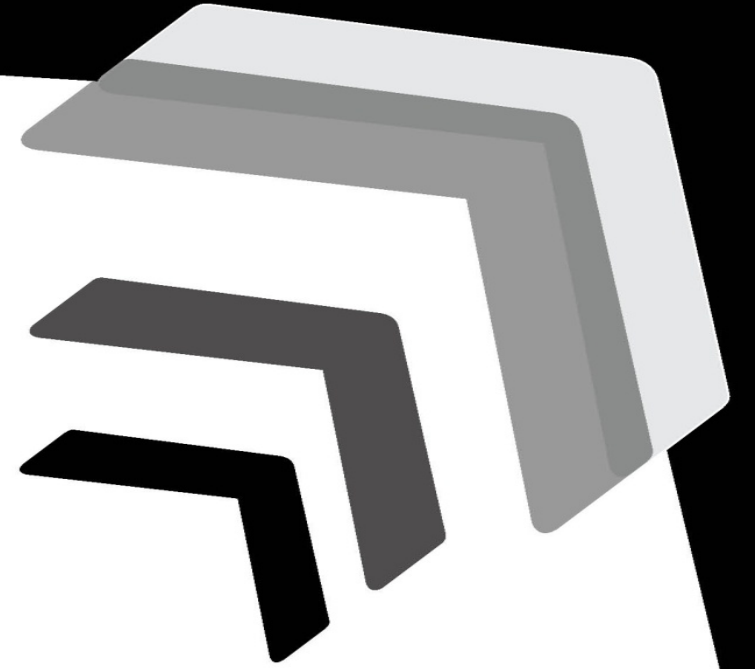


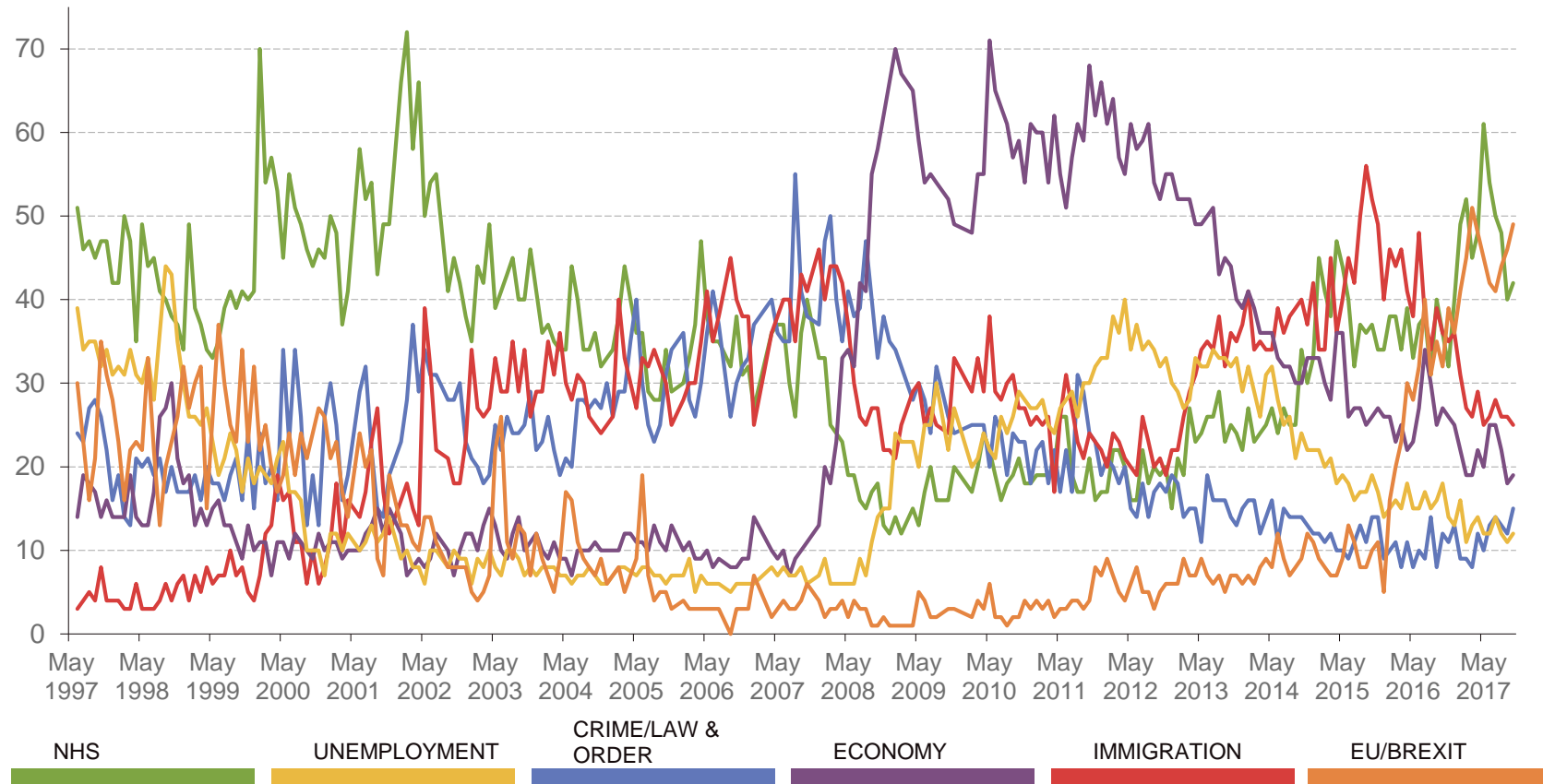
The public and the NHS

Dan Wellings
Senior Fellow
@danwellings



Issues Facing Britain: Long Term Trends

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

