

## NHS Survey

### Fieldwork : May 8th-9th 2003

Absolutes/col percents

Table 1

**Q.1 Since Tony Blair and the Labour Government came to power in 1997, do you think the NHS has improved, stayed about the same or got worse?**

**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
Improved	163 15%	93 18%	70 13%	16 14%	30 15%	27 13%	23 13%	21 15%	47 22%	48 19%	36 12%	27 12%	51 18%	37 13%	45 16%	48 18%	22 15%	11 11%
Stayed the same	401 38%	196 38%	206 38%	59 51%	89 44%	83 41%	73 40%	31 22%	67 31%	91 36%	124 43%	83 38%	103 35%	104 37%	103 38%	98 37%	58 40%	39 41%
Got worse	383 36%	164 32%	219 41%	23 19%	59 29%	77 38%	70 39%	68 49%	86 41%	89 36%	97 33%	85 39%	112 38%	113 40%	99 36%	83 31%	54 37%	34 36%
Don't know	109 10%	65 13%	44 8%	19 16%	25 12%	16 8%	16 9%	19 14%	14 6%	23 9%	35 12%	25 11%	26 9%	26 9%	26 9%	35 13%	11 8%	10 11%

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Table 2

**Q.2 Do you approve or disapprove of the government's intention to create a separate tier of NHS foundation hospitals that can borrow more and pay their staff more than other NHS hospitals in return for providing better facilities?**

**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
Approve	390 37%	210 41%	180 33%	60 51%	80 40%	68 33%	58 32%	53 39%	71 33%	82 33%	108 37%	93 42%	107 37%	107 38%	97 36%	102 39%	50 34%	33 35%
Disapprove	511 48%	242 47%	268 50%	31 27%	95 47%	108 53%	98 54%	67 49%	110 52%	135 54%	145 49%	96 44%	135 46%	129 46%	130 48%	129 49%	78 54%	44 47%
Don't know	155 15%	65 13%	90 17%	26 22%	27 13%	27 13%	25 14%	18 13%	32 15%	34 13%	40 14%	31 14%	51 17%	45 16%	45 17%	32 12%	17 11%	17 18%

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Absolutes/col percents

Table 3

**Q.3 For each of the following statements please tell me if you agree or disagree**

**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
<b><u>It does not matter how much money is spent on the NHS, it will not really improve.</u></b>																		
Agree	294 28%	156 30%	138 26%	16 13%	45 22%	45 22%	52 29%	53 38%	84 39%	70 28%	68 23%	60 27%	97 33%	81 29%	77 28%	74 28%	37 25%	26 28%
Disagree	734 69%	352 68%	382 71%	99 84%	157 77%	157 77%	120 66%	84 61%	117 55%	177 70%	219 75%	157 71%	182 62%	195 69%	186 68%	183 69%	104 72%	65 69%
Don't know	28 3%	9 2%	19 4%	3 2%	1 *	1 *	9 5%	2 1%	12 6%	4 2%	6 2%	3 1%	14 5%	5 2%	9 3%	7 3%	4 3%	3 4%
<b><u>I would be prepared to pay more in taxes to improve the NHS.</u></b>																		
Agree	580 55%	290 56%	291 54%	66 56%	105 52%	121 60%	103 57%	76 55%	109 51%	145 58%	170 58%	125 57%	141 48%	148 53%	149 55%	153 58%	86 59%	45 48%
Disagree	438 42%	217 42%	221 41%	50 43%	95 47%	79 39%	75 42%	55 40%	84 39%	103 41%	117 40%	90 41%	129 44%	121 43%	115 42%	102 39%	59 41%	42 45%
Don't know	37 4%	10 2%	27 5%	1 1%	3 2%	2 1%	3 2%	7 5%	20 10%	4 1%	6 2%	5 2%	22 8%	12 4%	9 3%	9 4%	- -	7 7%
<b><u>The NHS is a world class healthcare provider.</u></b>																		
Agree	695 66%	342 66%	353 65%	81 69%	117 58%	147 73%	123 68%	89 64%	138 65%	147 59%	187 64%	153 69%	207 71%	169 60%	188 69%	183 69%	96 66%	59 63%
Disagree	310 29%	160 31%	150 28%	32 27%	80 39%	46 23%	48 27%	46 33%	58 27%	93 37%	89 31%	60 27%	68 23%	99 35%	76 28%	70 27%	39 27%	26 28%
Don't know	51 5%	15 3%	35 7%	4 3%	6 3%	9 5%	11 6%	4 3%	17 8%	10 4%	16 5%	7 3%	17 6%	13 5%	8 3%	10 4%	10 7%	8 9%

