What the public think of the NHS
Anxiety about the NHS remains relatively low

What do you see as the most/other important issues facing Britain today?

Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home

Source: Ipsos MORI Issues Index
What do you see as the most/other important issues facing Britain today?

- Blair tells doctors “not enough” has been done for the NHS – allocates extra £20 billion. Report says waiting lists have doubled under Labour.
- Alan Milburn promises 35,000 more nurses, 40 new hospitals and development of foundation trusts as part of NHS plan.
- General Election – “Battle of Margaret’s shoulder”.
- Cameron becomes PM.
- Lowest score since December 1985.

...although there is a recent ‘spike’ following recent media coverage, of the Francis report for example.

Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home.

Source: Ipsos MORI Issues Index.
We still love it
Q Which two or three of the following, if any, would you say makes you most proud to be British?

- The NHS: 45%
- The Armed Forces: 40%
- Team GB: 38%
- The Royal Family: 36%
- BBC: 16%
- Nothing: 10%
- British Business: 6%
- Houses of Parliament: 6%
- Marks & Spencer: 4%
- John Lewis: 4%
- Oxfam: 3%
- Women's Institute: 2%
- Tesco: 1%
- Other: 6%
- Don't Know: 5%

Base: 2515 British Adults 16-75, Online Fieldwork conducted between 23rd-27th November 2012
Source: British Future Polling – State of the Nation 2012/3, Ipsos MORI
Pride in the NHS is high

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

Britain’s National Health Service is one of the best in the world

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
As you may know, a report was recently published into the problems at Mid Staffordshire hospital trust. The report said that because of poor quality patient care in the hospital, there were between 400 and 1,200 more deaths than expected between 2005 and 2009. Before today, how much had you heard about the problems at Mid Staffordshire?

But the Francis report has entered the public conscience: a majority (82%) have heard at least something about the report.
And a majority of the public think at least some hospitals in the NHS have the same problems as Mid Staffs.

The report described ‘a tolerance of poor standards’ at Mid Staffordshire. To what extent, if at all, do you think other hospitals in the NHS have these problems?

![Bar chart showing public opinions on hospital standards]

- **50%** think some hospitals in the NHS have problems like this.
- **23%** think most hospitals have problems like this.
- **5%** think all hospitals in the NHS have problems like this.
- **13%** think very few hospitals have problems like this.
- **0.5%** think no other hospitals have problems like this.
- **8%** don't know.

Base: All (1,010) 13th-16th April 2013

Source: Ipsos MORI/HSJ Friends and Family Test
Overall, how satisfied or dissatisfied are you with the running of the National Health Service nowadays?

Satisfaction with the NHS has been pretty steady

Net satisfaction scores are calculated by subtracting the proportion of people who are dissatisfied from the proportion of people who are satisfied.

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

Base: Adults aged 16+ in England (c. 1000 per wave)
And patients are very positive about their own personal experiences with the NHS

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

- Inpatient
- Outpatient
- A&E
- GP
- Satisfaction with NHS overall**

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
The public think patients are treated with dignity and respect

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

People are treated with dignity and respect when they use NHS services

% Agree

68

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
And most GP patients think their GP treats them with care and concern

Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following... Treating you with care and concern

<table>
<thead>
<tr>
<th>% good (total)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul 2011 – Mar 2012</td>
<td>84</td>
</tr>
<tr>
<td>Jan – Sep 2012</td>
<td>83</td>
</tr>
<tr>
<td>Jul 2012 – Sep 2013</td>
<td>83</td>
</tr>
</tbody>
</table>


Source: Ipsos MORI/DH GP Patient Survey
What about the funding?
Q Overall, what do you see as the biggest problems facing the NHS?

Lack of resources/investment seen as the biggest problem facing the NHS

Spontaneous mentions over 10%:
- Lack of resources/investment: 39%
- Bureaucracy/top heavy management: 14%
- Not enough doctors/nurses/understaffed: 20%
- Long waiting lists/times: 19%
- Overworked staff: 8%

Data from March 2007 onwards are not directly comparable to previous data as the question was placed on different studies.

