The British Social Attitudes Survey: public perception of the NHS

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Public attitudes to the NHS

![Graph showing percentages of very and quite satisfied, very and quite dissatisfied, and neither satisfied nor dissatisfied over various years.]

The King's Fund - Ideas that change health care
Public attitudes to the NHS

Very and quite satisfied

Very and quite dissatisfied

Neither satisfied nor dissatisfied

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Public attitudes to the NHS

Very and quite satisfied

Very and quite dissatisfied

Neither satisfied nor dissatisfied

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Who is satisfied?
Why satisfied?

- The quality of NHS care: 61%
- NHS care is free at the point of use: 59%
- Good range of services and treatments available on the NHS: 54%
- Attitudes and behaviour of NHS staff: 42%
- Don’t have to wait long for a GP or hospital appointment: 31%
- How much money the government spends on the NHS: 5%
- Money is spent wisely in the NHS: 3%
- Government reforms that affect the NHS: 2%
- Stories in the newspapers, on the radio or on TV: 2%
- Other: 3%

Percent of those stating they were very or quite satisfied (n = 624)
Why dissatisfied?

- It takes too long to get a GP or hospital appointment: 55%
- Not enough NHS staff: 44%
- The government doesn't spend enough money on the NHS: 39%
- Money is wasted in the NHS: 35%
- The quality of NHS care: 26%
- Government reforms that affect the NHS: 20%
- Some services or treatments are not available on the NHS: 15%
- Attitudes and behaviour of NHS staff: 15%
- Stories in the newspaper, on the radio or on TV: 3%
- Other: 17%

Percent of all those stating they were very or quite dissatisfied (n = 252)
## Public attitudes to revenue raising options

Table 2. If the NHS needed more money, which of the following do you think you would be prepared to accept?

<table>
<thead>
<tr>
<th>Option</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay more through separate tax - directly to NHS</td>
<td>24</td>
</tr>
<tr>
<td>Pay more through the taxes I currently pay</td>
<td>17</td>
</tr>
<tr>
<td>Pay £10 for each visit to a GP or local A&amp;E department</td>
<td>14</td>
</tr>
<tr>
<td>Pay for non-medical costs in hospital, like food and laundry</td>
<td>12</td>
</tr>
<tr>
<td>Ending exceptions from current charges (e.g. prescription charges for children, pregnant women, retired people)</td>
<td>3</td>
</tr>
<tr>
<td>None of the above; the NHS needs to live within its budget</td>
<td>27</td>
</tr>
</tbody>
</table>

*Unweighted base 971*
Public attitudes to demand management options

Table 3. If demand for NHS services exceeds the amount of funding it receives, what is the most important thing for the NHS to do?

<table>
<thead>
<tr>
<th>Option</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop providing treatments that are poor value for money</td>
<td>48</td>
</tr>
<tr>
<td>Restrict access to non-emergency treatment</td>
<td>24</td>
</tr>
<tr>
<td>Raise the threshold for treatment, so people have to be sicker to receive care</td>
<td>7</td>
</tr>
<tr>
<td>Delay treatments so people have to wait longer before they can receive treatment</td>
<td>3</td>
</tr>
<tr>
<td>None of these</td>
<td>14</td>
</tr>
</tbody>
</table>

Unweighted base 971
Satisfaction with hospital services
Satisfaction with out-of-hospital services

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Is this feedback useful?

- NHS staff
- Government
- The public
Thank you

John Appleby, The King’s Fund

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King’s Fund BSA results: http://www.kingsfund.org.uk/projects/public-satisfaction-nhs
Natcen BSA results: http://www.bsa.natcen.ac.uk
Full data set: http://www.data-archive.ac.uk/

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