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

|  |  | Total | Gender |  | Age |  |  |  |  |  | Social Grade |  |  |  | Region |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Male | Female | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ | AB | C1 | C2 | DE | South East | Midlands | North England | 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 |  | $\begin{aligned} & 701 \\ & 81 \% \end{aligned}$ | $\begin{gathered} 325 \\ 78 \% \end{gathered}$ | $\begin{aligned} & 376 \\ & 84 \% \end{aligned}$ | $\begin{aligned} & 69 \\ & 76 \% \end{aligned}$ | $\begin{aligned} & 129 \\ & 87 \% \end{aligned}$ | $\begin{aligned} & 142 \\ & 85 \% \end{aligned}$ | $\begin{aligned} & 126 \\ & 82 \% \end{aligned}$ | $\begin{aligned} & 97 \\ & 80 \% \end{aligned}$ | $\begin{aligned} & 138 \\ & 74 \% \end{aligned}$ | $\begin{aligned} & 194 \\ & 82 \% \end{aligned}$ | $\begin{aligned} & 208 \\ & 83 \% \end{aligned}$ | $\begin{gathered} 144 \\ 78 \% \end{gathered}$ | $\begin{aligned} & 155 \\ & 80 \% \end{aligned}$ | $\begin{gathered} 209 \\ 82 \% \end{gathered}$ | $\begin{aligned} & 213 \\ & 80 \% \end{aligned}$ | $\begin{gathered} 202 \\ 80 \% \end{gathered}$ | $\begin{aligned} & 77 \\ & 83 \% \end{aligned}$ |
| Agree Strongly | (+2) | $\begin{aligned} & 483 \\ & 56 \% \end{aligned}$ | $\begin{gathered} 221 \\ 53 \% \end{gathered}$ | $\begin{gathered} 262 \\ 58 \% \end{gathered}$ | $\begin{aligned} & 50 \\ & 56 \% \end{aligned}$ | $\begin{aligned} & 86 \\ & 58 \% \end{aligned}$ | $\begin{aligned} & 102 \\ & 61 \% \end{aligned}$ | $\begin{aligned} & 90 \\ & 59 \% \end{aligned}$ | $\begin{aligned} & 60 \\ & 49 \% \end{aligned}$ | $\begin{aligned} & 95 \\ & 51 \% \end{aligned}$ | $\begin{gathered} 140 \\ 59 \% \end{gathered}$ | $\begin{aligned} & 142 \\ & 57 \% \end{aligned}$ | $\begin{aligned} & 91 \\ & 49 \% \end{aligned}$ | $\begin{aligned} & 110 \\ & 56 \% \end{aligned}$ | $\begin{aligned} & 141 \\ & 55 \% \end{aligned}$ | $\begin{aligned} & 139 \\ & 52 \% \end{aligned}$ | $\begin{aligned} & 154 \\ & 61 \% \end{aligned}$ | $\begin{aligned} & 49 \\ & 54 \% \end{aligned}$ |
| Agree | (+1) | $\begin{aligned} & 217 \\ & 25 \% \end{aligned}$ | $\begin{aligned} & 104 \\ & 25 \% \end{aligned}$ | $\begin{aligned} & 113 \\ & 25 \% \end{aligned}$ | $\begin{aligned} & 19 \\ & 21 \% \end{aligned}$ | $\begin{aligned} & 43 \\ & 29 \% \end{aligned}$ | $\begin{aligned} & 40 \\ & 24 \% \end{aligned}$ | $\begin{aligned} & 36 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 38 \\ & 31 \% \end{aligned}$ | $\begin{aligned} & 43 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 53 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 65 \\ & 26 \% \end{aligned}$ | $\begin{aligned} & 53 \\ & 29 \% \end{aligned}$ | $\begin{aligned} & 45 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 68 \\ & \text { 26\% } \end{aligned}$ | $\begin{aligned} & 74 \\ & 28 \% \end{aligned}$ | $\begin{aligned} & 48 \\ & 19 \% \end{aligned}$ | $\begin{aligned} & 27 \\ & 30 \% \end{aligned}$ |
| Neither agree nor disagree | (0) | $\begin{gathered} 66 \\ 8 \% \end{gathered}$ | $\begin{gathered} 35 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 31 \\ & 7 \% \end{aligned}$ | $\begin{aligned} & 14 \\ & 16 \% \end{aligned}$ | $\begin{gathered} 10 \\ 7 \% \end{gathered}$ | $\begin{aligned} & 5 \\ & 3 \% \end{aligned}$ | $\begin{aligned} & 9 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 8 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 20 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 16 \\ & 7 \% \end{aligned}$ | $\begin{gathered} 20 \\ 8 \% \end{gathered}$ | $\begin{gathered} 16 \\ 9 \% \end{gathered}$ | $\begin{aligned} & 14 \\ & 7 \% \end{aligned}$ | $\stackrel{17}{7 \%}$ | $\begin{gathered} 20 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 25 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 4 \\ & 5 \% \end{aligned}$ |
| Disagree | (-1) | $\begin{gathered} 53 \\ 6 \% \end{gathered}$ | $\begin{aligned} & 33 \\ & 8 \% \end{aligned}$ | $\begin{aligned} & 20 \\ & 5 \% \end{aligned}$ | $\begin{aligned} & 4 \\ & 5 \% \end{aligned}$ | $\begin{aligned} & 9 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 10 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 5 \\ & 4 \% \end{aligned}$ | $\begin{aligned} & 9 \\ & 7 \% \end{aligned}$ | $\begin{gathered} 15 \\ 8 \% \end{gathered}$ | $\begin{gathered} 16 \\ 7 \% \end{gathered}$ | $\begin{gathered} 10 \\ 4 \% \end{gathered}$ | $\begin{aligned} & 10 \\ & 5 \% \end{aligned}$ | $\begin{gathered} 17 \\ 9 \% \end{gathered}$ | $\begin{aligned} & 16 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 15 \\ & 6 \% \end{aligned}$ | $\begin{gathered} 14 \\ 6 \% \end{gathered}$ | $\begin{aligned} & 8 \\ & 9 \% \end{aligned}$ |
| Disagree Strongly | (-2) | $\begin{aligned} & 39 \\ & 4 \% \end{aligned}$ | $\begin{gathered} 19 \\ 5 \% \end{gathered}$ | $\begin{aligned} & 20 \\ & 4 \% \end{aligned}$ | $\begin{aligned} & 3 \\ & 3 \% \end{aligned}$ | $\begin{aligned} & 1 \\ & 1 \% \end{aligned}$ | $\begin{aligned} & 8 \\ & 5 \% \end{aligned}$ | $\begin{gathered} 12 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 6 \\ & 5 \% \end{aligned}$ | $\begin{aligned} & 9 \\ & 5 \% \end{aligned}$ | $\begin{gathered} 10 \\ 4 \% \end{gathered}$ | $\begin{gathered} 12 \\ 5 \% \end{gathered}$ | $\begin{aligned} & 11 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 6 \\ & 3 \% \end{aligned}$ | $\begin{gathered} 10 \\ 4 \% \end{gathered}$ | $\begin{aligned} & 16 \\ & 6 \% \end{aligned}$ | $\begin{gathered} 11 \\ 4 \% \end{gathered}$ | $\begin{aligned} & 2 \\ & 2 \% \end{aligned}$ |
| NET: Disagree |  | $\begin{aligned} & 92 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 52 \\ & 12 \% \end{aligned}$ | $\begin{gathered} 40 \\ 9 \% \end{gathered}$ | $\begin{aligned} & 7 \\ & 8 \% \end{aligned}$ | $\begin{gathered} 10 \\ 7 \% \end{gathered}$ | $\begin{aligned} & 18 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 17 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 15 \\ & 13 \% \end{aligned}$ | $\begin{aligned} & 24 \\ & 13 \% \end{aligned}$ | $\begin{aligned} & 26 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 22 \\ & 9 \% \end{aligned}$ | $\begin{aligned} & 21 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 23 \\ & 12 \% \end{aligned}$ | $\begin{aligned} & 25 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 31 \\ & 12 \% \end{aligned}$ | $\begin{aligned} & 25 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 10 \\ & 11 \% \end{aligned}$ |
| Don't know |  | $\begin{aligned} & 7 \\ & 1 \% \end{aligned}$ | $\begin{aligned} & 5 \\ & 1 \% \end{aligned}$ | ${ }_{*}^{2}$ | - | - | $\begin{aligned} & 2 \\ & 1 \% \end{aligned}$ | * | $\begin{aligned} & 1 \\ & 1 \% \end{aligned}$ | $\begin{aligned} & 4 \\ & 2 \% \end{aligned}$ | $1$ | - | $\begin{aligned} & 3 \\ & 2 \% \end{aligned}$ | $\begin{aligned} & 3 \\ & 2 \% \end{aligned}$ | $\begin{aligned} & 4 \\ & 2 \% \end{aligned}$ | * | * | 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 |