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Q Please tell me whether on the whole you agree or disagree with each of the following statements:

- The public think the NHS will face a severe funding problem
- The NHS provides good value for money to taxpayers
- The NHS is doing everything it can to reduce waste and inefficiency

Base: Adults aged 16+ in England (c. 1000 per wave)
Source: Ipsos MORI/DH Perceptions of the NHS Tracker
...though people are certain the NHS should be protected from spending cuts

Q Which two or three, if any, of the following main areas of public spending do you think should be protected from any cuts?

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The NHS/health care</td>
<td>79</td>
</tr>
<tr>
<td>Schools</td>
<td>51</td>
</tr>
<tr>
<td>Care for the elderly</td>
<td>51</td>
</tr>
<tr>
<td>The Police</td>
<td>39</td>
</tr>
<tr>
<td>Social services</td>
<td>21</td>
</tr>
<tr>
<td>Benefit payments</td>
<td>10</td>
</tr>
<tr>
<td>Local authority services</td>
<td>10</td>
</tr>
<tr>
<td>Defence</td>
<td>9</td>
</tr>
<tr>
<td>Overseas aid</td>
<td>4</td>
</tr>
<tr>
<td>None of these</td>
<td>*</td>
</tr>
<tr>
<td>Don't know</td>
<td>1</td>
</tr>
</tbody>
</table>

Base: All who think some services should be protected (809)

Source: Ipsos MORI/Nuffield Trust

An asterisk (*) represents a value of less than half of one percent, but not zero.
They think the UK Government spends most money on the NHS ... and there is very little appetite for cutting it

Q. Which two or three, if any, of the following areas do you think the UK Government spends the most money on?

- The NHS/Healthcare: 50%
- Benefit payments: 45%
- Defence and armed forces: 28%
- Overseas aid: 55%
- Social services: 14%
- State pensions: 12%
- Schools: 11%
- Local authority services: 10%
- Police: 5%
- Care for the elderly: 3%

Q. Which two or three, if any, of the following areas do you think the UK Government should cut the most money from?

- The NHS/Healthcare: 28%
- Benefit payments: 22%
- Overseas aid: 55%
- Social services: 8%
- State pensions: 3%
- Schools: 2%
- Local authority services: 9%
- Police: 4%
- Care for the elderly: 3%

Source: Ipsos MORI Political Monitor

Base: 1,018 British adults 18+, 9th - 11th March 2013
A majority think there should be limits on what is spent on the NHS – although a significant minority disagree

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

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>48</td>
<td>52</td>
</tr>
<tr>
<td>Spring 2012</td>
<td>58</td>
<td>42</td>
</tr>
</tbody>
</table>

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
But people increasingly think quality of care can be improved while costs are reduced

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

It is possible to increase quality of care for patients while reducing NHS costs

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Do we really mean that we would be happy for taxes to increase?

Q “Many experts argue that it is becoming more expensive to fund the NHS because of increasing costs of treatments, an ageing population and several other factors. This means that even in order to maintain the current level of care and services provided for free by the NHS, spending on the NHS would have to increase. With that in mind, which, if any, of the following would you most like to see?”

Ipsos MORI/Nuffield Trust data

- **Increase taxes** in order to maintain the level of spending needed to keep the current level of care and services provided by the NHS (48%)
- **Reduce the level of care and services provided by the NHS** so that you do not need to increase the current level of taxation and spending on the NHS (11%)
- **Reduce spending on other services** such as education and welfare in order to maintain the level of spending needed to keep the current level of care and services provided by the NHS (21%)
- **Don’t know** (8%)
- **None** (11%)

Source: Ipsos MORI/Nuffield Trust

Base: 1,006 British adults aged 18+, interviewed by telephone, 22-25 November 2012
Who do you think should mainly be responsible for paying for the care needs of elderly people living in residential and nursing homes?

