

NHS Survey - England ONLY

CATI Fieldwork : March 5th-7th 2010

Absolutes/col percents

Table 1

Q.1 Thinking about the NHS, how strongly would you agree or disagree with each of the following statements?

I, or a member of my family, have needed to use the NHS in the past 12 months

Base: All respondents

	Gender			Age						Social Grade				Region			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	South West
Unweighted base	858	359	499	50	135	166	182	166	159	290	210	133	225	250	256	263	89
Weighted base	865	416	449	90	149	167	153	121	185	236	250	184	195	256	266	252	92
NET: Agree	701 81%	325 78%	376 84%	69 76%	129 87%	142 85%	126 82%	97 80%	138 74%	194 82%	208 83%	144 78%	155 80%	209 82%	213 80%	202 80%	77 83%
Agree Strongly (+2)	483 56%	221 53%	262 58%	50 56%	86 58%	102 61%	90 59%	60 49%	95 51%	140 59%	142 57%	91 49%	110 56%	141 55%	139 52%	154 61%	49 54%
Agree (+1)	217 25%	104 25%	113 25%	19 21%	43 29%	40 24%	36 23%	38 31%	43 23%	53 23%	65 26%	53 29%	45 23%	68 26%	74 28%	48 19%	27 30%
Neither agree nor disagree (0)	66 8%	35 8%	31 7%	14 16%	10 7%	5 3%	9 6%	8 6%	20 11%	16 7%	20 8%	16 9%	14 7%	17 7%	20 8%	25 10%	4 5%
Disagree (-1)	53 6%	33 8%	20 5%	4 5%	9 6%	10 6%	5 4%	9 7%	15 8%	16 7%	10 4%	10 5%	17 9%	16 6%	15 6%	14 6%	8 9%
Disagree Strongly (-2)	39 4%	19 5%	20 4%	3 3%	1 1%	8 5%	12 8%	6 5%	9 5%	10 4%	12 5%	11 6%	6 3%	10 4%	16 6%	11 4%	2 2%
NET: Disagree	92 11%	52 12%	40 9%	7 8%	10 7%	18 11%	17 11%	15 13%	24 13%	26 11%	22 9%	21 11%	23 12%	25 10%	31 12%	25 10%	10 11%
Don't know	7 1%	5 1%	2 *	- -	- -	2 1%	* *	1 1%	4 2%	1 *	- -	3 2%	3 2%	4 2%	1 *	1 *	1 1%
Mean	1.23	1.15	1.30	1.21	1.37	1.33	1.22	1.12	1.10	1.27	1.26	1.13	1.23	1.25	1.15	1.27	1.26
Standard deviation	1.11	1.16	1.07	1.06	0.90	1.10	1.21	1.15	1.19	1.12	1.09	1.16	1.11	1.08	1.16	1.12	1.04
Standard error	0.04	0.06	0.05	0.15	0.08	0.09	0.09	0.09	0.10	0.07	0.08	0.10	0.07	0.07	0.07	0.07	0.11

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Table 3

Q.1 Thinking about the NHS, how strongly would you agree or disagree with each of the following statements?

It is easy for people to make a complaint

Base: All respondents

	Gender			Age						Social Grade				Region			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	South West
Unweighted base	858	359	499	50	135	166	182	166	159	290	210	133	225	250	256	263	89
Weighted base	865	416	449	90	149	167	153	121	185	236	250	184	195	256	266	252	92
NET: Agree	440 51%	220 53%	220 49%	43 48%	74 50%	84 50%	81 53%	59 49%	98 53%	108 46%	132 53%	94 51%	106 54%	129 50%	128 48%	131 52%	52 57%
Agree Strongly (+2)	213 25%	104 25%	109 24%	18 20%	32 21%	46 28%	42 28%	30 24%	45 25%	53 22%	63 25%	40 22%	58 30%	54 21%	69 26%	65 26%	25 27%
Agree (+1)	227 26%	115 28%	112 25%	25 28%	43 29%	38 23%	39 25%	29 24%	53 28%	55 23%	69 28%	55 30%	48 25%	74 29%	59 22%	66 26%	27 30%
Neither agree nor disagree (0)	182 21%	86 21%	95 21%	22 24%	37 25%	40 24%	38 25%	20 16%	25 14%	52 22%	66 26%	34 19%	29 15%	58 23%	55 21%	56 22%	13 14%
Disagree (-1)	121 14%	53 13%	68 15%	12 13%	26 18%	16 10%	16 10%	19 16%	33 18%	39 17%	31 12%	24 13%	27 14%	29 11%	41 16%	35 14%	16 18%
Disagree Strongly (-2)	64 7%	28 7%	35 8%	9 10%	8 6%	12 7%	12 8%	14 12%	7 4%	22 9%	14 6%	11 6%	17 9%	19 7%	22 8%	19 8%	4 4%
NET: Disagree	185 21%	82 20%	103 23%	21 23%	34 23%	29 17%	28 18%	33 27%	40 21%	61 26%	45 18%	34 19%	44 23%	47 19%	64 24%	54 21%	20 22%
Don't know	59 7%	29 7%	30 7%	4 4%	3 2%	14 8%	7 4%	9 8%	22 12%	15 6%	7 3%	21 11%	16 8%	22 8%	19 7%	12 5%	6 7%
Mean	0.50	0.55	0.46	0.36	0.43	0.58	0.57	0.37	0.59	0.35	0.56	0.55	0.57	0.50	0.45	0.51	0.62
Standard deviation	1.25	1.23	1.26	1.26	1.18	1.25	1.24	1.37	1.21	1.29	1.17	1.20	1.33	1.20	1.30	1.25	1.22
Standard error	0.04	0.07	0.06	0.18	0.10	0.10	0.09	0.11	0.10	0.08	0.08	0.11	0.09	0.08	0.08	0.08	0.13

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Table 3

Q.1 Thinking about the NHS, how strongly would you agree or disagree with each of the following statements?