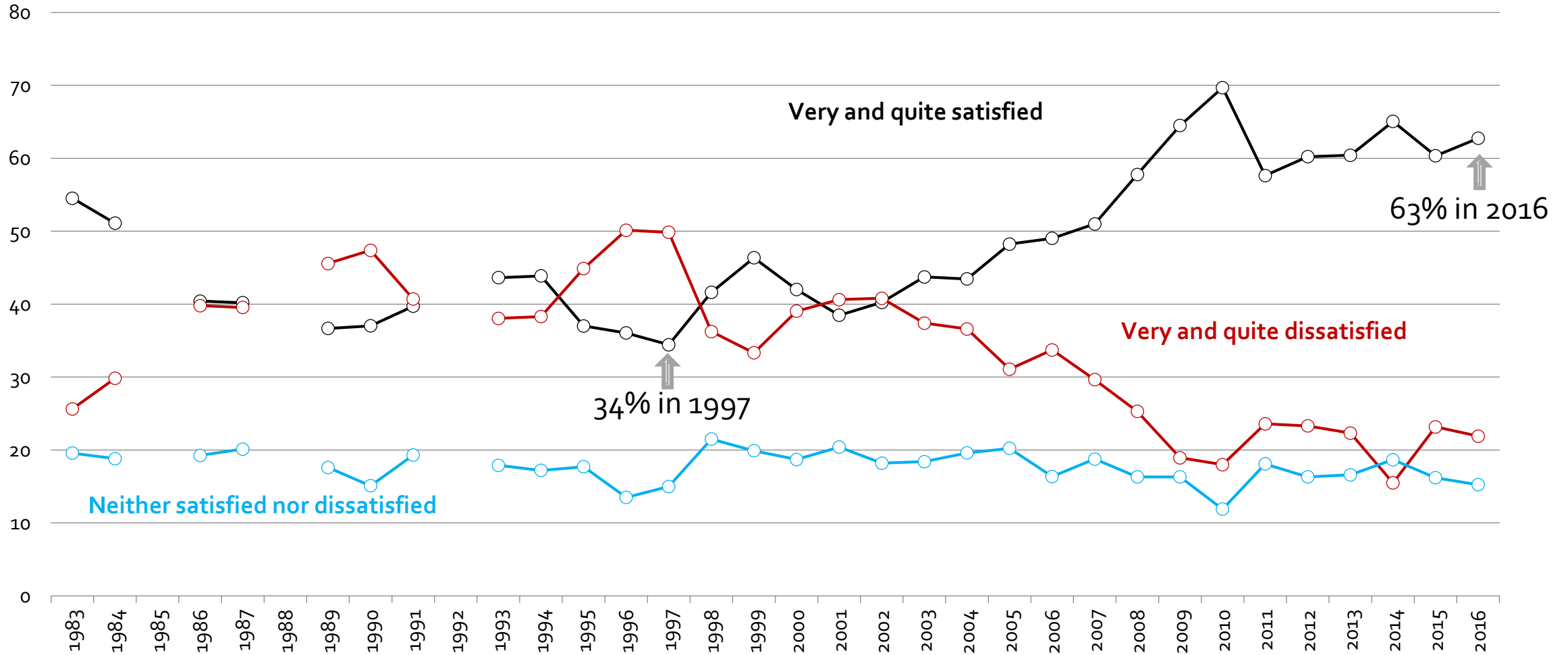


Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home

Source: Ipsos MORI Issues Index

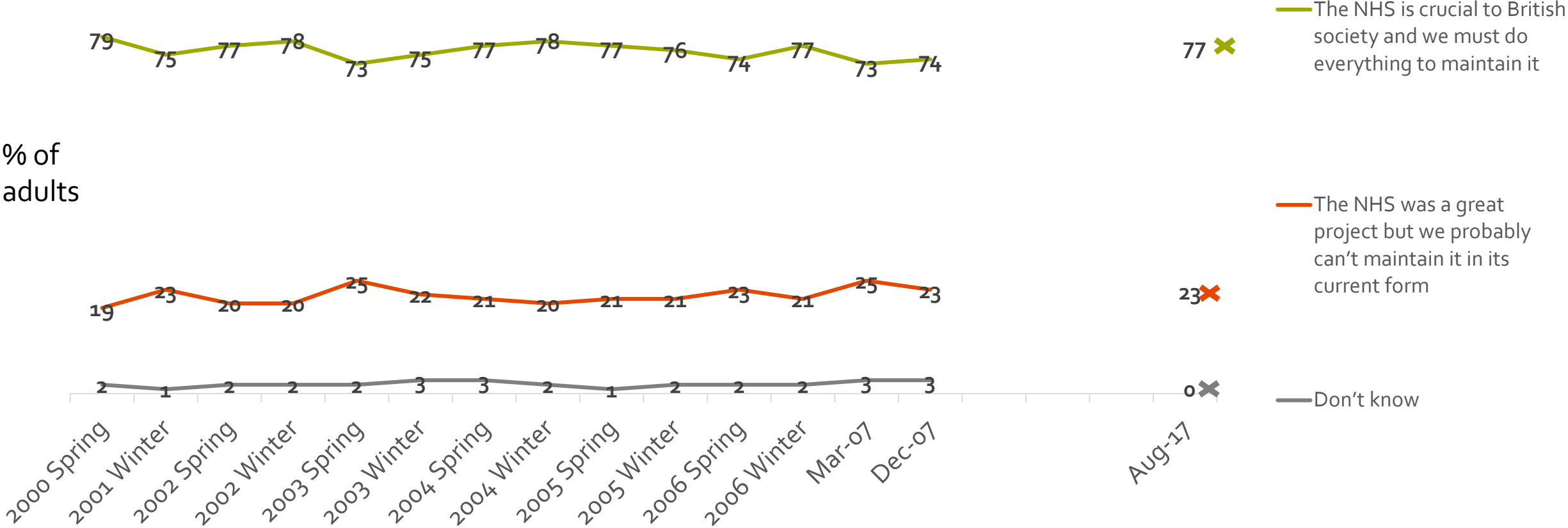
Where will this go next?