Who should pay?

- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%


All data points represent > 200 responses

Source: British Social Attitudes
Few have thought about, or started, preparing

Q Many people will need to use social care services when they are older and it is likely that they may have to contribute towards the cost. Before today, to what extent had you thought about preparing financially to pay for social care services you might need when you are older?

Thought about preparing

- % To a great extent
- % To some extent
- % Hardly at all

Already preparing

- % Not at all
- Already using social care services

Base: Adults aged 16+ in England, December 2011 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Q Please tell me whether you agree or disagree with the following statement. 
It is my responsibility to save so that I can pay towards my care when I am older.

...and there is division over who should be responsible

- 34% Tend to agree
- 20% Tend to disagree
- 20% Strongly disagree
- 15% Neither agree nor disagree
- 10% Strongly agree
- 2% Don’t know

Base: Adults aged 16+ in England, December 2011 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Where should care be provided, and by whom?
People are not theoretically against moving more services from hospitals into the community

Q The NHS may move more services which have traditionally been provided in hospitals out into the community. This will mean more services are provided through GP practices or clinics or by NHS staff delivering them in patients’ homes. How much better or worse do you think this will make services for patients?

<table>
<thead>
<tr>
<th></th>
<th>Much better</th>
<th>A little better</th>
<th>Neither better nor worse</th>
<th>A little worse</th>
<th>Much worse</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Dec</td>
<td>23%</td>
<td>41%</td>
<td>16%</td>
<td>10%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>2011 Dec</td>
<td>20%</td>
<td>46%</td>
<td>16%</td>
<td>10%</td>
<td>4%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Base: Adults aged 16+ in England (c. 1000 per wave)
Although they are more divided about who should provide services

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?

<table>
<thead>
<tr>
<th></th>
<th>Get a lot better</th>
<th>Get a little better</th>
<th>Stay the same</th>
<th>Get a little worse</th>
<th>Get a lot worse</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2011</td>
<td>5%</td>
<td>33%</td>
<td>27%</td>
<td>19%</td>
<td>11%</td>
<td>5%</td>
</tr>
<tr>
<td>Spring 2012</td>
<td>5%</td>
<td>28%</td>
<td>19%</td>
<td>21%</td>
<td>17%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Base: Adults aged 16+ in England (c. 1000 per wave)
Who should make decisions about a patient’s treatment?
There are mixed views about the amount of choice patients get.

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

People have increasing choice about their treatment and care

- Agree: 55%
- Disagree: 32%

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Many think GPs are best placed to understand which services their patients need

**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

December 2010:
- 22% Strongly agree
- 79% Tend to agree
- 57% Tend to disagree
- 11% Strongly disagree
- 4% Don't know/not stated

December 2011:
- 25% Strongly agree
- 83% Tend to agree
- 58% Tend to disagree
- 11% Strongly disagree
- 3% Don't know/not stated

Spring 2012:
- 20% Strongly agree
- 73% Tend to agree
- 53% Tend to disagree
- 16% Strongly disagree
- 7% Don't know/not stated

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
This is not surprising – most trust doctors to tell them the truth

I am going to read out some different types of people. For each, please tell me if you would generally trust them to tell the truth or not.

Doctors 89%
Teachers 86%
Scientists 83%
Judges 82%
Television news readers 69%
Clergymen/priests 66%
Police 65%
The ordinary man/woman in the street 64%
Civil Servants 53%
Pollsters 50%
Trade union officials 41%
Business leaders 34%
Estate agents 24%
MPs in general 23%
Journalists 21%
Bankers 21%
Politicians generally 18%

Base: 1,018 British adults 18+, 9th - 11th February 2013

Source: Ipsos MORI Political Monitor
And this has remained steady for three decades

Now I will read you a list of different types of people. For each, would you tell me if you generally trust them to tell the truth or not?