## NHS Survey

### Fieldwork : May 8th-9th 2003

Absolutes/col percents

Table 4  
**Q.4 Rating of NHS services:- Accident and Emergency**  
**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
NET: Excellent/ good	492 47%	250 48%	241 45%	48 41%	81 40%	101 50%	78 43%	65 47%	118 55%	124 49%	117 40%	102 47%	148 51%	102 36%	126 46%	137 52%	83 58%	44 47%
Excellent	(5) 200 19%	90 17%	111 21%	11 9%	23 11%	42 21%	34 19%	27 20%	63 30%	45 18%	45 15%	42 19%	69 24%	35 13%	55 20%	58 22%	36 25%	15 16%
	(4) 291 28%	160 31%	131 24%	37 32%	58 28%	59 29%	44 25%	38 27%	55 26%	79 32%	72 25%	61 28%	79 27%	66 24%	71 26%	78 30%	47 32%	29 31%
	(3) 332 31%	162 31%	170 32%	41 35%	76 38%	62 30%	62 34%	37 27%	53 25%	75 30%	110 38%	66 30%	81 28%	107 38%	78 29%	81 31%	36 25%	30 31%
	(2) 104 10%	46 9%	58 11%	14 12%	29 15%	15 7%	18 10%	18 13%	10 5%	23 9%	30 10%	26 12%	25 9%	37 13%	33 12%	17 6%	4 3%	13 14%
Poor	(1) 73 7%	40 8%	33 6%	11 9%	10 5%	18 9%	14 8%	9 6%	10 5%	12 5%	19 7%	18 8%	23 8%	23 8%	23 8%	18 7%	7 5%	2 2%
NET: Poor	177 17%	86 17%	91 17%	25 21%	40 20%	33 16%	32 18%	26 19%	20 10%	35 14%	49 17%	44 20%	49 17%	59 21%	56 21%	35 13%	11 8%	15 16%
Don't know	55 5%	20 4%	36 7%	3 3%	6 3%	7 3%	9 5%	10 7%	21 10%	17 7%	16 5%	8 3%	15 5%	14 5%	12 4%	11 4%	14 10%	5 5%
Mean	3.44	3.43	3.45	3.20	3.27	3.47	3.38	3.45	3.79	3.52	3.34	3.39	3.52	3.21	3.39	3.56	3.77	3.47
Standard deviation	1.14	1.13	1.15	1.09	1.03	1.18	1.16	1.17	1.12	1.07	1.09	1.18	1.20	1.10	1.20	1.13	1.07	1.02
Standard error	0.04	0.05	0.05	0.12	0.08	0.08	0.09	0.10	0.08	0.08	0.06	0.08	0.08	0.07	0.08	0.07	0.09	0.11

## NHS Survey

### Fieldwork : May 8th-9th 2003

Absolutes/col percents

Table 5  
**Q.4 Rating of NHS services:- GP surgeries**  
**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
NET: Excellent/ good	530 50%	234 45%	296 55%	49 41%	94 46%	76 38%	83 46%	88 64%	140 66%	126 50%	143 49%	93 42%	169 58%	137 49%	133 49%	145 55%	69 47%	46 49%
Excellent	(5) 242 23%	99 19%	143 27%	14 12%	23 11%	30 15%	38 21%	45 33%	92 43%	50 20%	56 19%	37 17%	99 34%	53 19%	60 22%	67 25%	36 25%	27 29%
	(4) 288 27%	135 26%	153 28%	34 29%	71 35%	46 23%	45 25%	43 31%	48 22%	76 30%	87 30%	55 25%	70 24%	84 30%	72 27%	79 30%	33 23%	19 21%
	(3) 312 30%	162 31%	149 28%	43 37%	70 34%	68 33%	65 36%	23 16%	43 20%	80 32%	95 33%	77 35%	59 20%	81 29%	83 30%	76 29%	46 32%	25 26%
	(2) 126 12%	69 13%	57 11%	20 17%	22 11%	38 19%	19 10%	16 12%	11 5%	27 11%	35 12%	31 14%	32 11%	40 14%	35 13%	19 7%	18 12%	13 14%
Poor	(1) 72 7%	44 8%	28 5%	4 4%	17 8%	17 8%	11 6%	11 8%	12 6%	17 7%	12 4%	18 8%	25 9%	18 6%	17 6%	21 8%	9 6%	8 8%
NET: Poor	198 19%	113 22%	85 16%	24 21%	38 19%	55 27%	30 16%	28 20%	24 11%	44 18%	48 16%	49 22%	58 20%	58 21%	52 19%	40 15%	27 19%	21 22%
Don't know	16 2%	8 2%	8 1%	2 1%	1 *	4 2%	3 2%	- -	6 3%	1 *	7 2%	1 1%	7 2%	4 1%	5 2%	2 1%	3 2%	2 2%
Mean	3.48	3.35	3.61	3.30	3.31	3.17	3.45	3.68	3.95	3.46	3.49	3.29	3.65	3.41	3.47	3.58	3.48	3.48
Standard deviation	1.17	1.19	1.15	1.02	1.07	1.16	1.12	1.27	1.19	1.13	1.07	1.15	1.30	1.15	1.16	1.18	1.18	1.28
Standard error	0.04	0.05	0.05	0.11	0.08	0.08	0.08	0.10	0.08	0.08	0.06	0.07	0.08	0.07	0.07	0.07	0.10	0.13

