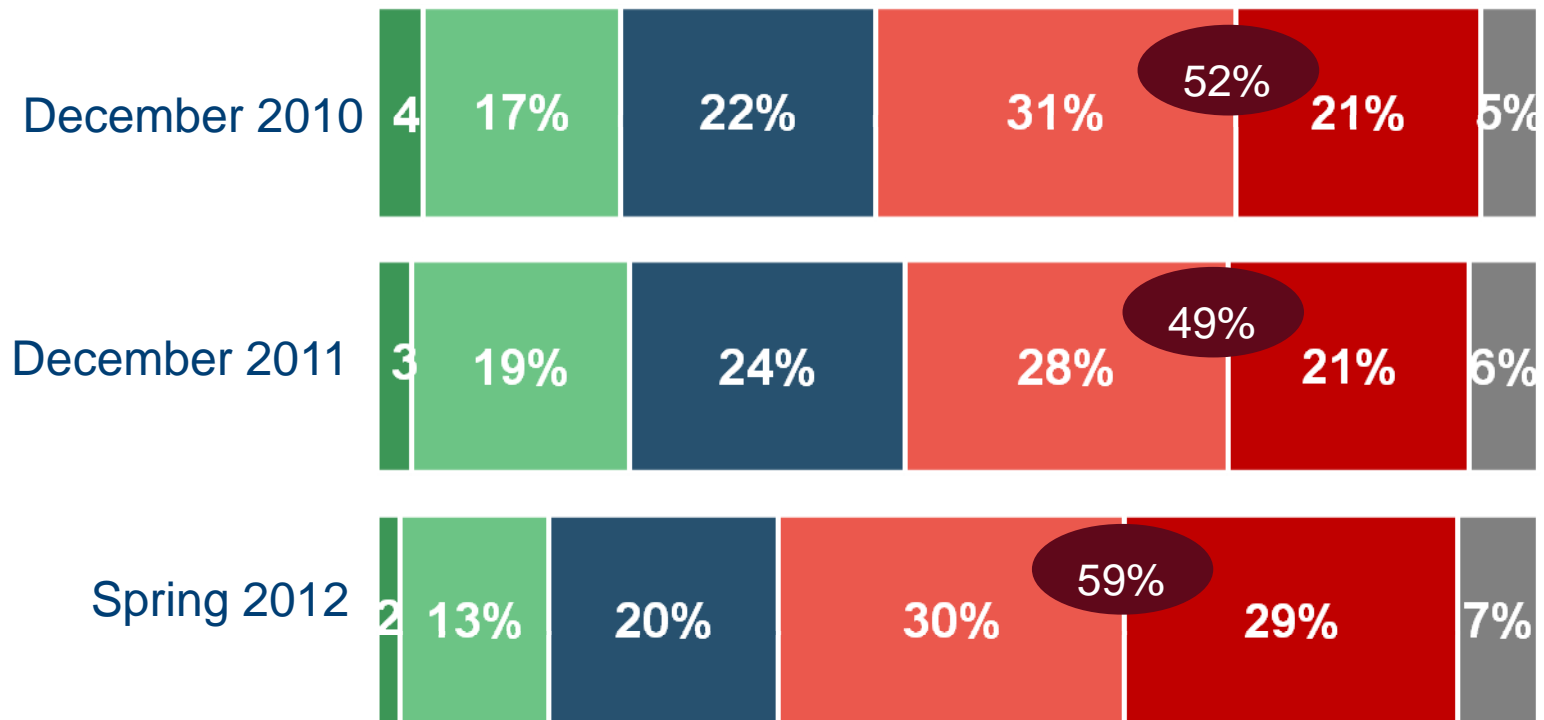
Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Expected impact of NHS reforms among those who know something about the changes being made

*Q And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?*

■ Much better ■ A little better ■ Neither ■ A little worse ■ Much worse ■ Don't know

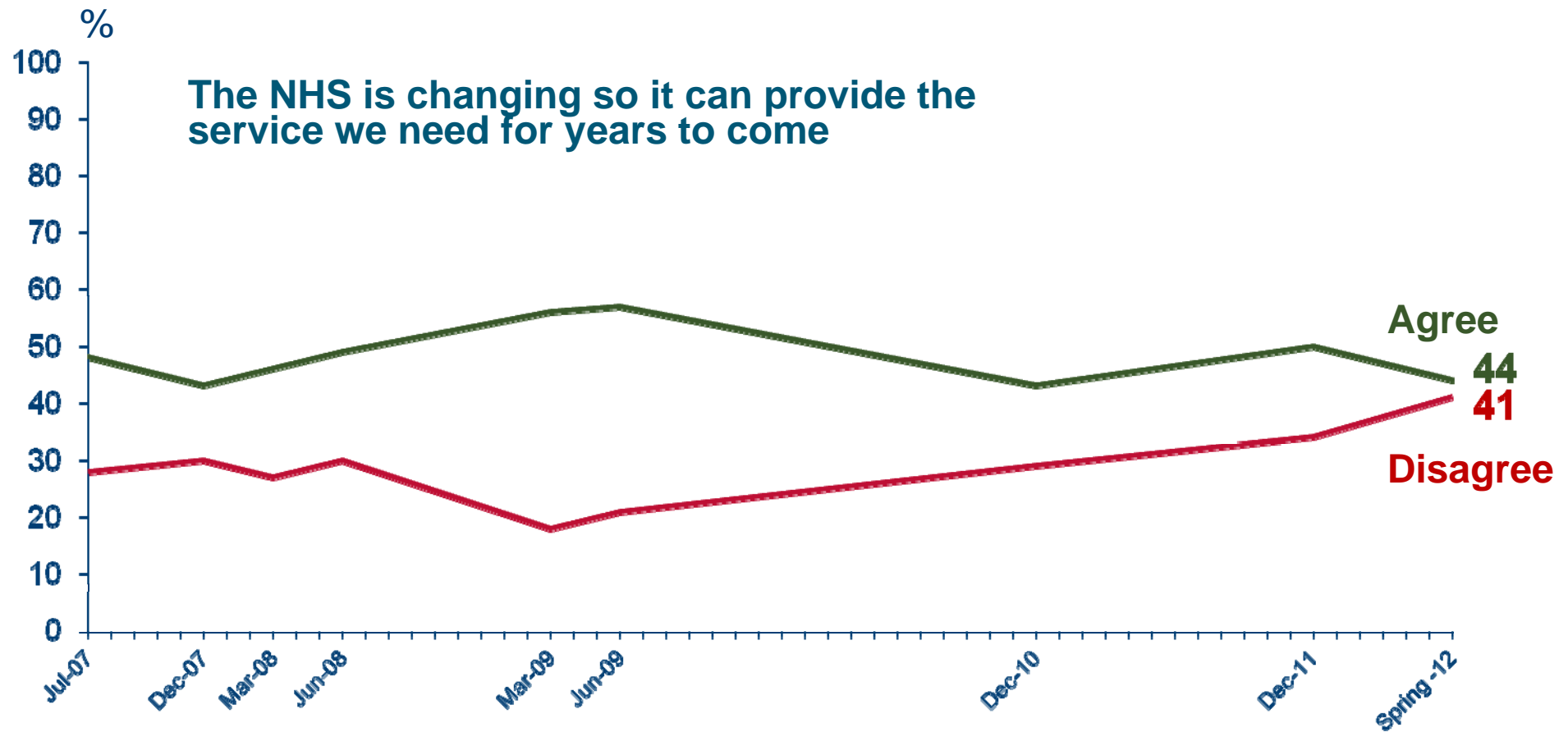


Base: Adults aged 16+ in England who state a change being made to the NHS (649)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Perceptions on whether the NHS is moving in the right direction

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



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# The public is becoming more pessimistic about the impact of reforms on patient services

- More than two in five people (43%) think the changes the government is making to the NHS will make services worse for patients. This has increased since 38% was recorded in December 2011.
- Among respondents who are able to name a change being made to the NHS, the proportion believing the reforms will make services worse for patients is significantly higher at 59%. This has also increased since 49% in December 2011.
- Those who mentioned cuts in services as one of the changes being made to the NHS are particularly pessimistic with 70% expecting the reforms overall to make services worse for patients.
- The public is divided on whether *the NHS is changing so it can provide the service we need for years to come* (44% agree, 41% disagree). The public has become less confident in this over the last few months with a fall in agreement from 50% in December 2011.





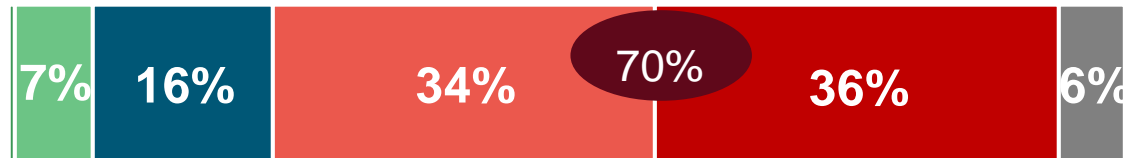
# Expected impact of specific NHS reforms

**Q And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?**

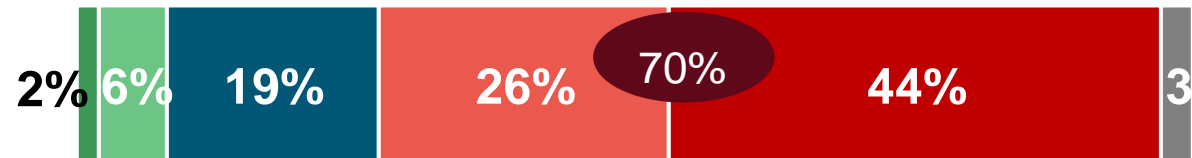
■ Much better ■ A little better ■ Neither ■ A little worse ■ Much worse ■ Don't know

## People who mentioned...

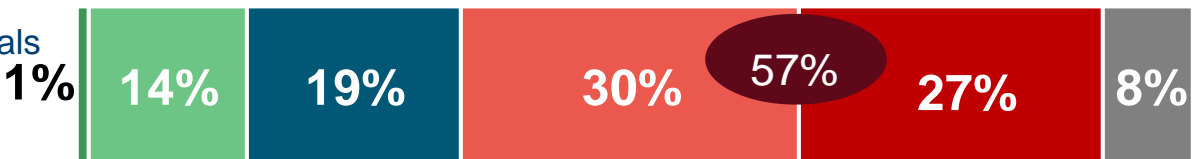
Hospital closures or cuts in frontline services or negative cuts in general



Privatisation



Doctors and other healthcare professionals commissioning services/ having more of a say in how the NHS is run