Sources: Ipsos MORI Trust in Professions surveys

<table>
<thead>
<tr>
<th>Age</th>
<th>% trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>92%</td>
</tr>
<tr>
<td>35-54</td>
<td>88%</td>
</tr>
<tr>
<td>55+</td>
<td>89%</td>
</tr>
</tbody>
</table>

Please note differences are not significant

---

c.1,000-2,000 UK adults aged 15+

Source: Ipsos MORI Trust in Professions surveys
Our trust in doctors is wide-ranging (data from BMA poll)

To what extent, if at all, would you trust doctors to do the following:

<table>
<thead>
<tr>
<th>Task</th>
<th>A great deal</th>
<th>A fair amount</th>
<th>Not very much</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Give you advice on improving your health</td>
<td>50</td>
<td>91%</td>
<td>41</td>
<td>61</td>
</tr>
<tr>
<td>Act in the best interests of their patients</td>
<td>48</td>
<td>90%</td>
<td>42</td>
<td>72</td>
</tr>
<tr>
<td>Keep your personal information safe</td>
<td>56</td>
<td>89%</td>
<td>33</td>
<td>73</td>
</tr>
<tr>
<td>Decide on the most appropriate treatment for you</td>
<td>45</td>
<td>89%</td>
<td>44</td>
<td>81</td>
</tr>
<tr>
<td>Decide which is the best hospital for you</td>
<td>37</td>
<td>81%</td>
<td>44</td>
<td>12</td>
</tr>
<tr>
<td>Run the health services in your local area</td>
<td>24</td>
<td>69%</td>
<td>45</td>
<td>19</td>
</tr>
<tr>
<td>Decide which treatments the NHS can and cannot afford</td>
<td>20</td>
<td>67%</td>
<td>47</td>
<td>20</td>
</tr>
<tr>
<td>Decide how money is spent within your local NHS</td>
<td>18</td>
<td>63%</td>
<td>45</td>
<td>21</td>
</tr>
</tbody>
</table>

Base: 1,026 United Kingdom adults aged 15+, 10-16 June 2011
Source: Ipsos MORI/BMA
At our last survey, half of inpatients say they were offered a choice of hospital

Q. Were you offered a choice of hospital for your first hospital appointment?

Of the 47% not offered a choice, 47% went to the hospital they wanted to and 40% did not have a preference.
**Difference between asking as multi-code and…(data from National Patient Choice Survey)**

**Q. Which, if any, of the following factors would be most important to you in choosing a hospital?**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness/low levels of infection</td>
<td>74%</td>
</tr>
<tr>
<td>Quality of care</td>
<td>64%</td>
</tr>
<tr>
<td>Length of wait to appointment</td>
<td>62%</td>
</tr>
<tr>
<td>Friendliness of staff</td>
<td>56%</td>
</tr>
<tr>
<td>Reputation of hospital</td>
<td>54%</td>
</tr>
<tr>
<td>Location/Transport/Easy to get to</td>
<td>53%</td>
</tr>
<tr>
<td>Car parking</td>
<td>46%</td>
</tr>
<tr>
<td>Reputation of consultant</td>
<td>44%</td>
</tr>
<tr>
<td>Good personal experience</td>
<td>40%</td>
</tr>
<tr>
<td>Convenience of appointment time</td>
<td>37%</td>
</tr>
</tbody>
</table>

Base: 93,217 respondents from National Patient Choice Survey Wave 17

Source: Ipsos MORI/DH
Asking people to choose one...

Q. Which was the **single** most important thing for you when you chose your hospital?

- Close to your home or work: 38%
- Personal experience of hospital: 12%
- Length of wait to appointment: 10%
- Good previous experience: 6%
- Accessible on public transport/Travel costs: 5%
- Quality of care: 5%
- Reputation of hospital: 4%
- GP/assessment centre doctor recommendations: 4%
- Experience of friends/family members: 3%
- Ability to see consultant of choice: 2%
- Cleanliness/rates of infection: 2%
- Convenience of appointment time: 2%
- Friendliness of staff: 1%
- Cost of car parking: 1%

Base: 32,554 respondents from National Patient Choice Survey Wave 18

Source: Ipsos MORI/DH
'No decision about me without me'
Most patients are as involved as they want to be in decisions about care

Q Thinking back to the last time you saw a health professional, such as a GP or hospital doctor, to what extent would you agree or disagree with each of the following statements?