## NHS Survey

### Fieldwork : May 8th-9th 2003

Absolutes/col percents

Table 6  
**Q.4 Rating of NHS services:- General treatment in hospital**  
**Base: All respondents**

	Sex			Age						Social Class				Region					
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land	
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94	
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94	
NET: Excellent/ good	479 45%	239 46%	240 45%	53 45%	77 38%	87 43%	78 43%	58 42%	126 59%	85 34%	119 41%	108 49%	167 57%	110 39%	130 48%	138 52%	58 40%	43 46%	
Excellent	(5)	159 15%	76 15%	82 15%	6 5%	16 8%	22 11%	20 11%	25 18%	69 33%	23 9%	25 8%	31 14%	80 27%	27 9%	37 14%	56 21%	24 16%	15 16%
	(4)	320 30%	163 32%	157 29%	47 40%	61 30%	65 32%	58 32%	33 24%	56 26%	62 25%	95 32%	77 35%	87 30%	83 30%	92 34%	83 31%	34 23%	28 30%
	(3)	344 33%	171 33%	173 32%	41 35%	80 39%	74 36%	64 36%	49 35%	36 17%	106 42%	112 38%	63 29%	63 21%	95 34%	82 30%	84 32%	52 36%	30 32%
	(2)	120 11%	57 11%	63 12%	17 15%	29 14%	25 12%	18 10%	13 10%	17 8%	29 11%	35 12%	30 14%	27 9%	35 13%	34 12%	23 9%	15 10%	14 14%
Poor	(1)	40 4%	19 4%	21 4%	4 3%	9 4%	8 4%	8 4%	4 3%	8 4%	12 5%	5 2%	9 4%	14 5%	17 6%	12 5%	7 3%	3 2%	2 2%
NET: Poor		160 15%	76 15%	84 16%	21 18%	38 18%	33 16%	26 14%	17 13%	25 12%	41 16%	39 13%	39 18%	41 14%	52 18%	46 17%	30 11%	17 12%	15 16%
Don't know		73 7%	31 6%	42 8%	3 3%	8 4%	9 4%	13 7%	14 10%	27 12%	19 8%	23 8%	10 4%	21 7%	24 8%	14 5%	12 4%	18 12%	6 6%
Mean		3.45	3.45	3.44	3.29	3.24	3.35	3.38	3.49	3.87	3.24	3.37	3.43	3.70	3.26	3.42	3.62	3.49	3.47
Standard deviation		1.03	1.02	1.04	0.91	0.96	0.98	0.99	1.03	1.14	0.97	0.88	1.04	1.15	1.03	1.04	1.01	0.99	1.01
Standard error		0.03	0.05	0.05	0.10	0.07	0.07	0.07	0.09	0.08	0.07	0.05	0.07	0.07	0.06	0.07	0.06	0.09	0.11