Cuts in managers or cuts in bureaucracy



% Worse December 2011

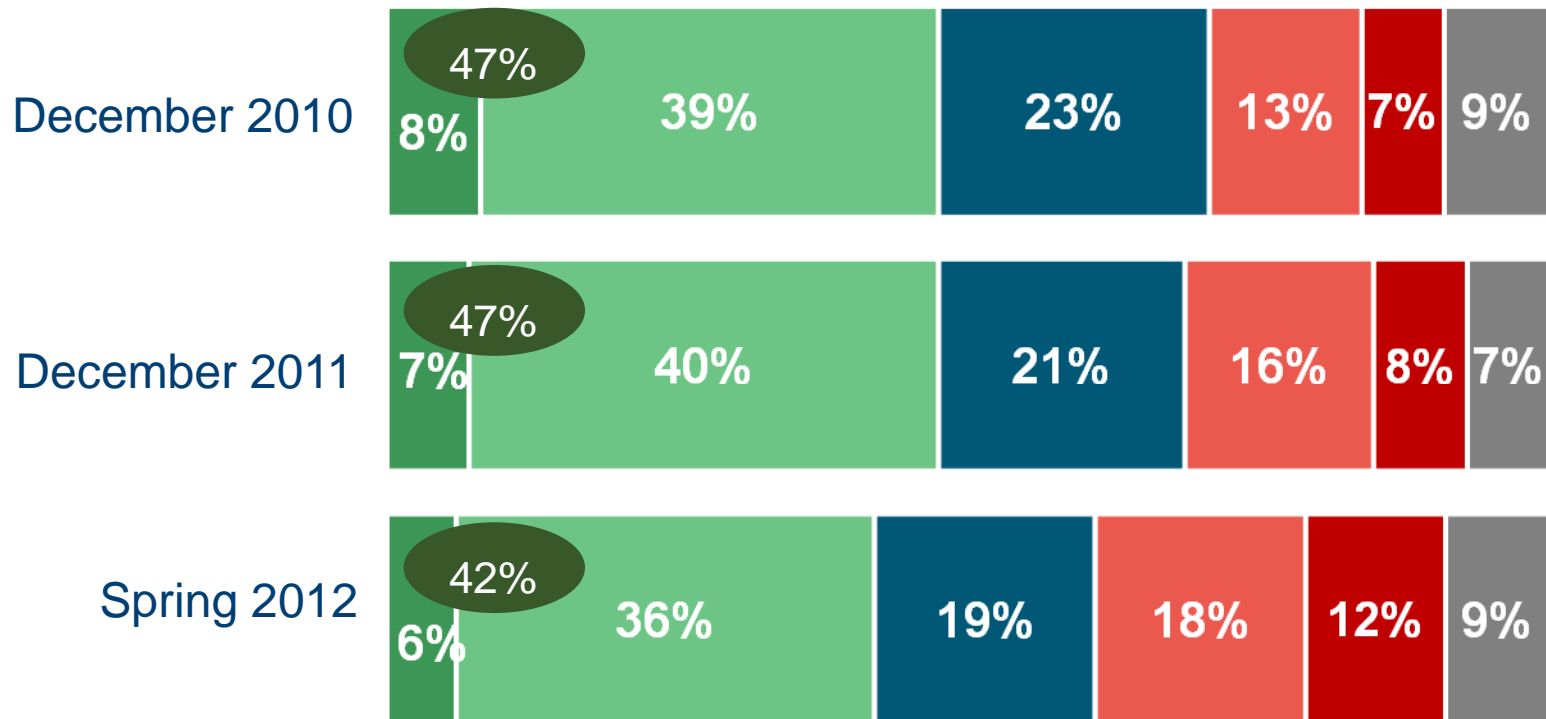
Base: All respondents who state a change being made to the NHS (649)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Expected impact of GP commissioning

*The Government has announced that GPs and other healthcare professionals will have much more say in deciding how the NHS spends its money. To what extent do you think this particular policy will make the NHS better or worse over the next few years, or will it stay the same?*

■ Get a lot better ■ Get a little better ■ Stay the same ■ Get a little worse ■ Get a lot worse ■ Don't know



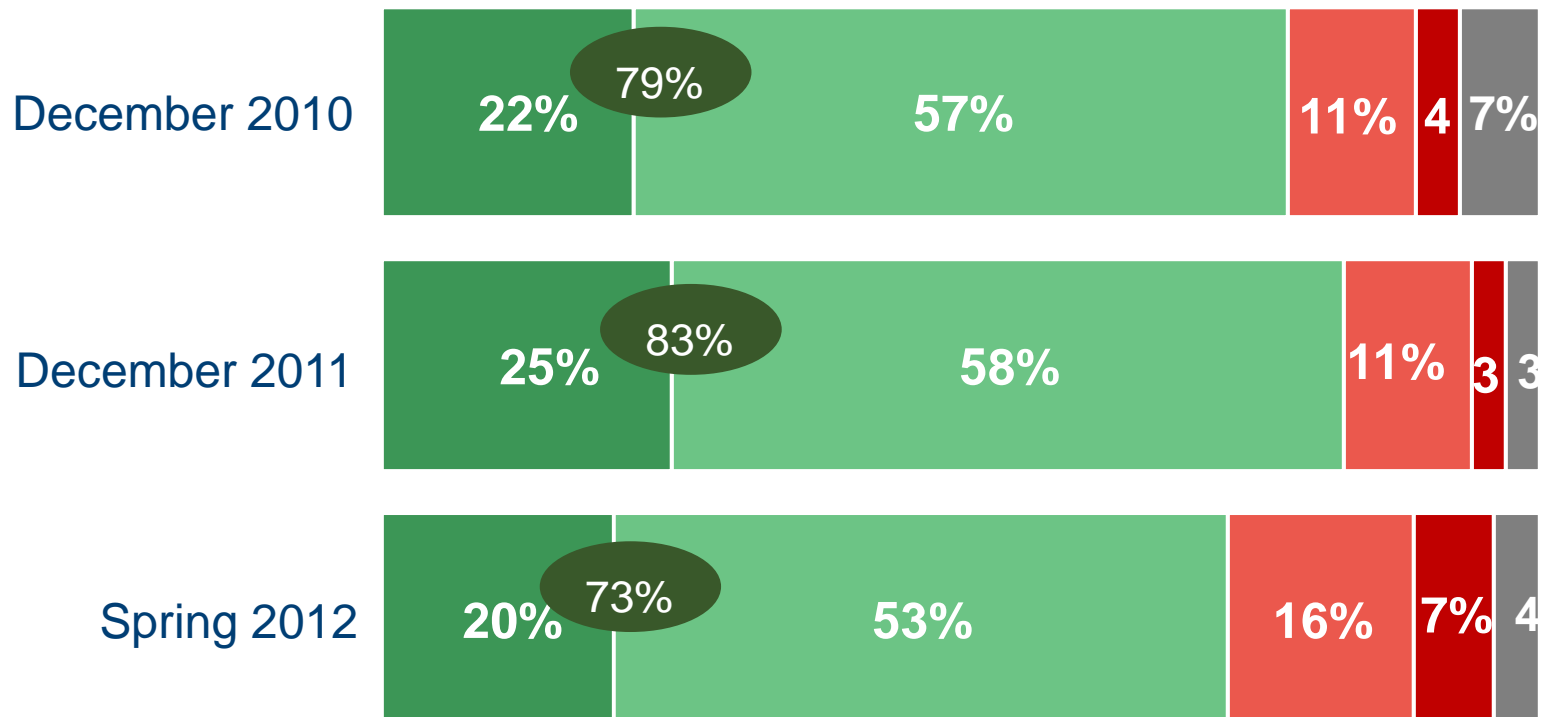
Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# GPs' understanding of patients' needs

*GPs are best placed to understand which services their patients need*

■ Strongly agree ■ Tend to agree ■ Tend to disagree ■ Strongly disagree ■ Don't know/not stated



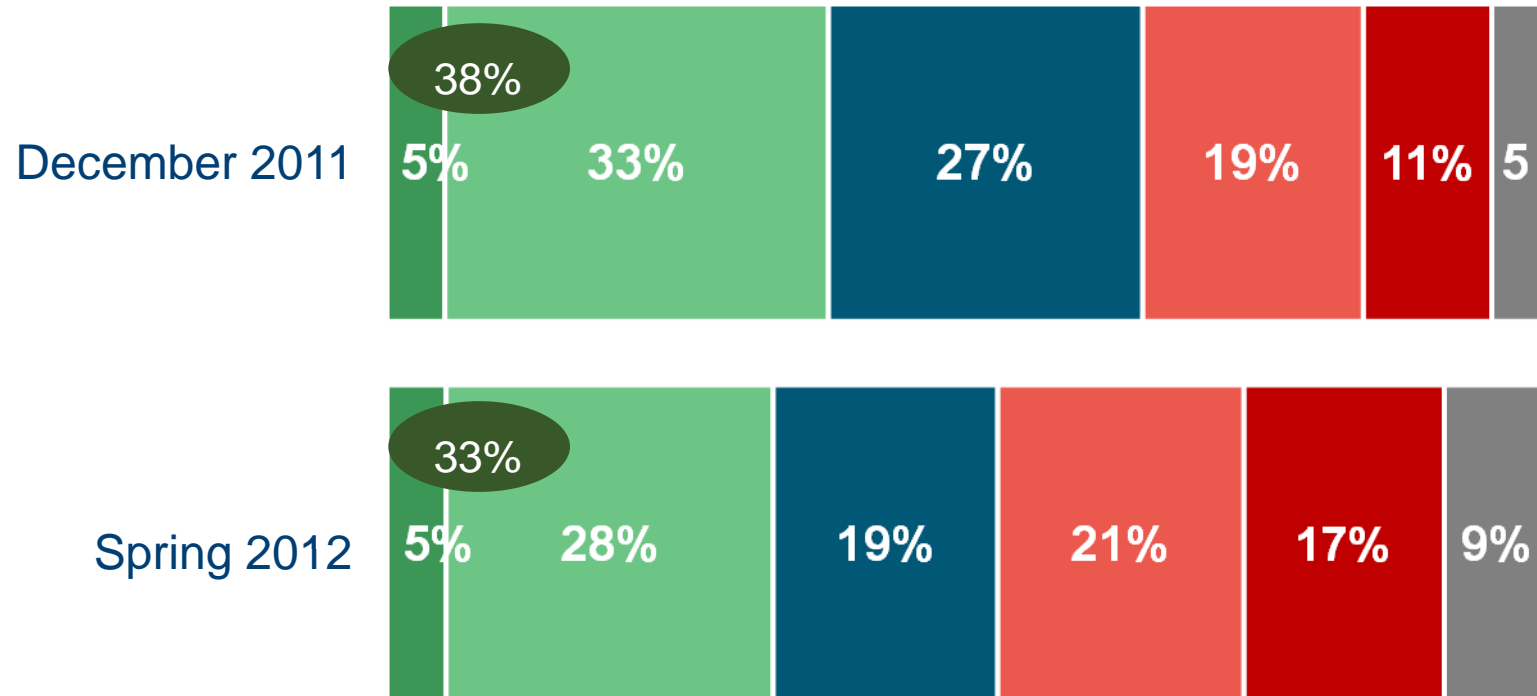
Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Expected impact of wider NHS service provision

*NHS services and care, whilst still free, will be provided by a wider range of organisations in future. This will include the private sector and charities. To what extent do you think this will make the NHS better or worse over the next few years, or will it stay the same?*

■ Get a lot better ■ Get a little better ■ Stay the same ■ Get a little worse ■ Get a lot worse ■ Don't know



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Public are now more pessimistic about GP commissioning and the wider provision of NHS services