A. I was involved as much as I wanted to be in decisions about my care or treatment

- % Strongly agree: 32%
- % Tend to agree: 41%
- % Tend to disagree: 11%
- % Strongly disagree: 10%
- % Neither / nor: 3%
- % Don't know: 3%

B. I was able to choose the treatment or service which best suited my needs

- % Strongly agree: 38%
- % Tend to agree: 19%
- % Tend to disagree: 14%
- % Strongly disagree: 5%
- % Neither / nor: 3%
- % Don't know: 20%

Base: Adults aged 16+ in England, December 2011 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Q Please listen to the following pair of statements and decide, on a scale of 1 to 5, which comes closest to your own opinion. A score of 1 means you agree much more with statement A while a score of 5 means you agree much more with Statement B.

A – In general, I want a health professional, such as a GP or a consultant, to make decisions about my treatment

Men are more likely than women to place themselves at 1, as are those aged 65+ and those in lower social grades. Also those with long-term conditions.

B – In general, I want to make my own decisions about my treatment, not rely on a health professional, such as a GP or consultant
Staff tend to think that patients want more involvement in decision making than patients actually do

<table>
<thead>
<tr>
<th>NHS Staff</th>
<th>Winter '10</th>
<th>Winter '11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients want health professionals to make decisions about their treatment</td>
<td>26%</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>16%</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>8%</td>
<td>31%</td>
</tr>
<tr>
<td></td>
<td>10%</td>
<td>16%</td>
</tr>
<tr>
<td>Patients want to make their own decisions about treatment and not rely on health professionals</td>
<td>8%</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public</th>
<th>Winter '10</th>
<th>Winter '11</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want a health professional to make decisions about my treatment</td>
<td>36%</td>
<td>32%</td>
</tr>
<tr>
<td></td>
<td>19%</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>9%</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>I want to make my own decision about treatment and not rely on a health professional</td>
<td>8%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Very few have tried to get involved in decisions at local level

Q Have you ever tried to get involved in decisions about how healthcare services are provided in your local area?

- Yes: 6%
- No: 94%

Q How easy or difficult did you find it to get involved in decisions about how healthcare services are provided in your local area?

- Very easy: 44%
- Fairly easy: 26%
- Fairly difficult: 17%
- Very difficult: 13%

Base: Adults aged 16+ in England, December 2011 (1001)

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
...or looked for information about the quality of local healthcare services

Q Have you ever looked for information about how your local healthcare services are performing?

- Yes: 14%
- No: 86%

Q How easy or difficult was it to find this information?

- Very easy: 24%
- Fairly easy: 49%
- Fairly difficult: 19%
- Very difficult: 7%
- Can’t remember: 1%

Base: Adults aged 16+ in England, December 2011 (1001)
Awareness of the reforms
Familiarity with NHS reforms is relatively low

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

<table>
<thead>
<tr>
<th></th>
<th>A great deal</th>
<th>A fair amount</th>
<th>Not very much</th>
<th>Nothing at all</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>December 2010</strong></td>
<td>3%</td>
<td>21%</td>
<td>54%</td>
<td>73%</td>
<td>19%</td>
</tr>
<tr>
<td><strong>December 2011</strong></td>
<td>3%</td>
<td>26%</td>
<td>48%</td>
<td>67%</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Spring 2012</strong></td>
<td>3%</td>
<td>26%</td>
<td>48%</td>
<td>67%</td>
<td>19%</td>
</tr>
</tbody>
</table>

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker

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Most mention clinical commissioning as one of the reforms