Q. All in all, how satisfied or dissatisfied would you say you are with the way in which the National Health Service runs nowadays?



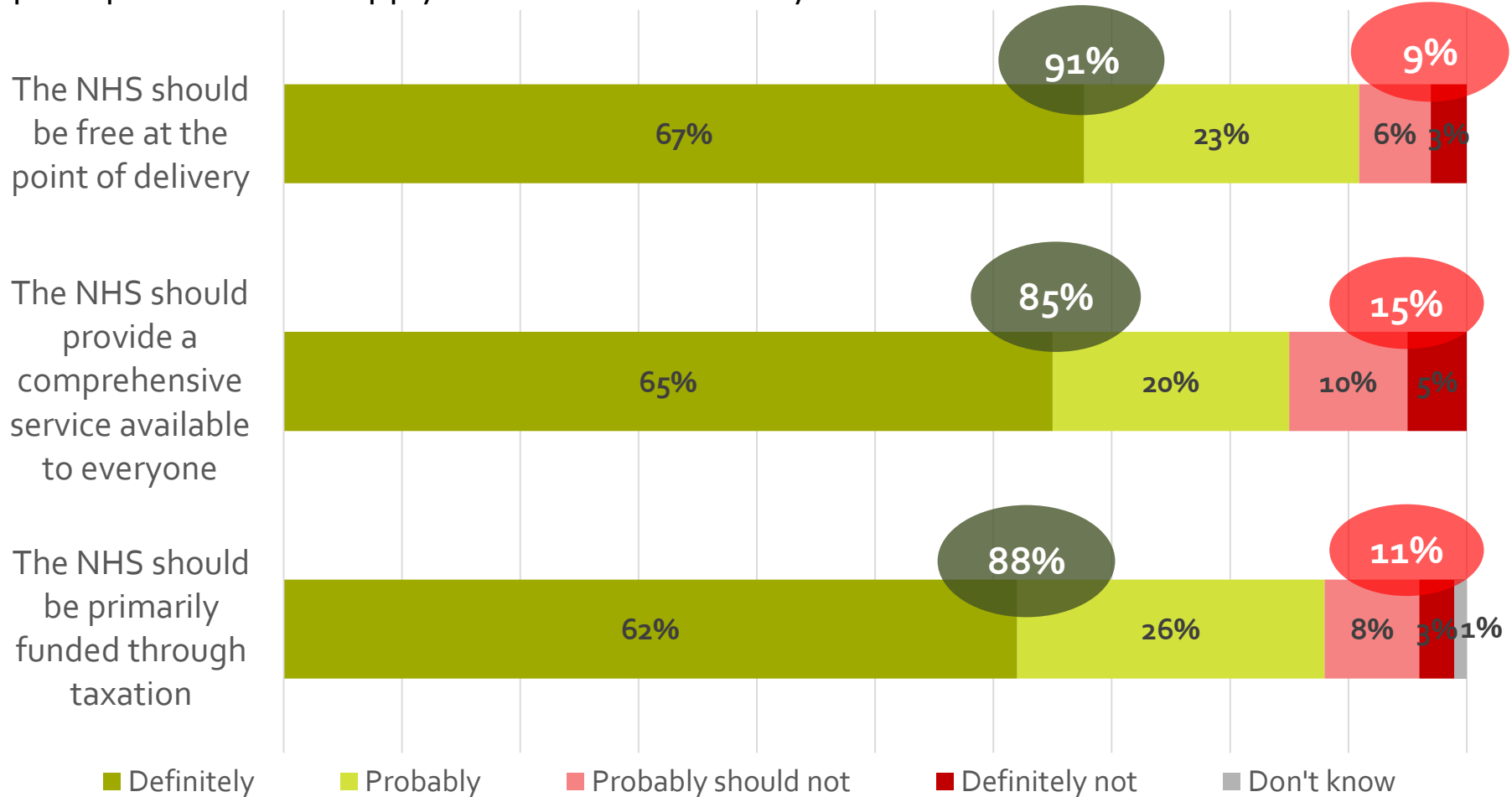
Whilst support to maintain the NHS has remained constant

Q. Which of the following statements best reflects your thinking about the NHS?



Widespread support for the founding principles of the NHS

Q. For each of the following statements, please tell me the extent to which you think the principle should still apply to NHS services today.