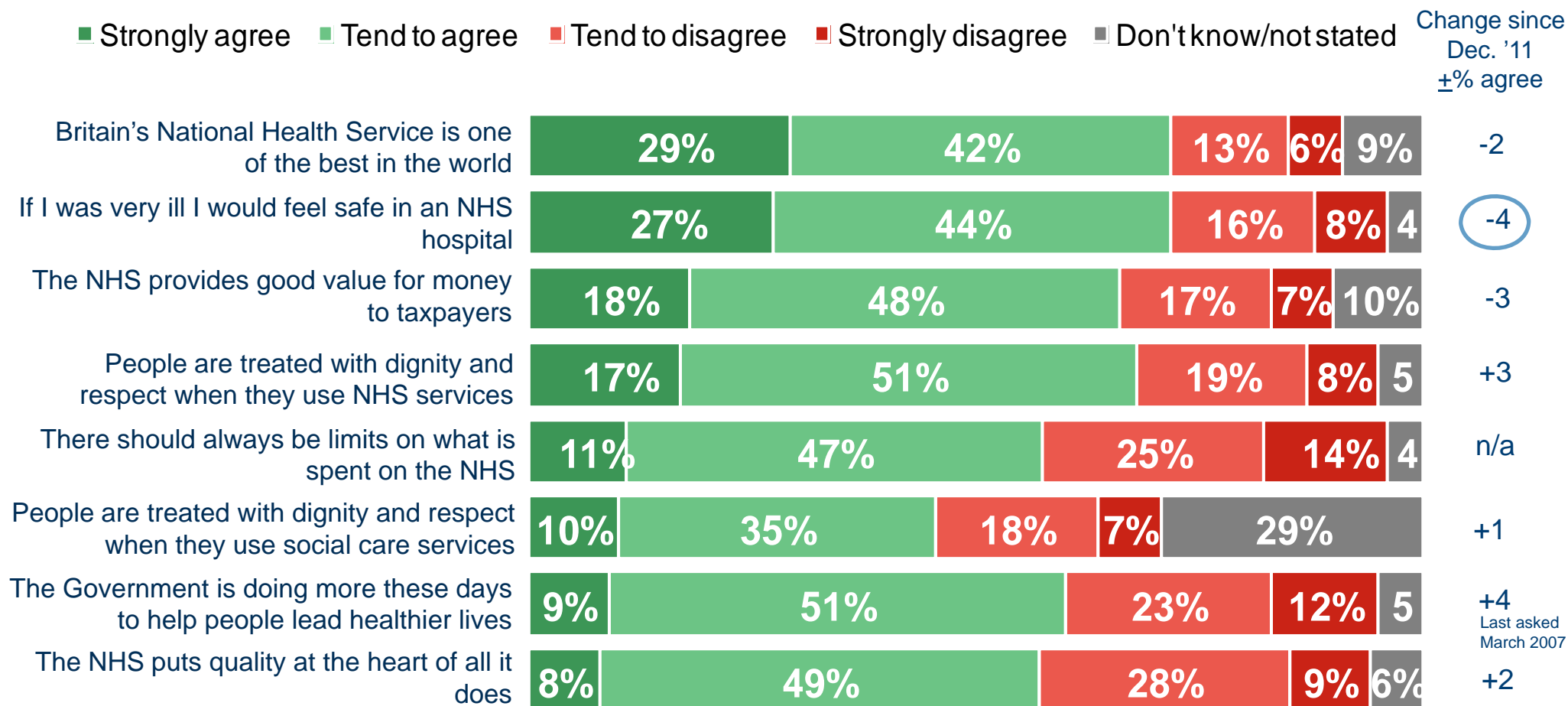
- Although the public is more optimistic about changes to allow GPs and other healthcare professionals much more say in deciding how the NHS spends its money, these perceptions are not as positive as a few months ago. There has been a five percentage point drop from 47% in December 2011 thinking this reform will make services better for patients to 42% now. A smaller proportion of the public also now agrees that *GPs are best placed to understand what their patients need* (down from 83% in December 2011 to 73% now).
- More people now also feel that the provision of NHS services by a wider range of organisations in the future (including the private and charity sectors) will make the NHS worse over the next few years – 38% think this now compared with 30% in December 2011.
- The involvement of the private sector in particular appears to generate a negative public reaction. Seven in ten (70%) of those who mention increased provision of services through private providers as a change being made to the NHS believe it will make services worse for patients. This is up 10 percentage points from 60% in December 2011.

## 4. Public Perceptions of Key Aspects of the NHS



# Key perceptions summary 1

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

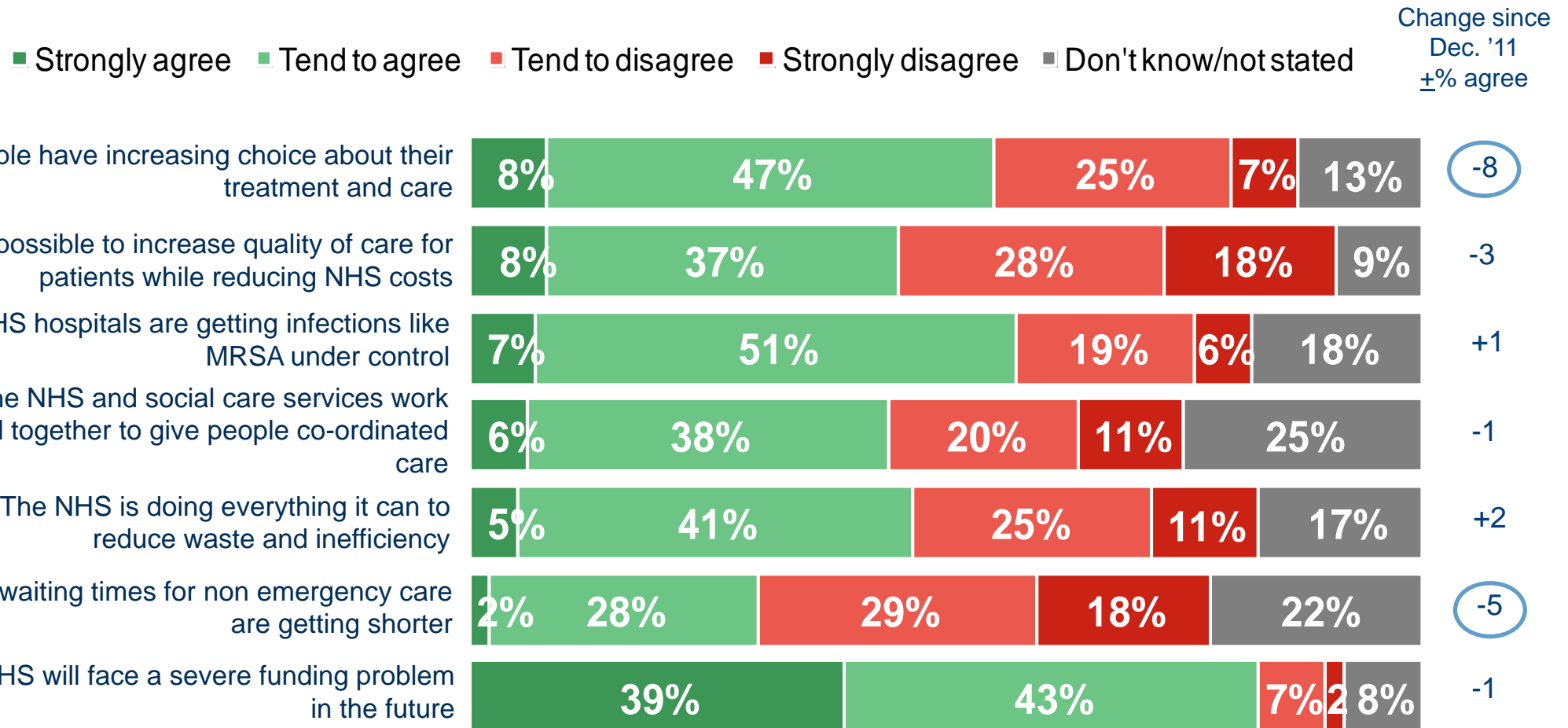


Base: Adults aged 16+ in England, Spring 2012 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Key perceptions summary 2

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



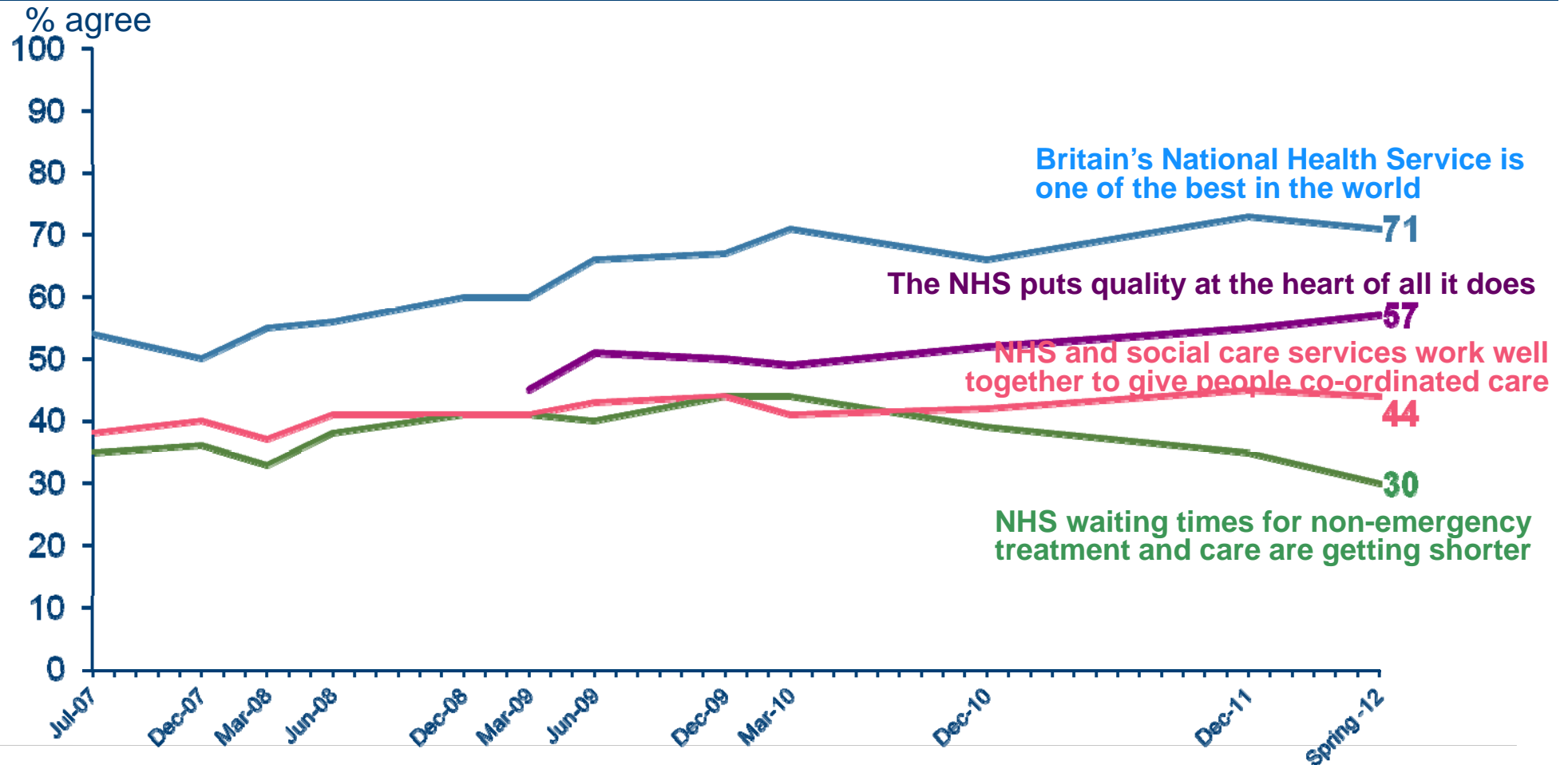
Base: Adults aged 16+ in England, Spring 2012 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker



# General performance indicators

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



Base: Adults aged 16+ in England (c. 1000 per wave)

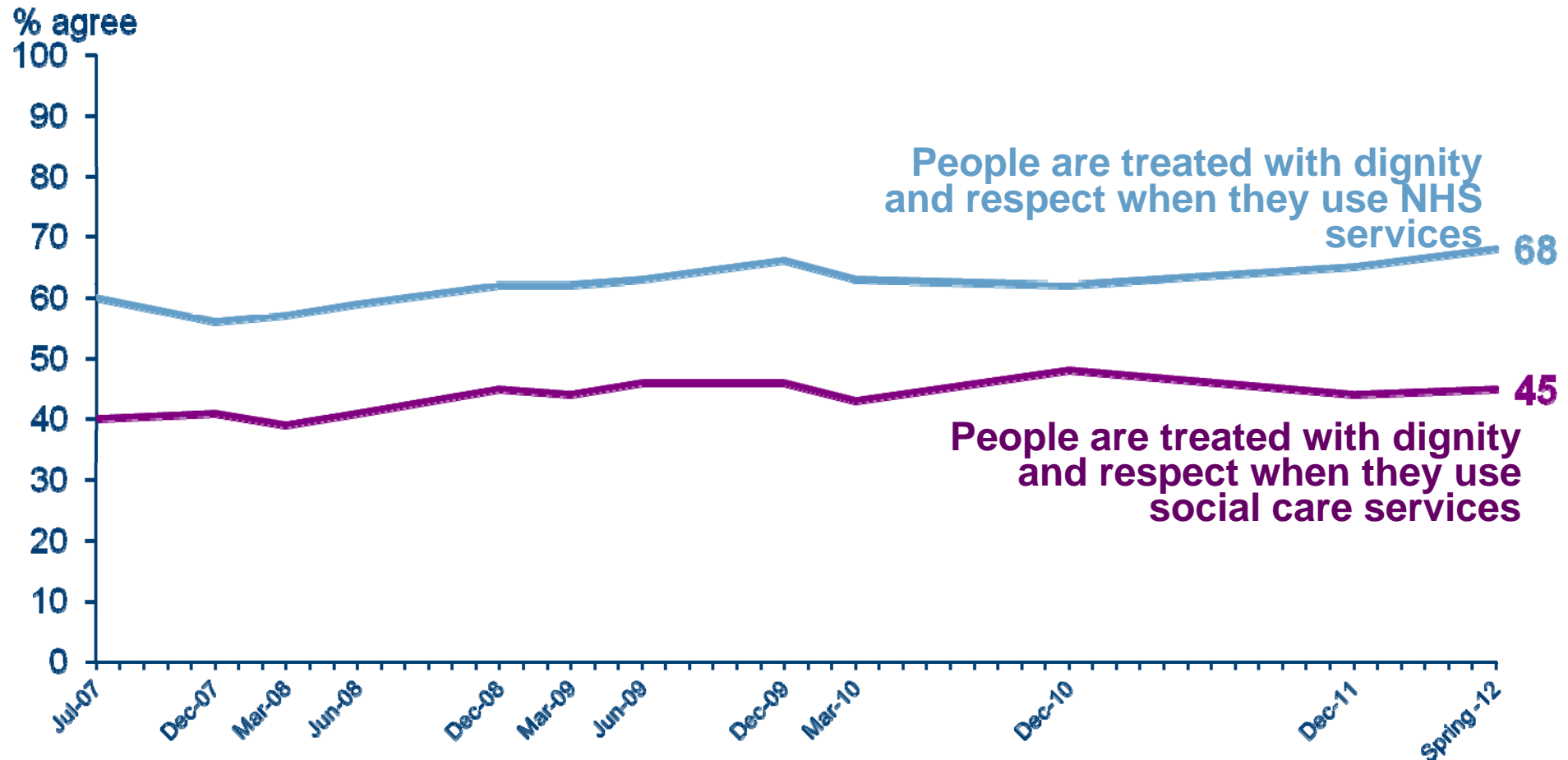
Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Pride in the NHS remains high and quality is increasingly felt to be at the heart of services

- Seven in ten (71%) agree that *Britain's National Health Service is one of the best in the world*. This maintains the high level of pride recorded in December 2011 (73%) and the steady improvement in perceptions recorded since this was first asked in 2007.
- Approaching three in five (57%) agree that *the NHS puts quality at the heart of all it does*. This is the highest level of agreement recorded by this survey and is a significant increase since 45% was recorded three years ago in March 2009. Over a third (37%) disagree that this is the case however. This view is most likely to be held by the same groups of people who are less satisfied with the NHS overall: women and those aged 35-54.
- Fewer agree that *the NHS and social care services work well together to give people co-ordinated care* (44%) and three in ten (31%) disagree that this is true. There is a significant proportion of the public who are unable to comment on this issue however (25% say they do not know) which reflects low exposure to social care services.
- More people disagree than agree that *NHS waiting times for non-emergency treatment and care are getting shorter* (47% vs. 30%). There has been a significant fall in the proportion agreeing with this over the last few months (35% agree in December 2011) which continues a longer trend (from a high of 44% agreeing with the statement in December 2009).

# Making sure you are treated with dignity and respect

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



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

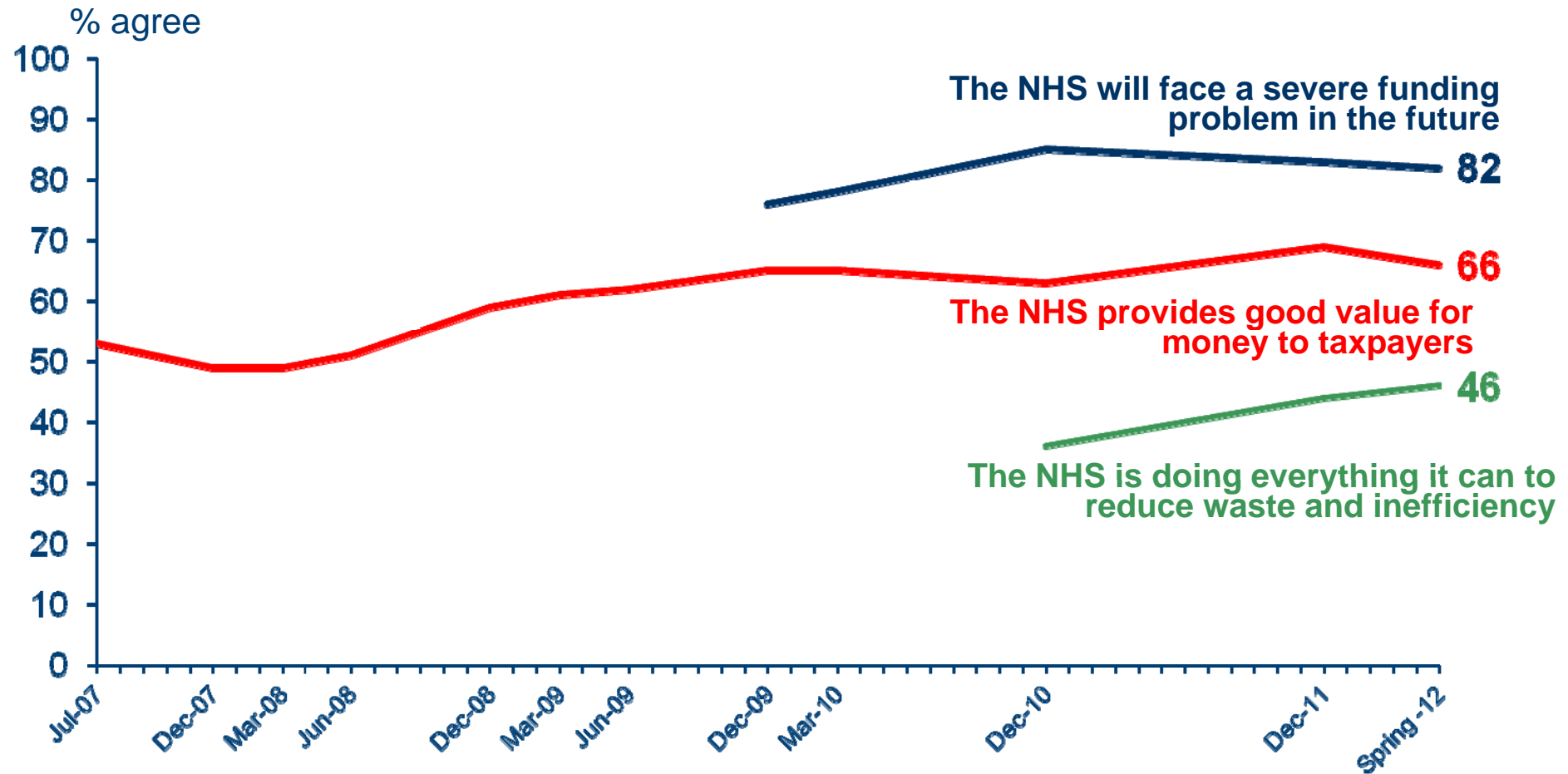
# Most believe patients are treated with dignity and respect, but not all

- Over two thirds (68%) agree that *people are treated with dignity and respect when they use NHS services*. Although this is the highest level of agreement ever recorded by this survey, public perceptions around this message could be improved further as just over a quarter (27%) disagree that this is the case. The people most likely to disagree are those who tend to be least satisfied with the NHS overall:
  - 33% of women disagree compared to 21% of men
  - 30% of those aged 35-54 and 34% of those aged 55-64 disagree compared to 22% of those aged 65+.
- Fewer people across the public agree that *people are treated with dignity and respect when they use social care services* (45%). However, three in ten (29%) say they do not know and this perception is unlikely to have been informed by first hand experiences.