It is easy for people to make a complaint

Base: All respondents

	Total	Q.1 Agreement with Statement: "I, or a member of my family, have needed to use the NHS in the past 12 months"	
		Agree	Disagree
Unweighted base	858	696	94
Weighted base	865	701	92
NET: Agree	440 51%	363 52%	47 51%
Agree Strongly	(+2) 213 25%	172 25%	26 28%
Agree	(+1) 227 26%	190 27%	21 23%
Neither agree nor disagree	(0) 182 21%	147 21%	12 14%
Disagree	(-1) 121 14%	95 14%	17 19%
Disagree Strongly	(-2) 64 7%	50 7%	9 10%
NET: Disagree	185 21%	144 21%	26 29%
Don't know	59 7%	47 7%	6 7%
Mean	0.50	0.52	0.43
Standard deviation	1.25	1.23	1.38
Standard error	0.04	0.05	0.15

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Table 4

Q.1 Thinking about the NHS, how strongly would you agree or disagree with each of the following statements?

The NHS values comments and complaints and learns from them to improve services

Base: All respondents

	Gender			Age						Social Grade				Region			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	South West
Unweighted base	858	359	499	50	135	166	182	166	159	290	210	133	225	250	256	263	89
Weighted base	865	416	449	90	149	167	153	121	185	236	250	184	195	256	266	252	92
NET: Agree	447 52%	215 52%	232 52%	61 68%	66 44%	84 50%	78 51%	63 52%	95 51%	107 45%	155 62%	85 46%	100 51%	124 49%	139 52%	129 51%	54 59%
Agree Strongly (+2)	157 18%	69 17%	88 20%	16 18%	16 11%	30 18%	35 23%	27 22%	33 18%	32 14%	49 20%	40 22%	36 18%	47 19%	41 15%	52 21%	17 18%
Agree (+1)	289 33%	146 35%	144 32%	45 50%	49 33%	54 32%	43 28%	36 30%	62 33%	74 32%	106 42%	45 25%	64 33%	77 30%	98 37%	77 30%	37 41%
Neither agree nor disagree (0)	222 26%	108 26%	114 25%	18 20%	50 34%	47 28%	39 26%	25 20%	42 23%	61 26%	51 20%	66 36%	44 22%	69 27%	64 24%	71 28%	18 19%
Disagree (-1)	86 10%	38 9%	48 11%	8 9%	25 17%	10 6%	15 10%	15 12%	13 7%	36 15%	20 8%	12 7%	18 9%	29 11%	22 8%	25 10%	9 10%
Disagree Strongly (-2)	76 9%	37 9%	39 9%	1 1%	8 5%	18 11%	18 11%	14 11%	18 10%	24 10%	19 8%	10 6%	23 12%	25 10%	23 9%	22 9%	6 6%
NET: Disagree	162 19%	75 18%	87 19%	9 10%	33 22%	28 17%	33 21%	28 23%	31 17%	60 26%	39 15%	23 12%	41 21%	55 21%	45 17%	47 19%	15 17%
Don't know	35 4%	19 4%	16 4%	2 2%	- -	8 5%	3 2%	5 4%	17 9%	8 3%	6 2%	10 6%	11 6%	8 3%	18 7%	5 2%	4 5%
Mean	0.44	0.43	0.45	0.75	0.28	0.43	0.42	0.41	0.47	0.24	0.60	0.53	0.39	0.37	0.46	0.45	0.57
Standard deviation	1.18	1.16	1.19	0.90	1.04	1.19	1.27	1.30	1.21	1.19	1.13	1.10	1.25	1.21	1.15	1.19	1.12
Standard error	0.04	0.06	0.05	0.13	0.09	0.09	0.10	0.10	0.10	0.07	0.08	0.10	0.09	0.08	0.07	0.07	0.12

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The NHS values comments and complaints and learns from them to improve services

Base: All respondents

	Total	Q.1 Agreement with Statement: "I, or a member of my family, have needed to use the NHS in the past 12 months"	
		Agree	Disagree
Unweighted base	858	696	94
Weighted base	865	701	92
NET: Agree	447 52%	388 55%	39 43%
Agree Strongly	(+2) 157 18%	134 19%	11 12%
Agree	(+1) 289 33%	253 36%	28 30%
Neither agree nor disagree	(0) 222 26%	159 23%	20 22%
Disagree	(-1) 86 10%	68 10%	15 17%
Disagree Strongly	(-2) 76 9%	57 8%	14 16%
NET: Disagree	162 19%	125 18%	30 32%
Don't know	35 4%	29 4%	3 4%
Mean	0.44	0.51	0.07
Standard deviation	1.18	1.17	1.29
Standard error	0.04	0.05	0.13