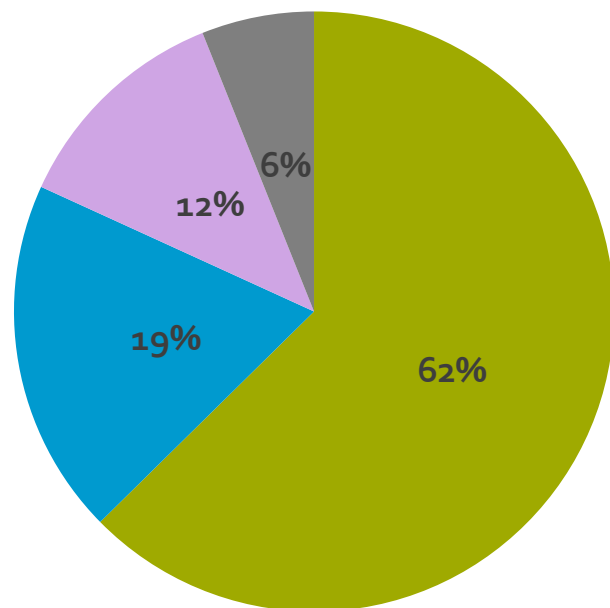


Public willing to pay more in tax to maintain current NHS services

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

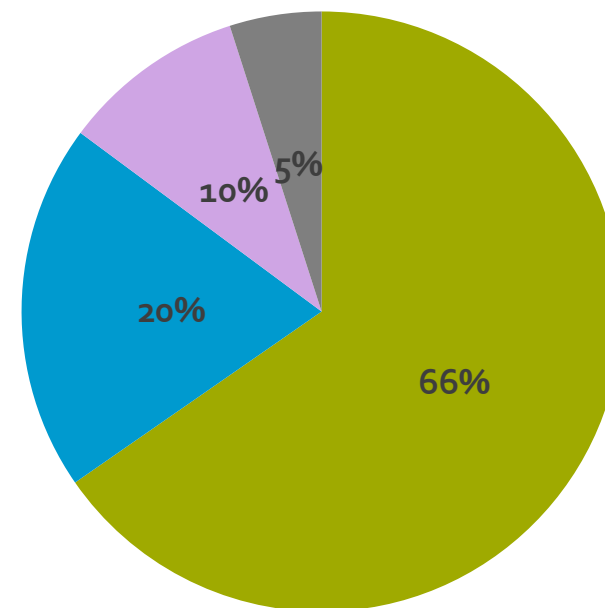
HALF SAMPLE (583):

Increase taxes in order to maintain the level of spending needed



HALF SAMPLE (568):

I would be willing to pay more taxes in order to maintain the level of spending needed