# Budgeting and resourcing

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



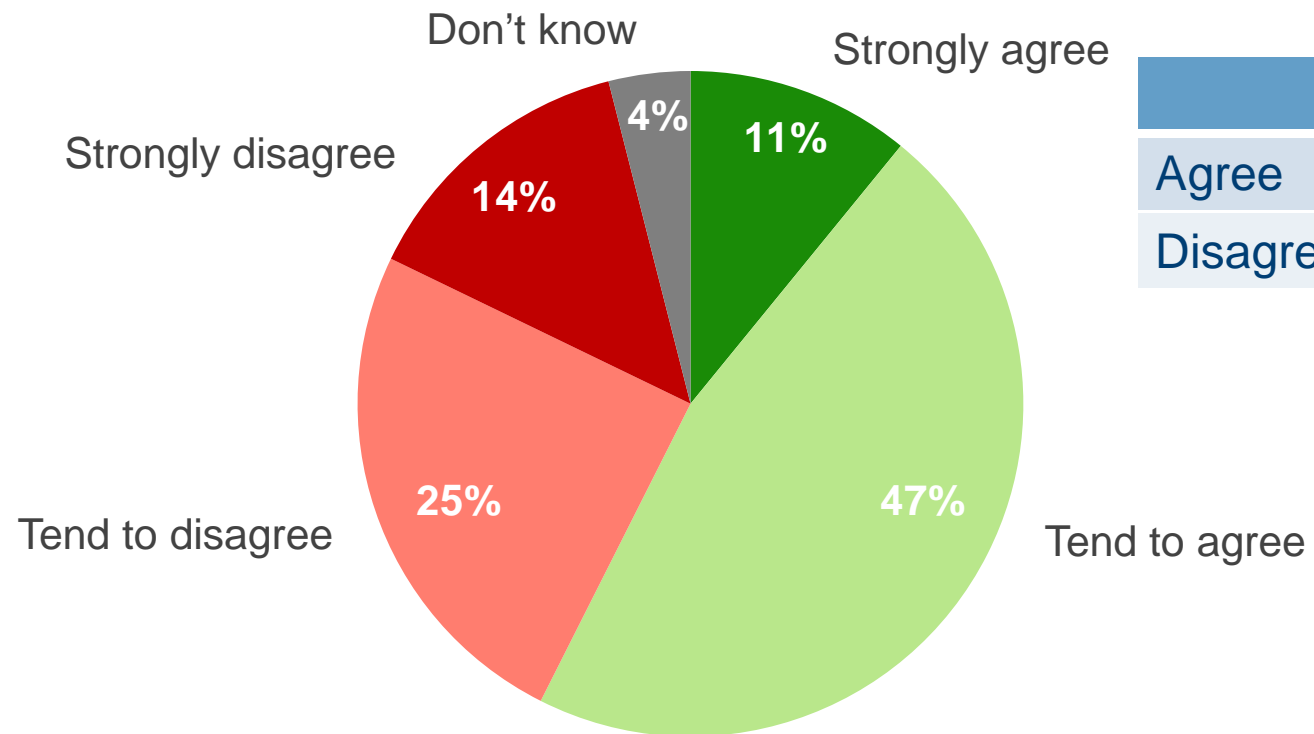
Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Limits to spending on the NHS

**Q On the whole, do you agree or disagree with the following statement:**

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



	2006	2012
Agree	44%	58%
Disagree	48%	39%

Base: 1,015 Adults aged 16+ in England, May 2012

1,001 Adults aged 18+ in Great Britain, January 2006

Source: Ipsos MORI/DH Perceptions of the NHS Tracker 2012  
Ipsos MORI/NICE Public attitudes research 2006

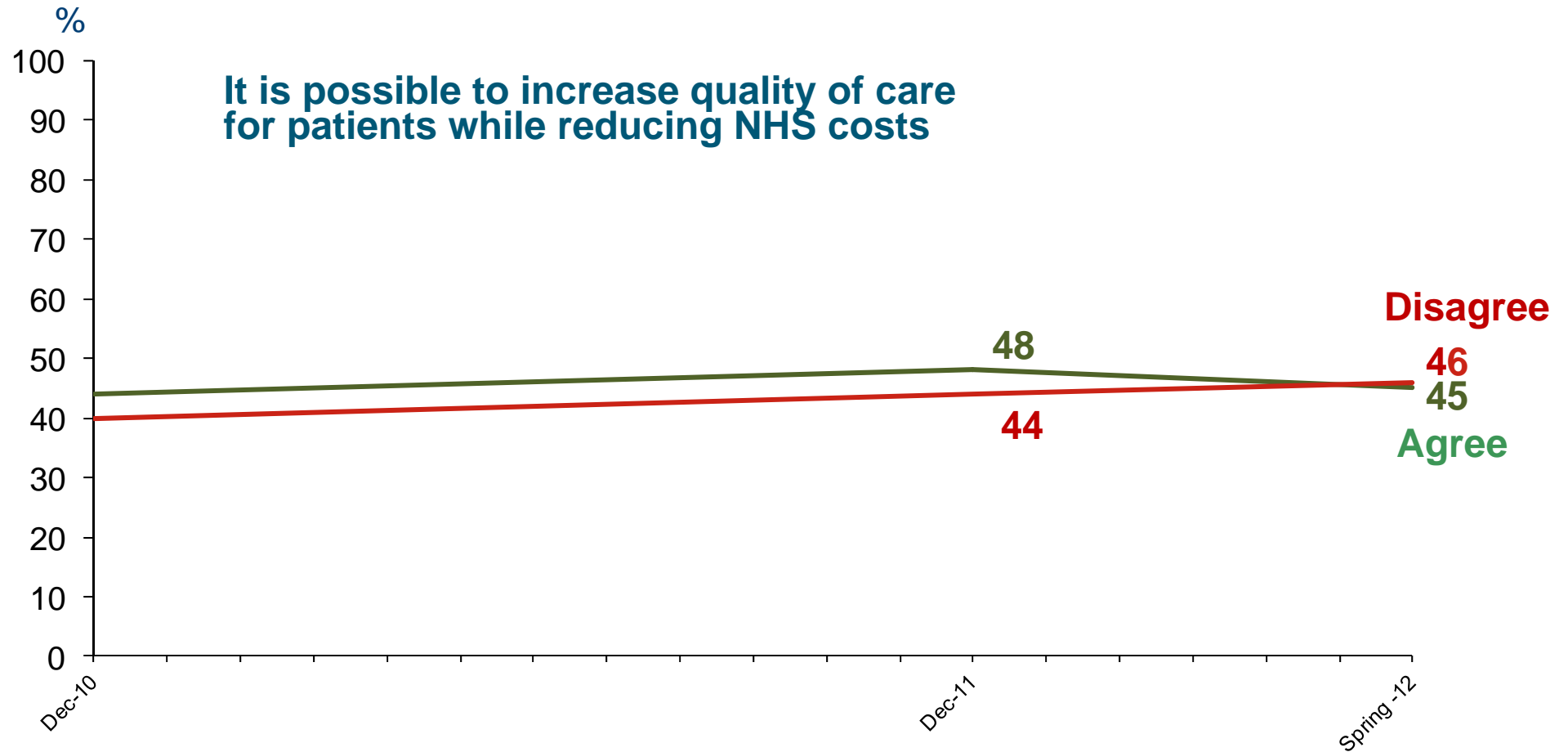
# The public sees a tension between the severe funding shortage facing the NHS and the need to limit spending

- The majority of the public (82%) agrees that *the NHS will face a severe funding problem in the future*. At the same time many (58%) agree that *there should always be limits on what is spent on the NHS*. In 2006, when this question was asked on a different survey, fewer (44%) agreed with this and were outweighed by those believing there should not be limits to spending. This demonstrates a growing agreement among the public that the NHS budget cannot always be protected.
- While less than half of the public (46%) agrees *that the NHS is doing everything it can to tackle waste and inefficiency*, these perceptions have improved over the last 18 months from 36% agreeing in December 2010.
- There is a perception among two thirds of the public (66%) that *the NHS provides good value for money to taxpayers*. This has been stable over the past few years of this research.



# Can better care cost less?

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



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker



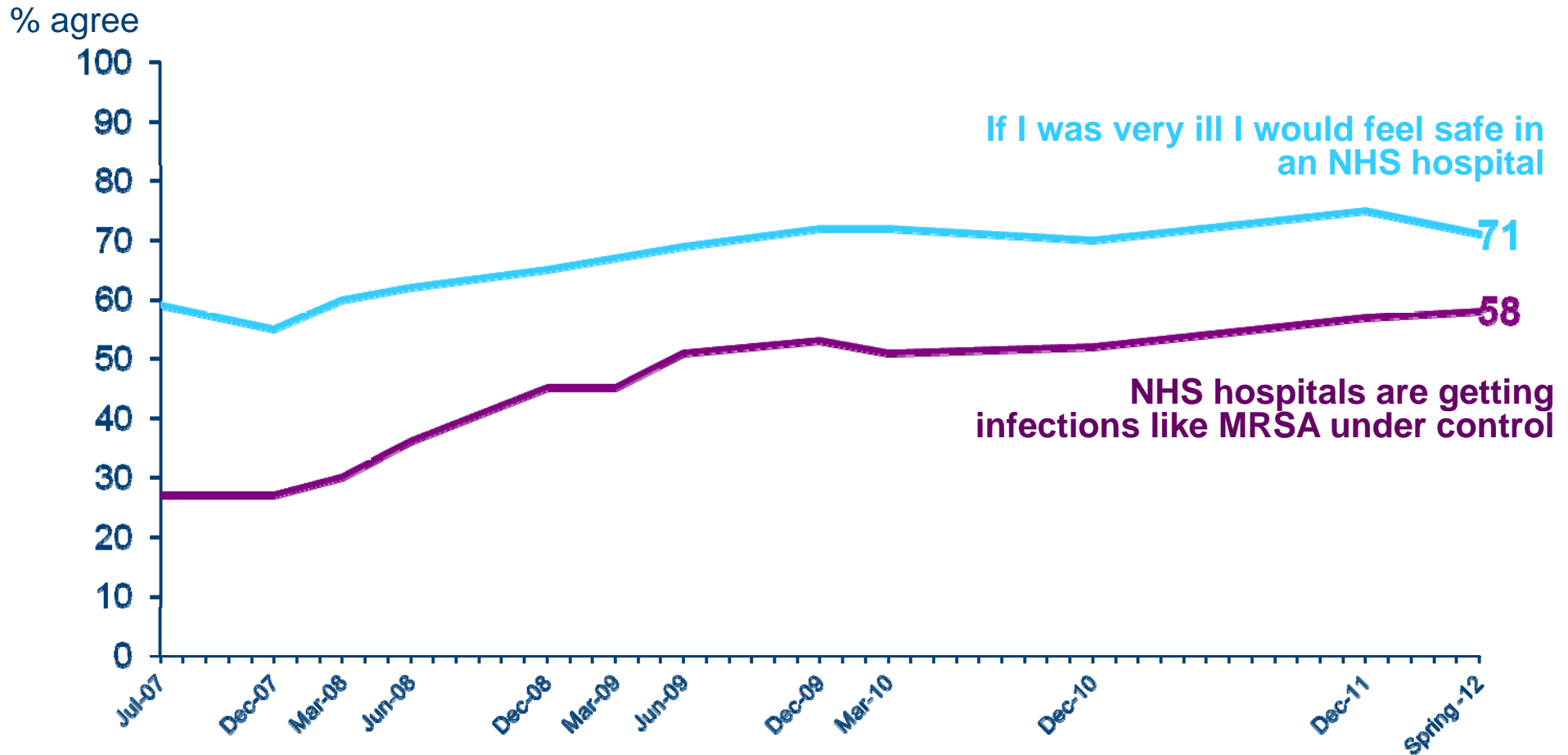
# The public is unsure whether better quality care can cost less

- Less than half of the public (45%) agrees *it is possible to increase quality of care for patients while reducing NHS costs*. This is matched by the proportion of the public disagreeing that this is possible (46%).