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

<table>
<thead>
<tr>
<th>Spontaneous mentions over 5%</th>
<th>Dec 2010</th>
<th>Dec 2011</th>
<th>Spring 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors/health care professionals commissioning services/having more say in how the NHS is run</td>
<td>13%</td>
<td>16%</td>
<td>19%</td>
</tr>
<tr>
<td>Privatisation/more services provided by private sector</td>
<td>3%</td>
<td>14%</td>
<td>15%</td>
</tr>
<tr>
<td>Negative/damaging/too many cuts</td>
<td>8%</td>
<td>11%</td>
<td>15%</td>
</tr>
<tr>
<td>Cuts in frontline services</td>
<td>9%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Organisational changes/reconfiguration</td>
<td>5%</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>Hospital closures</td>
<td>5%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Cuts in bureaucracy</td>
<td>5%</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Not heard of any changes</td>
<td>4%</td>
<td>8%</td>
<td>28%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>28%</td>
<td>37%</td>
<td>38%</td>
</tr>
</tbody>
</table>

Overall mentions of negative cuts: 26%

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Base: Adults aged 16+ in England: Spring 2012 (1015); December 2011 (1001); December 2010 (1011)
People are divided about the expected impact of the reforms, but on balance think they will make services for patients worse.

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

**December 2010**
- Much better: 14%
- A little better: 24%
- Neither: 23%
- A little worse: 14%
- Much worse: 37%
- Don't know: 22%

52% Disagree among those who can name an NHS reform.

**December 2011**
- Much better: 18%
- A little better: 23%
- Neither: 23%
- A little worse: 15%
- Much worse: 38%
- Don't know: 19%

49% Disagree among those who can name an NHS reform.

**Spring 2012**
- Much better: 15%
- A little better: 20%
- Neither: 23%
- A little worse: 20%
- Much worse: 43%
- Don't know: 20%

59% Disagree among those who can name an NHS reform.

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
The public are particularly concerned about closures and privatisation

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

<table>
<thead>
<tr>
<th>People who mentioned…</th>
<th>Much better</th>
<th>A little better</th>
<th>Neither</th>
<th>A little worse</th>
<th>Much worse</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital closures or cuts in frontline services or negative cuts in general</td>
<td>7%</td>
<td>16%</td>
<td>34%</td>
<td>70%</td>
<td>36%</td>
<td>6%</td>
</tr>
<tr>
<td>Privatisation</td>
<td>2%</td>
<td>6%</td>
<td>19%</td>
<td>26%</td>
<td>70%</td>
<td>44%</td>
</tr>
<tr>
<td>Doctors and other healthcare professionals commissioning services/ having more of a say in how the NHS is run</td>
<td>1%</td>
<td>14%</td>
<td>19%</td>
<td>30%</td>
<td>57%</td>
<td>27%</td>
</tr>
<tr>
<td>Cuts in managers or cuts in bureaucracy</td>
<td>4%</td>
<td>15%</td>
<td>31%</td>
<td>24%</td>
<td>43%</td>
<td>19%</td>
</tr>
</tbody>
</table>

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

Source: Ipsos MORI/DH Perceptions of the NHS Tracker
But are much more positive about the impact of clinical 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

### December 2010
- Get a lot better: 47%
- Get a little better: 39%
- Stay the same: 23%
- Get a little worse: 13%
- Get a lot worse: 7%
- Don’t know: 9%

### December 2011
- Get a lot better: 47%
- Get a little better: 40%
- Stay the same: 21%
- Get a little worse: 16%
- Get a lot worse: 8%
- Don’t know: 7%

### Spring 2012
- Get a lot better: 42%
- Get a little better: 36%
- Stay the same: 19%
- Get a little worse: 18%
- Get a lot worse: 12%
- Don’t know: 9%

Base: Adults aged 16+ in England (c. 1000 per wave)
Source: Ipsos MORI/DH Perceptions of the NHS Tracker
Thank you
kate.duxbury@ipsos.com