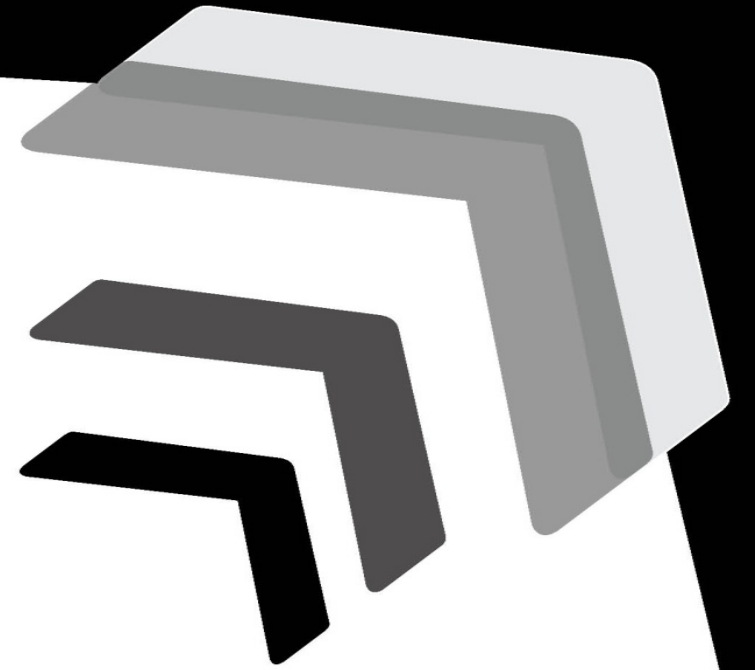


Reduce spending on other services such as education and welfare

Reduce the level of care and services provided by the NHS

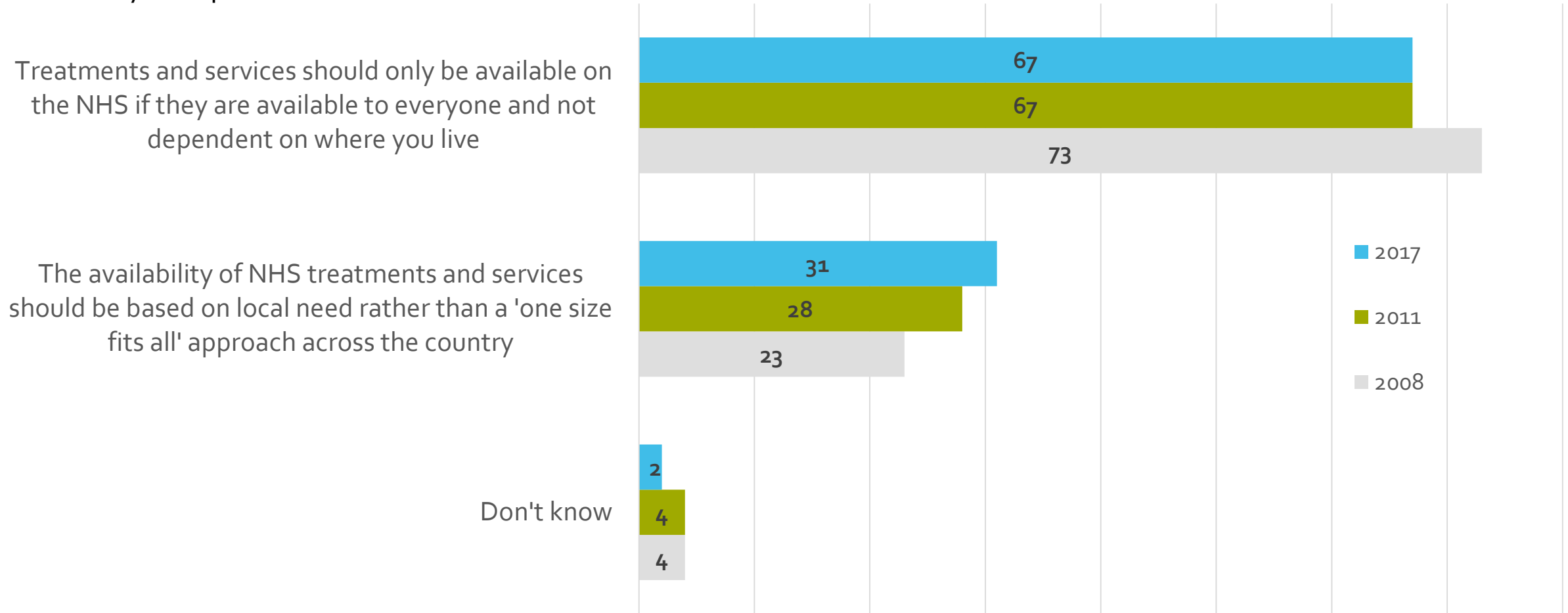
None

Local versus national

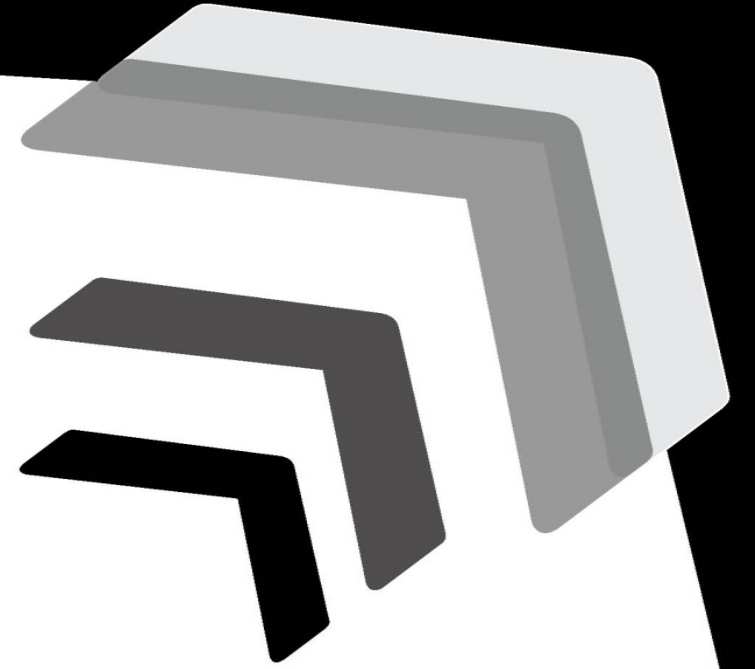


Two thirds think treatments should be available to everyone – and not just based on local need

Q. Thinking about the treatments and services that are available on the NHS, which of these statements most closely matches your opinion?



Decision-making



Who should be making decisions?

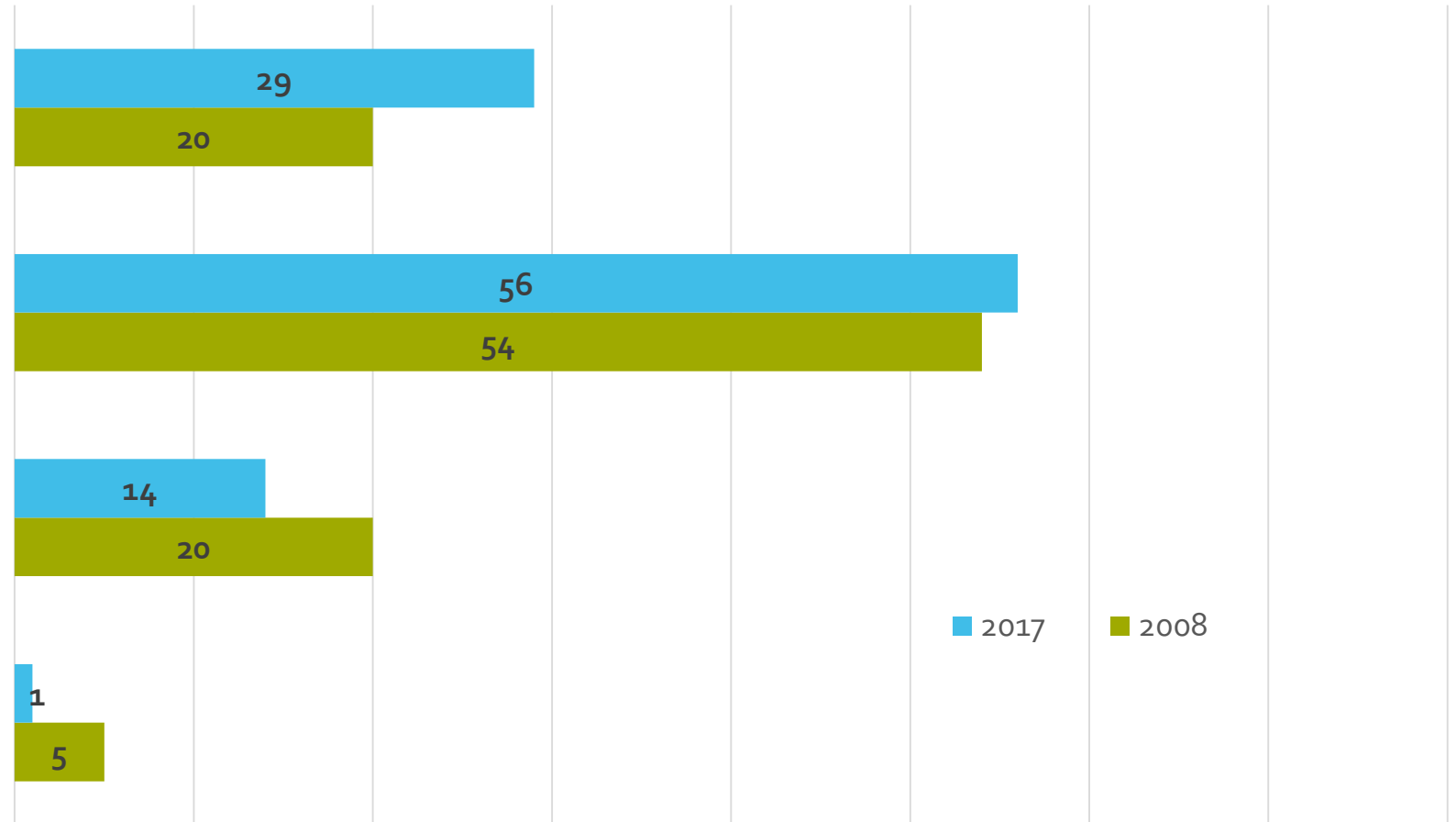
Q. And thinking of how decisions about treatments and services should be made, which of these statements most closely matches your opinion?