# Patient safety

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



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

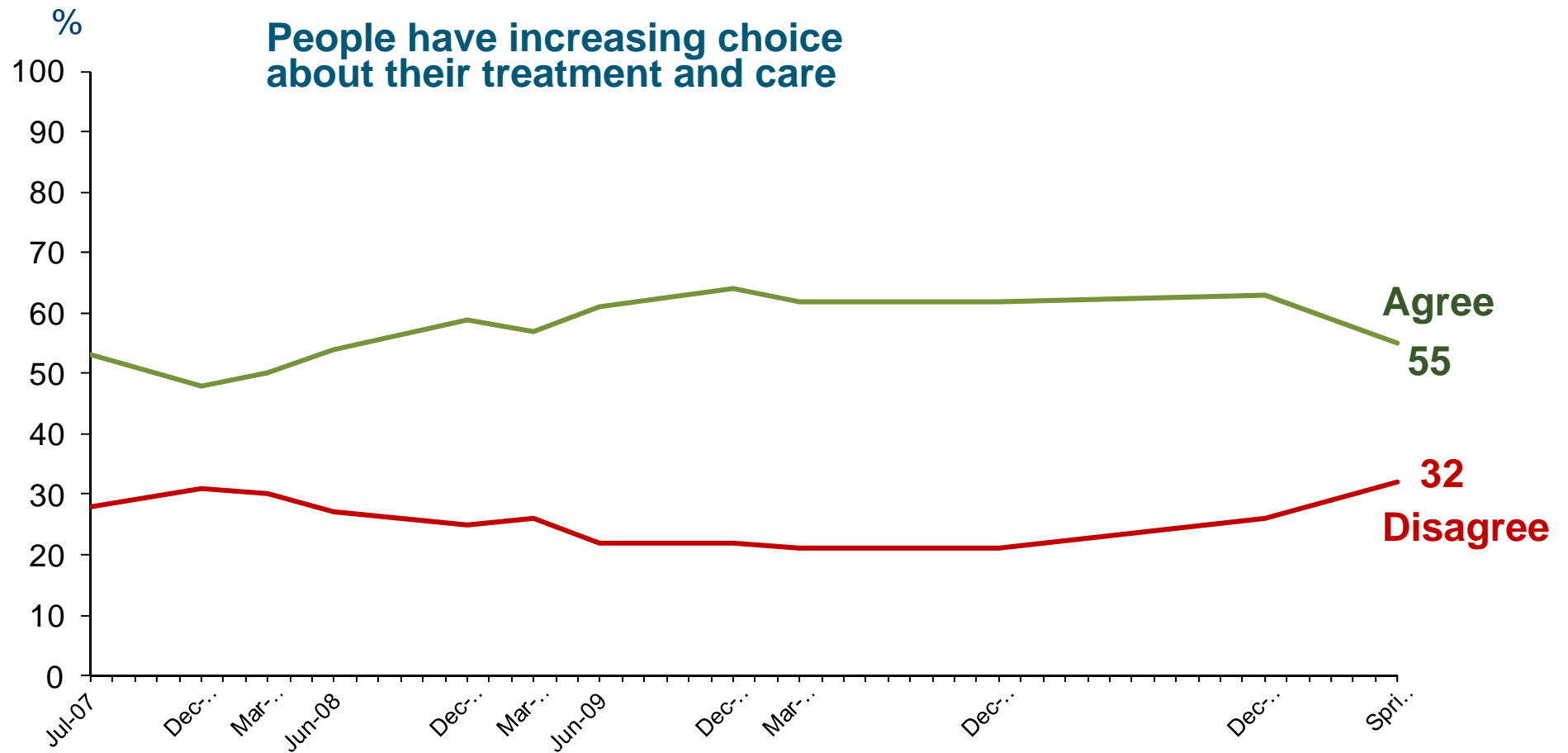
# Positive perceptions of patient safety

- The public continues to rate the NHS highly for patient safety. Seven in ten (71%) agree if *I was very ill I would feel safe in an NHS hospital*. Although this has dropped by four percentage points since December 2012, agreement is still amongst the highest recorded by this research.
- Approaching six in ten (58%) people agree that *NHS hospitals are getting infections like MRSA under control*. This continues the upward positive trend in public perceptions towards hospital-based infections, from a low of 27% agreeing that the NHS has these under control in July 2007.



# Patient involvement in their treatment and care

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



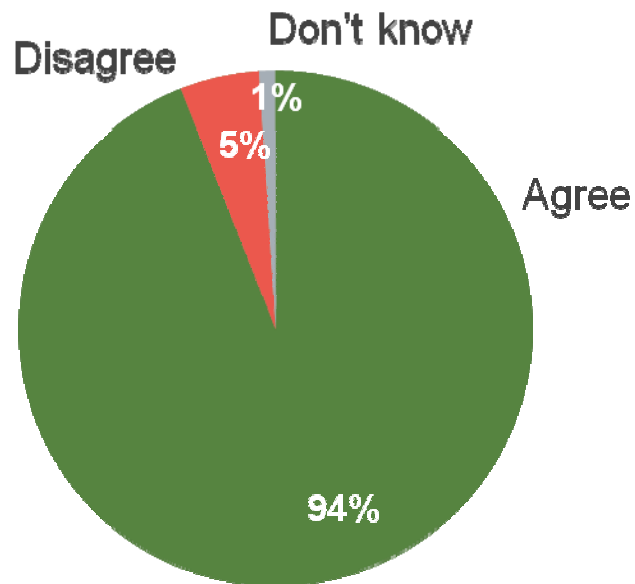
Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Access to information to help manage conditions

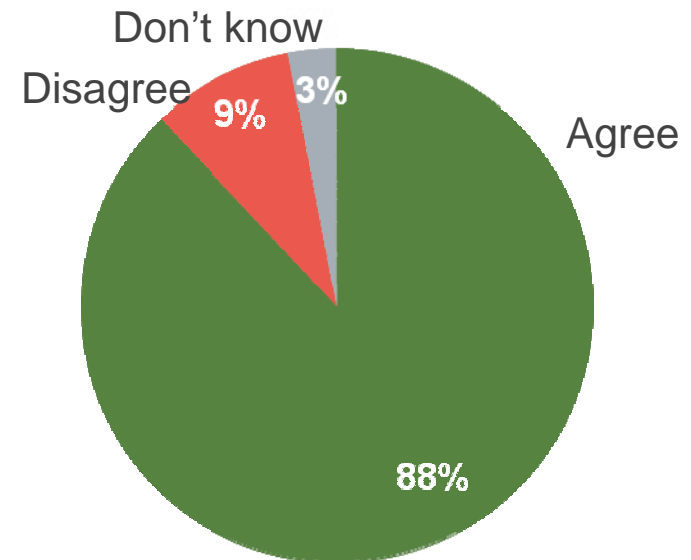
**Q On the whole, do you agree or disagree with the following statement:**

**I know where to go for information to help me manage my condition**



Base: Adults aged 16+ in England who have a long standing illness, disability or infirmity (226)

**I know where to go for information to help me care for this person**



Base: Adults aged 16+ in England who provide informal care for others (186)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# Information is available to help people get better, but people are uncertain whether they are being given more say in their care

- A key focus for the NHS is ensuring that people are empowered to make decisions about the care they receive. More than half of the public (55%) agrees that *people have increasing choice about their treatment and care*. However, a third (32%) disagree and this proportion has increased by six percentage points since December 2011 (26%) and by 11 percentage points over the last two years (21%).
- Perceptions are more positive among frequent users of services. More than nine in ten (94%) people living with a long-term condition agree *I know where to go for information to help me manage my condition*.
- It is also important for carers to have access to the information they need to help others get better. Almost nine in ten (88%) people who provide informal care agree *I know where to go for information to help me care for this person*.

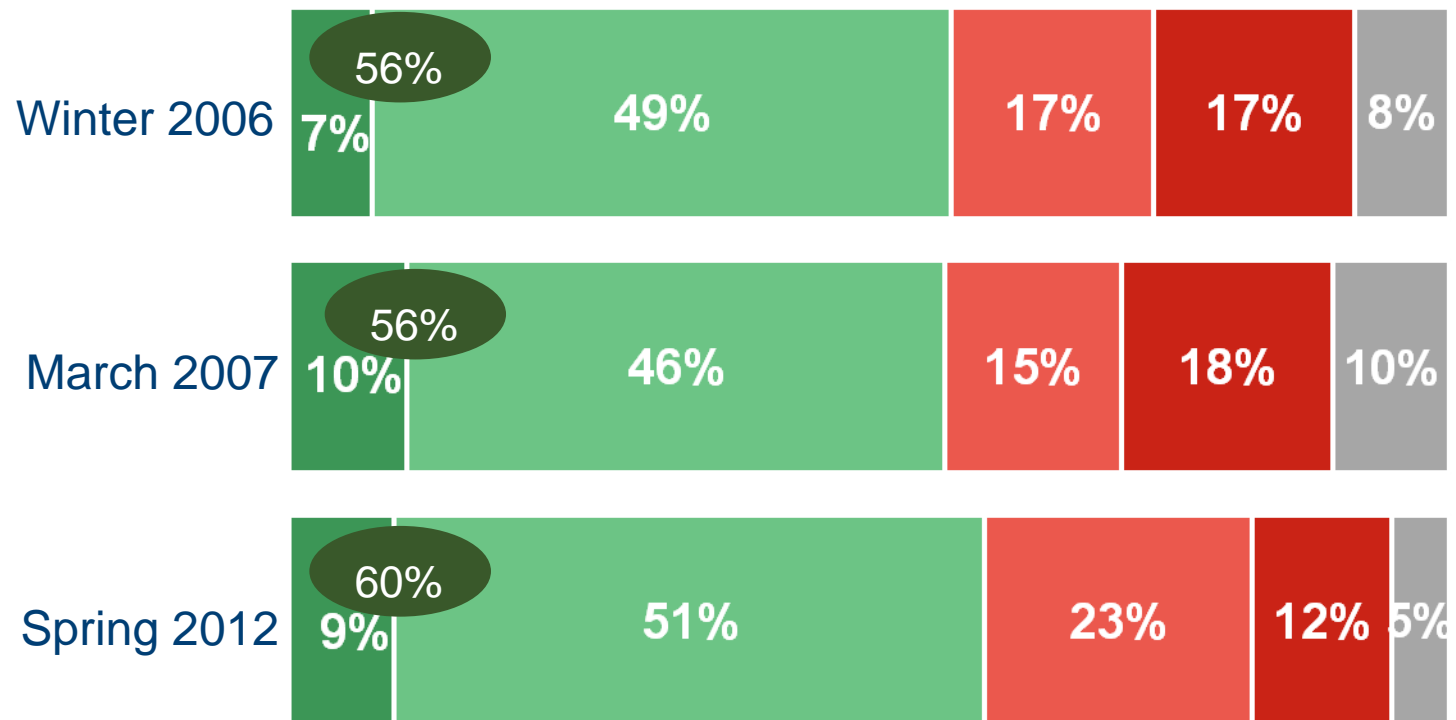


# Government role in promoting healthy lifestyles

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

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

■ Strongly agree ■ Tend to agree ■ Tend to disagree ■ Strongly disagree ■ Don't know/not stated



Base: Adults aged 16+ in England (c. 1000 per wave)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

# The majority agree the Government helps encourage healthier lives, but there is still work to do to spread this perception further

- Three in five people (60%) agree *the Government is doing more these days to help people live healthier lives*. This is an improvement on perceptions in 2007 and 2006 when 56% agreed that this was the case.
- However, this still leaves over a third of people (35%) disagreeing that the Government is doing more to encourage healthier lifestyles.