## NHS Survey

### Fieldwork : May 8th-9th 2003

Absolutes/col percents

Table 7  
**Q.4 Rating of NHS services:- Post operative care**  
**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
NET: Excellent/ good	371 35%	173 33%	198 37%	38 32%	60 29%	72 35%	65 36%	45 33%	91 43%	70 28%	95 32%	75 34%	132 45%	73 26%	104 38%	116 44%	49 34%	29 31%
Excellent	(5) 133 13%	66 13%	68 13%	10 9%	12 6%	20 10%	22 12%	17 12%	53 25%	19 7%	23 8%	22 10%	70 24%	28 10%	31 12%	45 17%	21 14%	8 8%
	(4) 238 23%	108 21%	131 24%	28 24%	48 24%	52 26%	43 24%	28 20%	39 18%	51 20%	72 25%	53 24%	62 21%	44 16%	73 27%	71 27%	28 19%	21 23%
	(3) 318 30%	159 31%	159 30%	45 39%	71 35%	64 32%	56 31%	40 29%	42 20%	83 33%	88 30%	79 36%	68 23%	97 35%	83 31%	73 28%	41 29%	23 25%
	(2) 131 12%	64 12%	66 12%	14 12%	27 13%	27 13%	27 15%	18 13%	18 8%	31 12%	46 16%	20 9%	34 12%	36 13%	39 14%	31 12%	13 9%	12 12%
Poor	(1) 43 4%	20 4%	23 4%	3 3%	7 4%	6 3%	7 4%	8 6%	10 5%	15 6%	5 2%	11 5%	12 4%	13 5%	9 3%	7 3%	8 5%	6 6%
NET: Poor	173 16%	84 16%	89 17%	17 14%	35 17%	33 16%	34 19%	27 19%	28 13%	46 18%	51 17%	31 14%	45 16%	50 18%	47 17%	38 14%	21 14%	17 18%
Don't know	193 18%	101 20%	92 17%	17 14%	37 18%	34 17%	27 15%	27 19%	51 24%	53 21%	59 20%	34 15%	48 16%	61 22%	37 14%	36 14%	34 23%	24 26%
Mean	3.33	3.32	3.34	3.28	3.18	3.31	3.29	3.24	3.65	3.14	3.27	3.30	3.59	3.17	3.34	3.51	3.37	3.20
Standard deviation	1.06	1.06	1.07	0.94	0.94	0.99	1.06	1.13	1.22	1.04	0.95	1.01	1.17	1.05	1.02	1.05	1.13	1.11
Standard error	0.04	0.05	0.05	0.11	0.08	0.07	0.08	0.10	0.10	0.08	0.06	0.07	0.08	0.07	0.07	0.07	0.11	0.13

## NHS Survey

### Fieldwork : May 8th-9th 2003

Absolutes/col percents

Table 8  
**Q.4 Rating of NHS services:- Waiting times for treatment**  
**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1056	490	566	83	187	235	193	150	208	212	333	244	267	280	265	269	148	94
Weighted base	1056	517	539	117	203	203	181	139	213	251	293	220	293	281	272	264	145	94
NET: Excellent/ good	140 13%	71 14%	70 13%	7 6%	25 12%	16 8%	25 14%	21 15%	47 22%	29 11%	27 9%	32 15%	52 18%	35 12%	34 12%	41 16%	15 11%	15 16%
Excellent	(5) 5%	32 6%	23 4%	- -	4 2%	6 3%	12 7%	9 7%	24 11%	5 2%	9 3%	9 4%	31 11%	15 5%	13 5%	17 7%	3 2%	7 7%
	(4) 8%	39 7%	47 9%	7 6%	21 10%	10 5%	13 7%	11 8%	23 11%	23 9%	18 6%	24 11%	21 7%	20 7%	21 8%	24 9%	12 8%	8 9%
	(3) 20%	101 19%	109 20%	27 23%	34 17%	44 22%	30 16%	25 18%	49 23%	45 18%	53 18%	45 21%	67 23%	32 12%	57 21%	71 27%	36 25%	14 15%
	(2) 28%	139 27%	162 30%	44 38%	64 32%	67 33%	51 28%	33 24%	42 20%	83 33%	94 32%	59 27%	65 22%	81 29%	78 29%	79 30%	37 25%	26 27%
Poor	(1) 34%	181 35%	177 33%	37 32%	75 37%	66 32%	65 36%	50 36%	65 30%	77 31%	104 36%	78 35%	99 34%	118 42%	94 35%	66 25%	46 32%	34 36%
NET: Poor	658 62%	320 62%	338 63%	82 70%	139 69%	132 65%	116 64%	83 60%	106 50%	160 64%	198 68%	136 62%	164 56%	199 71%	172 63%	144 55%	83 57%	60 64%
Don't know	47 4%	26 5%	21 4%	2 1%	5 2%	10 5%	11 6%	9 7%	11 5%	17 7%	15 5%	6 3%	9 3%	15 5%	9 3%	7 3%	11 8%	5 5%
Mean	2.19	2.19	2.18	2.03	2.06	2.09	2.15	2.20	2.51	2.13	2.05	2.19	2.37	2.00	2.17	2.41	2.17	2.19
Standard deviation	1.17	1.20	1.13	0.89	1.07	1.03	1.21	1.25	1.35	1.06	1.06	1.16	1.32	1.17	1.14	1.16	1.08	1.26
Standard error	0.04	0.06	0.05	0.10	0.08	0.07	0.09	0.11	0.10	0.08	0.06	0.08	0.08	0.07	0.07	0.07	0.09	0.13