Decisions about which NHS treatments and services are available should be made **solely by qualified health professionals** and not the general public

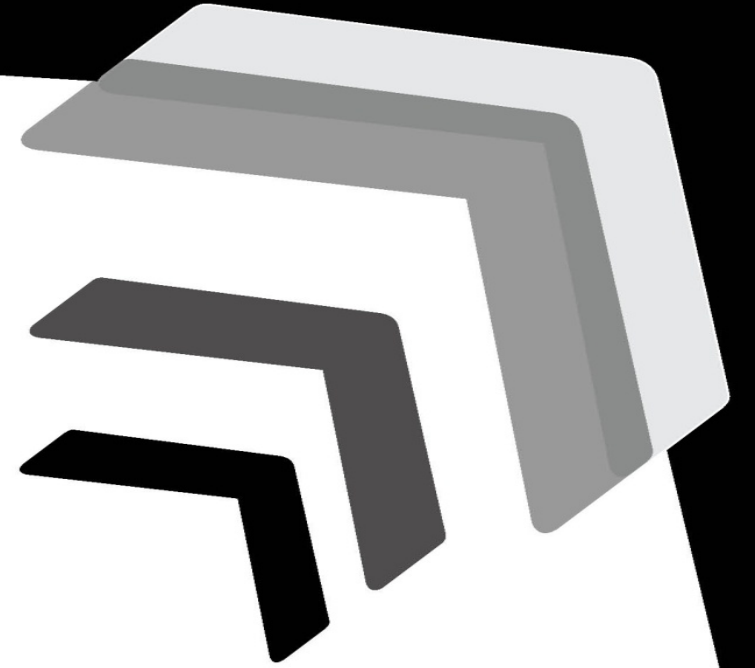
The **public should be consulted** on decisions shaping which NHS treatments and services should be available but **the final decisions should be made by qualified health professionals**

The general public should be **much more actively involved** in shaping which NHS treatments and services are available, e.g. deciding local priorities and allocating budgets