# Appendices

# Research Methodology

- 1015 interviews of a representative sample of adults aged 16 and over were carried out in 104 OAs across the 9 GORs of England between 4<sup>th</sup> and 31<sup>st</sup> May 2012.
- The OAs were selected systematically from an ordered list. OAs were given a measure of size equal to the number of adults aged 16 and over present in the OA. The selection of OAs was then made using probability of selection proportional to the OA's size and selected systematically "1 in N", with a random start location. All OAs within each GOR were sorted by ward and by demographic type (i.e. the percentage of people who were social grade A/B), with individual sampling points then selected at random.
- Within each OA, quotas were set to reflect the profile of the areas in terms of age, sex, and work status. At the analysis stage, data were weighted to the population profile in terms of age, sex, working status and GOR according to the ONS mid-year estimates for 2008.
- The Spring 2012, December 2011 and December 2010 waves were conducted using CAPI (computer-assisted personal interviewing). Previous waves of this research have been conducted using interviewer administered pen-and-paper interviewing.

## Sample profile – demographic details of respondents Spring 2012

		Unweighted		Weighted	
		n	%	n	%
Total		1,015	100	1,015	100
Gender	Male	508	50%	495	49%
	Female	507	50%	520	51%
Age	16-24	112	11%	151	15%
	25-34	149	15%	162	16%
	35-54	359	35%	352	35%
	55-64	148	15%	148	15%
	65+	246	24%	201	20%
Social class	AB	224	22%	223	22%
	C1	308	30%	314	31%
	C2	220	22%	218	21%
	DE	263	26%	260	26%
Work Status	Full-time	498	49%	538	53%
	Not full-time	517	51%	477	47%
Ethnicity	White	870	86%	864	85%
	Black African/Caribbean/Black British	35	3%	35	3%
	Asian/Asian British	82	8%	86	8%
	Mixed/multiple ethnic groups	12	1%	12	1%

# What is the statistical reliability of these results?

It should be remembered that a sample and not the entire population of adults living in the 9 GORs of England has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences between results are statistically significant. For example, for a question where 50% of the people in a weighted sample of 1,015 respond with a particular answer, the chances are 95 in 100 that this result would not vary more than plus or minus three percentage points from the result that would have been obtained from a census of the entire population (using the same procedures). Indications of approximate sampling tolerances for this survey, and for surveys of smaller groups of respondents, are provided in the table below. As shown, sampling tolerances vary with the size of the sample and the size of the percentage results. This survey used a quota sampling approach. Strictly speaking the tolerances applied here apply only to random samples with an equivalent design effect. In practice, good quality quota sampling has been found to be as accurate.

Approximate sampling tolerances applicable to percentages at or near these levels

	10% or 90%	30% or 70%	50%
Size of sample on which survey result is based	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
400 interviews	3	5	5
500 interviews	3	4	4
600 interviews	2	4	4
700 interviews	2	3	4
800 interviews	2	3	4
900 interviews	2	3	3
1,015 interviews	2	3	3

# Which differences in the data are significant?

Different groups within a sample (e.g. men and women) may have different results for the same question. A difference has to be of a certain size in order to be statistically significant though. To test if a difference in results between two sub-groups within a sample is statistically significant one, at the 95% confidence interval, the differences between the two results must be greater than the values provided in the table below. Again, strictly speaking the sampling tolerances shown here apply only to random samples with an equivalent design effect. In practice, good quality quota sampling has been found to be as accurate.

Differences required for significance at or near these percentages			
	10% or 90%	30% or 70%	50%
Size of sample on which survey result is based	±	±	±
100 and 100	8	13	14
100 and 200	7	11	12
100 and 300	7	10	11
100 and 400	7	10	11
100 and 500	7	10	11
200 and 200	7	10	11
200 and 300	5	8	9
200 and 400	5	8	9
200 and 500	5	8	8
300 and 300	5	7	8
300 and 400	5	7	8
300 and 500	4	7	7
400 and 400	4	6	7
400 and 500	4	6	7
500 and 500	4	6	6
1,001 and 1,015 (December 2011 and Spring 2012 surveys)	3	4	4

# Questionnaire

## INTRODUCTION/ CONFIDENTIALITY

Good morning, afternoon, evening. My name is ..... from Ipsos MORI, the market and opinion research organisation, and we are carrying out a survey on health issues in your area and nationally. The interview will take about 15 minutes.

I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results. PLEASE DO NOT INFORM RESPONDENTS WHO THE CLIENT IS - IF RESPONDENTS ASK, TELL THEM THAT YOU WILL REVEAL THIS INFORMATION AT THE END OF THE INTERVIEW.

Q1. SHOWCARD A (R) Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays? SINGLE CODE ONLY

Very satisfied	
Quite satisfied	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	
Don't know/Refused	

Q2. SHOWCARD B (R) To what extent, if at all, do you agree or disagree with the following statements? READ OUT STATEMENTS a-c. ROTATE ORDER. SINGLE CODE ONLY

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/No opinion
a	The government has the right policies for the NHS						
b	The NHS is providing a good service nationally						
c	My local NHS is providing me with a good service						

# Questionnaire

Q3. Thinking about the NHS over the next few years do you expect it to...? READ OUT STATEMENTS a-e. REVERSE ORDER. SINGLE CODE ONLY

a	Get much better	
b	Get better	
c	Stay about the same	
d	Get worse	
e	Get much worse	
f	Don't know	

Q4. SHOWCARD C (R) Which of the following health services, if any, have you personally used in the last year or so? Just read out the letter or letters that apply. MULTICODE OK

A	Been an inpatient at an NHS hospital	
B	Attended an NHS hospital as an outpatient	GO TO FILTER AT Q5
C	Visited an accident and emergency (A&E) department	
D	Used NHS Direct	
E	Visited a Pharmacist/Chemist for medical advice	
F	Used the NHS Choices website	
G	Used a walk-in clinic	GO TO Q6
H	Visited an NHS GP	
I	Used social care services	
J	None of these	
K	Don't know/refused	

# Questionnaire

ASK IF HAVE BEEN INPATIENT, OUTPATIENT OR VISITED A&E IN THE LAST YEAR AT Q4 (MORE THAN ONE CODE AT CODES 1-3) OTHERS GO TO Q6.

IF ONLY ONE CODE MENTIONED AT Q4 CODES 1-3 DO NOT ASK Q5 BUT DO CODE THAT RESPONSE BELOW

- Q5. SHOWCARD D (R) **You say you have been an NHS inpatient, or an NHS outpatient or have visited an A&E department within the last year or so. Which ONE of these was the most recent hospital visit you have made as a patient? Just read out the letter that applies. SINGLE CODE ONLY**

A	Been an inpatient at a NHS hospital	_____
B	Attended an NHS hospital as an outpatient	_____
C	Visited an accident and emergency (A&E) department	_____
	Don't know	_____

ASK ALL

- Q6. SHOWCARD E (R) **Now thinking about the last time you visited an NHS hospital, overall, how satisfied or dissatisfied were you with this last visit as a patient? SINGLE CODE ONLY**

_____	Very satisfied	_____
_____	Fairly satisfied	_____
_____	Neither satisfied or dissatisfied	_____
_____	Fairly dissatisfied	_____
_____	Very dissatisfied	_____
_____	Not applicable/haven't been	_____
_____	Don't know/no opinion	_____

- Q7. SHOWCARD E AGAIN (R) **Now thinking about the last time you visited your local doctor or GP, overall, how satisfied or dissatisfied were you with this last visit as a patient? SINGLE CODE ONLY**

_____	Very satisfied	_____
_____	Fairly satisfied	_____
_____	Neither satisfied or dissatisfied	_____
_____	Fairly dissatisfied	_____
_____	Very dissatisfied	_____
_____	Not applicable/haven't been	_____
_____	Don't know/no opinion	_____



# Questionnaire

Q8. Overall, what do you see as the biggest problems facing the NHS? PROBE FULLY USING "What else?" DO NOT PROMPT. CODE FROM LIST BELOW OR WRITE IN. MULTICODE OK.

ACCESS TO TREATMENT/WAITING TIME	Long waiting lists/times
CHOICE	Not enough patient choice about care/treatment
	Not enough patient say/involvement in decisions about healthcare services
EXTERNAL FACTORS	Bird flu
	Swine flu (pig flu)
	Foreigners/immigrants
	Flu pandemic
	Overstretched/aging population
	Public health problems (smoking, obesity, sexual health, etc)
	Trivial use/abuse
MANAGEMENT/ BUREAUCRACY	Bureaucracy/top heavy management
	Political influence/government targets
	Privatisation
	Problems prioritising treatment/patient groups
	Big changes to services/ NHS reforms
RESOURCES/INVESTMENT	Lack of resources/ investment
	Hospital closures/lack of hospitals/facilities
	Not enough doctors/nurses/understaffed
	Poor pay for NHS staff
	Poor quality staff education/training
	Overworked staff
	Shortage of beds
	Shortage of NHS dentists
	Staff retention
TREATMENT QUALITY/ IMPROVEMENTS	Low quality of services/treatment/care
	Poor quality care of the elderly
	Poor standards of cleanliness/superbugs/MRSA
	Other
	Don't know
	None of these

# Questionnaire

NHS REFORM

Q9. SHOWCARD F (R) How much do you feel you know about the changes the government is making to the NHS? SINGLE CODE ONLY

A great deal	
A fair amount	
Not very much	
Nothing at all	
Don't know	

Q10. SHOWCARD G (R) Thinking about the different ways in which you have heard or seen information about the changes being made to the NHS, have you heard or read anything recently from any of these sources? Just read out the letter or letters that apply. MULTICODE OK.

A	Friends or relatives who work in the NHS	
B	Friends or relatives who have used NHS services	
C	Medical professionals who work in the NHS	
D	National newspapers	
E	Local newspapers	
F	TV or radio	
G	Leaflets delivered to your door	
H	The Internet	ASK Q11
I	Letters/information sent directly to you from your GP practice	
J	Charities	
K	Local patient support groups e.g. Patient Advice and Liaison Service (PALS)	
L	None of these	
M	Don't know	

# Questionnaire

ASK ALL THOSE SAYING THEY HAVE SEEN INFORMATION ABOUT THE NHS ON THE INTERNET AT Q10  
(CODE 8 AT 10)

Q11. **Where on the internet have you seen information about the changes being made to the NHS?**  
PROBE FULLY USING "Where else?" DO NOT PROMPT. CODE FROM LIST BELOW OR WRITE IN.  
MULTICODE OK.

A	NHS/government websites	
B	NHS Direct	
C	NHS Choices (www.nhs.uk)	
D	Patient UK (Patient.co.uk)	
E	BBC website	
F	The Times website	
G	The Guardian website	
H	The Telegraph website	
I	The Sun website	
J	Mail Online	
K	Other newspaper websites	
L	MSN Health	
M	Net Doctor (www.netdoctor.co.uk)	
N	Blogs	
O	Social media (Facebook, Twitter)	
P	Unnamed website/ Google search / the 'internet'	
Q	Other	
R	None of these	
S	Don't know	

# Questionnaire

ASK ALL

Q12. As far as you know, what do the government's changes to the NHS involve? PROBE FULLY USING "What else?" DO NOT PROMPT. CODE FROM LIST BELOW OR WRITE IN. MULTICODE OK.

CUTS	
Necessary/positive cuts (general mention)	
Negative/ damaging/ too many cuts (general mention)	
Cuts in managers	
Cuts in bureaucracy	
Hospital closures	
Cuts in frontline services	
Cuts in quangos	
ORGANISATIONAL CHANGE	
Doctors and other health care professionals commissioning services/ having more of a say in how the NHS is run	
Organisational changes/ reconfiguration (general mention)	
Privatisation/ more services provided by private sector	
More care available outside of hospital	
More services provided by charity sector	
ACCESS TO SERVICES	
Faster access to hospitals/ shorter hospital waiting times	
Faster access to GPs/ shorter GP waiting times	
Longer waiting times	
CHOICE OF SERVICES	
More choice for patients (general mention)	
Patients can choose their GP/GP surgery	
More choice for patients over where they get treated	
Patients having more say in their healthcare	
OTHER	
Budget ring-fenced/protected spending	
Encouraging people to take responsibility for their own health	
Better quality services for patients	
New non-emergency telephone number '111'	
Other	
Don't know	
Not heard of any changes	

# Questionnaire

Q13. SHOWCARD H (R) **And thinking about these changes overall, from what you know, how much better or worse do you think services will be for patients?** SINGLE CODE ONLY

Much better	
A little better	
Neither better nor worse	
A little worse	
Much worse	
Don't know	

Q14. SHOWCARD I (R) **The Government has announced that GPs and other healthcare professionals will have much more say in deciding how the NHS spends its money. To what extent do you think this particular policy will make the NHS better or worse over the next few years, or will it stay the same?** SINGLE CODE ONLY

Get a lot better	
Get a little better	
Stay the same	
Get a little worse	
Get a lot worse	
Don't know	

Q15. SHOWCARD I AGAIN (R) **NHS services and care, whilst still free, will be provided by a wider range of organisations in future. This will include the private sector and charities. To what extent do you think this will make the NHS better or worse over the next few years, or will it stay the same?** SINGLE CODE ONLY

Get a lot better	
Get a little better	
Stay the same	
Get a little worse	
Get a lot worse	
Don't know	

# Questionnaire

KEY  
STATEMENTS  
SECTION

ASK ALL  
Q16 - Q32.

SHOWCARD J (R) Please tell me whether on the whole you agree or disagree with each of the following statements: READ OUT Q16 TO Q32. ROTATE ORDER. SINGLE CODE ONLY FOR EACH

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Q16. Britain's National Health Service is one of the best in the world					
Q17. The NHS provides good value for money to taxpayers					
Q18. If I was very ill I would feel safe in an NHS hospital					
Q19. People are treated with dignity and respect when they use NHS services					
Q20. People are treated with dignity and respect when they use social care services					
Q21. The NHS puts quality at the heart of all it does					
Q22. People have increasing choice about their treatment and care					
Q23. NHS hospitals are getting infections like MRSA under control					
Q24. NHS waiting times for non-emergency treatment and care are getting shorter					
Q25. NHS and social care services work well together to give people co-ordinated care					
Q26. The NHS will face a severe funding problem in the future					
Q27. The NHS is changing so it can provide the service we need for years to come					
Q28. The NHS is doing everything it can to reduce waste and inefficiency					
Q29. It is possible to increase quality of care for patients whilst reducing NHS costs					
Q30. GPs are best placed to understand which services their patients need					
Q31. The Government is doing more these days to help people live healthier lives					
Q32. There should always be limits on what is spent on the NHS					

# Questionnaire

Q33. Ipsos MORI may want to re-contact some people we've talked to on this survey, in order to explore some of these issues in more detail, for the purpose of further research. Would you be willing to be re-contacted in the next 12 – 18 months for this purpose? SINGLE CODE ONLY.

Yes	
No	THANK RESPONDENT AND GO ON TO DEMOGRAPHICS

---

# Questionnaire

## DEMOGRAPHICS

### Gender

Male	
Female	

### WRITE IN & CODE EXACT AGE

Exact Age

16-24	
25-34	
35-44	
45-54	
55-59	
60-64	
65-74	
75+	

### Occupation of Chief Income Earner

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

REMEMBER TO PROBE FULLY FOR PENSION AND CODE FROM ABOVE

### Class

A	
B	
C1	
C2	
D	
E	

### Respondent is:

Chief Income Earner	
Not Chief Income Earner	

### Household is:

Pensioner only (ie no children or other adults)	
Non-pensioners (ie adults/no dependent children under 16)	
Adults with dependent child/ren under 16	

### Working Status of Respondent:

Working - Full time (30+ hrs)	
- Part-time (9-29 hrs)	
Unemployed - seeking work	
- not seeking work	
Not working – retired	
- looking after house/children	
- invalid/disabled	
Student	
Other	

### QA Marital status SINGLE CODE ONLY

Married	
Single	
Separated/Divorced	
Widowed	
Cohabiting	
Don't know/Refused	



# Questionnaire

QB **Do you live alone or with other people?** SINGLE CODE ONLY

Other people	ASK QC
Alone	GO TO
Refused/Not stated	QE

ASK IF LIVE WITH OTHER PEOPLE (CODE 1 AT QB). OTHERS GO TO QE

QC **Are there any elderly people in household?** MULTICODE OK

Yes, aged 60-74	
Yes, aged 75-84	
Yes, aged 85+	
None aged 60+	

QD **Are there any young people in household?** MULTICODE OK

Yes, aged 0-4	
Yes, aged 5-12	
Yes, aged 13-17	
None under 18	

ASK ALL

QE **Do you, or anyone else in your household have any long-standing illness, disability or infirmity?** IF YES: **Is that you or someone in your household?** MULTICODE OK

Yes, respondent	
Yes, other h/hold member	
No	

ASK ALL WHO HAVE A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY (CODE 1 at QE). OTHERS GO TO QG

QF **SHOWCARD K (R) On the whole, do you agree or disagree with the following statement: I know where to go for information to help me manage my condition.** SINGLE CODE ONLY

Agree	
Disagree	
Don't know/Refused	

ASK ALL

QG **SHOWCARD L (R) Which of these best describes the ownership of your home?** SINGLE CODE ONLY

Owned outright	
Buying on mortgage	
Rented from local authority	
Rented from Housing Association	
Rented from private landlord	
Other	
Not stated/Refused	

QH **Do you have private health insurance, in addition to the NHS?** SINGLE CODE ONLY

No – No private insurance:	
Yes – Have private health insurance	
Refused/Not stated	

# Questionnaire

QI SHOWCARD M (R) Which group on this card do you consider you belong to?  
Please just read out the letter. SINGLE CODE ONLY

	<b>White</b>	
A	English / Welsh / Scottish / Northern Irish / British	
B	Irish	
C	Gypsy or Irish traveller	
D	Any other white background	
	<b>Mixed / multiple ethnic groups</b>	
E	White and Black Caribbean	
F	White and Black African	
G	White and Asian	
H	Any other Mixed / multiple ethnic background	
	<b>Asian / Asian British</b>	
I	Indian	
J	Pakistani	
K	Bangladeshi	
L	Chinese	
M	Any other Asian background	
	<b>Black / African / Caribbean / Black British</b>	
N	African	
O	Caribbean	
P	Any other Black / African / Caribbean background	
	<b>Other ethnic group</b>	
Q	Arab	
R	Any other ethnic group	
	Refused/Not stated	

QJ Do you personally, members of your family, or any of your friends work for the NHS in any capacity? IF YES – Is that you personally, a member of your family or a friend? MULTICODE OK

Yes – me personally	
Yes – members of my family	
Yes – friends	
No	
Don't know/Not sure	

QK Do you personally, members of your family, or any of your friends work in social care, for example in a residential home, for Meals on Wheels, for a local authority social services department etc? IF YES – Is that you personally, a member of your family or a friend? MULTICODE OK

Yes – me personally	
Yes – members of my family	
Yes – friends	
No	
Don't know/Not sure	

QL Do you look after, or give any help or support to family members, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age? Do not count anything you do as part of your paid employment. IF YES: Is that for a member of your family, a friend, a neighbour or for someone else? MULTICODE OK

Yes – for family	ASK QM
Yes – for friend	
Yes – for neighbour	
Yes – for someone else	
No	GO TO QN
Don't know/Not sure	

ASK IF PROVIDE HELP OR SUPPORT TO FAMILY, FRIEND, NEIGHBOUR OR SOMEONE ELSE (CODES 1 to 4 AT QL)

SHOWCARD N (R) On the whole, do you agree or disagree with the following statement:  
I know where to go for information to help me care for this person/these people SINGLE CODE ONLY

Agree	
Disagree	
Don't know/Refused	

# Questionnaire

ASK ALL

QN SHOWCARD O (R) **Which, if any, of these newspapers do you read or look at regularly? Just read out the letter or letters that apply.**  
MULTICODE OK

A	Daily Express	
B	Daily Mail	
C	Daily Record	
D	Daily Mirror	
E	The Daily Telegraph	
F	Financial Times	
G	The Guardian	
H	The Independent	
I	The Scotsman	
J	Daily Star	
K	The Sun	
L	The Times	
M	London Evening Standard	
	Other	
	None	
	Refused/Not stated	

QO SHOWCARD P (R) **Which, if any, of the following news websites do you look at regularly? Just read out the letter or letters that apply.** MULTICODE OK

A	BBC website	
B	Sky website	
C	ITV website	
D	Express.co.uk	
E	Mail Online	
F	DailyRecord.co.uk	
G	Mirror website	
H	The Telegraph website	
I	Financial Times website	
J	The Guardian website	
K	The Independent website	
L	Scotsman.com	
M	Daily Star website	
N	The Sun website	
O	The Times website	
P	London Evening Standard website	
	Other	
	None	
	Refused/Not stated	

# Questionnaire

Name/Initial/Title: Mr/Mrs/Ms/Miss

Address:

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Full Postcode

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QTEL1 ENTER TELEPHONE NUMBER

PLEASE INCLUDE THE FULL EXCHANGE CODE AND NUMBER.

NB ALL TELEPHONE NUMBERS SHOULD HAVE 11 DIGITS. DO NOT LEAVE A SPACE BETWEEN THE EXCHANGE CODE AND THE NUMBER, e.g. 02088615000

Don't know

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Refused

QTEL2 **Can I just check, do you have a mobile phone?** IF YES ASK: **Can I take the number please?**

Yes

---

WRITE IN Full tel. No

---

---

No

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Refused

QTEL3 **What is your e-mail address?**

PLEASE WRITE IN. ASK RESPONDENT IF UPPER OR LOWER CASE.

---

Refused/don't have email address

## For further information please contact:

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Final | Public

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