Don't know

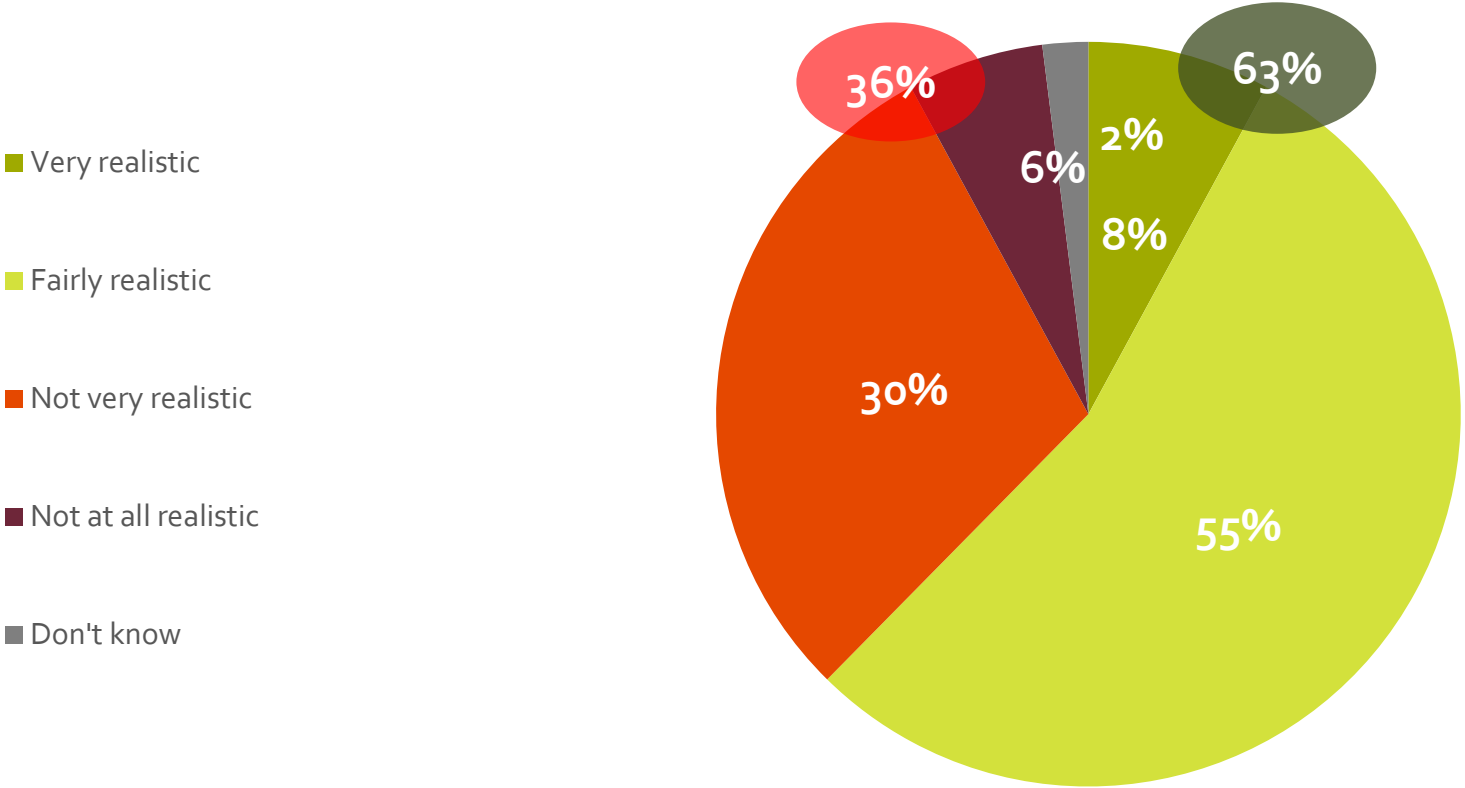


**Rising patient
expectations?**



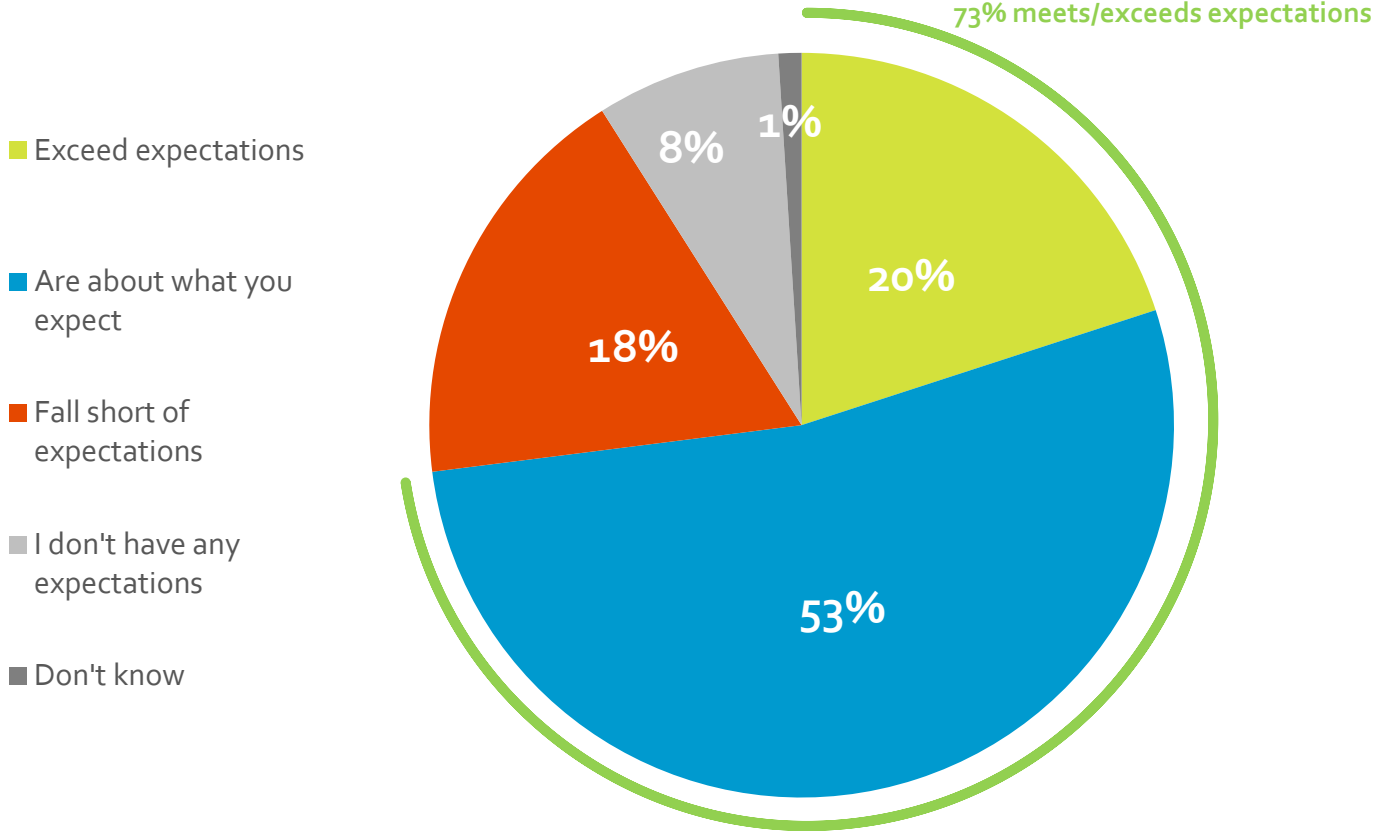
Majority think that people's expectations of the NHS are realistic

Q. How realistic, if at all, would you say people's expectations are of the service they should get from the NHS?

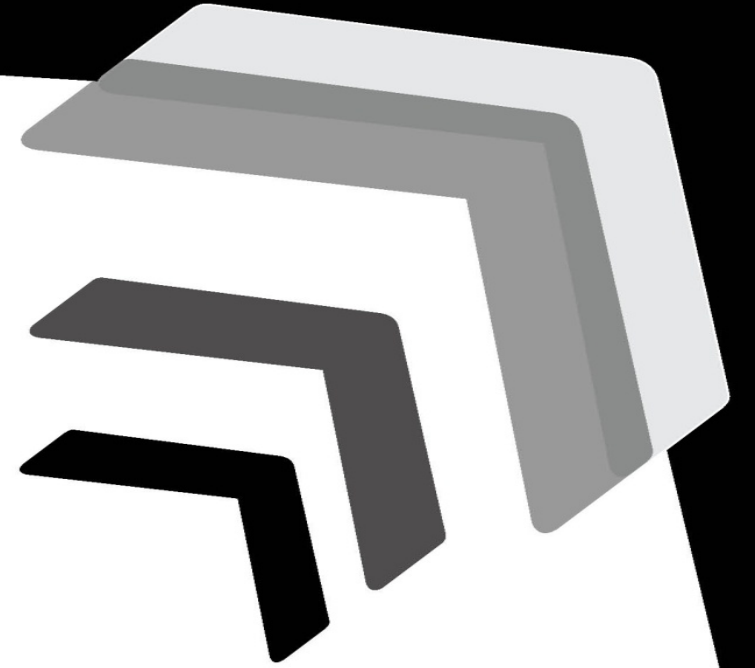


Majority think NHS meets or exceeds expectations

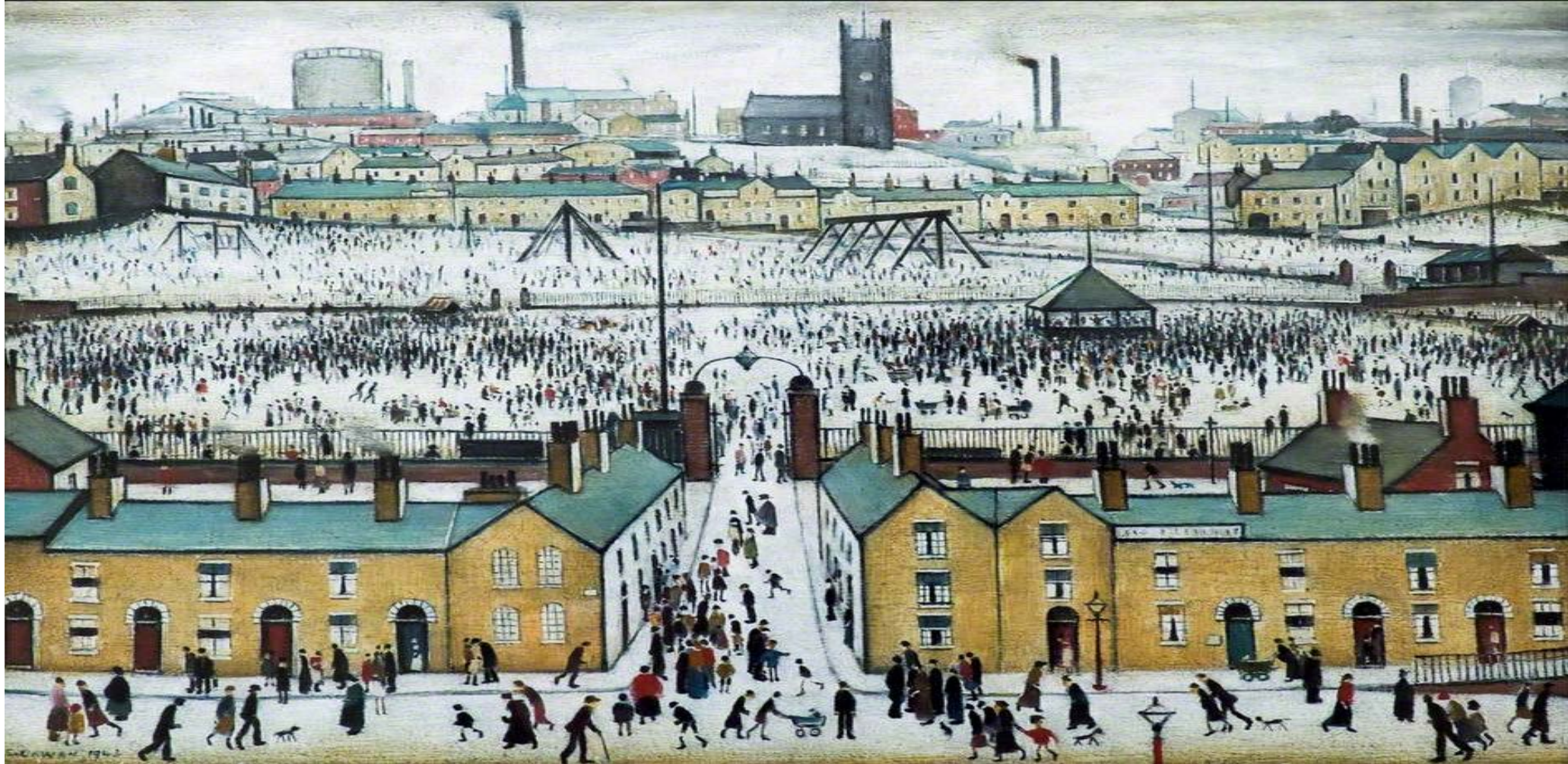
Q. And thinking generally about what you expect of NHS services, would you say they... ?



New ways of working together - opportunities



Opportunity in new systems to share insight and understanding about populations



Where we come from and where public comes from are often different places

Healthcare system

- Ageing population
- Rising demand
- Increasing expectations
- New technologies
- Integration

Public

- › Waste
- › Immigration
- › Postcode lottery
- › Treating the wrong people
- › Staff under pressure

Questions...

- Is our support for the NHS a barrier to change?
- How does the NHS manage the local versus national question?
- What is the right model for decision-making?
- Who do patient groups represent?
- Are our expectations of the NHS too low?
- How can we understand people better?