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


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

Unweighted base
Weighted base
NET: Agree
Agree Strongly
Agree

Neither agree nor
disagree
Disagree

Disagree Strongly
NET: Disagree
Don't know

Mean
Standard deviation
Standard error

| 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 |
|  | 858 | 696 | 94 |
|  | 865 | 701 | 92 |
|  | $\begin{gathered} 440 \\ 51 \% \end{gathered}$ | $\begin{gathered} 363 \\ 52 \% \end{gathered}$ | $\begin{aligned} & 47 \\ & 51 \% \end{aligned}$ |
| (+2) | $\begin{aligned} & 213 \\ & 25 \% \end{aligned}$ | $\begin{gathered} 172 \\ 25 \% \end{gathered}$ | $\begin{aligned} & 26 \\ & 28 \% \\ & \end{aligned}$ |
| (+1) | $\begin{gathered} 227 \\ 26 \% \end{gathered}$ | $\begin{gathered} 190 \\ 27 \% \end{gathered}$ | $\begin{aligned} & 21 \\ & 23 \% \end{aligned}$ |
| (0) | $\begin{gathered} 182 \\ 21 \% \end{gathered}$ | $\begin{gathered} 147 \\ 21 \% \end{gathered}$ | $\begin{aligned} & 12 \\ & 14 \% \end{aligned}$ |
| (-1) | $\begin{gathered} 121 \\ 14 \% \end{gathered}$ | $\begin{aligned} & 95 \\ & 14 \% \end{aligned}$ | $\begin{aligned} & 17 \\ & 19 \% \\ & \end{aligned}$ |
| (-2) | $\begin{gathered} 64 \\ 7 \% \end{gathered}$ | ${ }^{50} 7 \%$ | $\stackrel{9}{10 \%}$ |
|  | $\begin{aligned} & 185 \\ & 21 \% \end{aligned}$ | $\begin{gathered} 144 \\ 21 \% \end{gathered}$ | $\begin{aligned} & 26 \\ & 29 \% \end{aligned}$ |
|  | ${ }^{59}$ | $47$ | ${ }_{7 \%}^{6}$ |
|  | 0.50 | 0.52 | 0.43 |
|  | 1.25 | 1.23 | 1.38 |
|  | 0.04 | 0.05 | 0.15 |

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

|  |  | Total | Gender |  | Age |  |  |  |  |  | Social Grade |  |  |  | Region |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Male | Female | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | $65+$ | AB | C1 | C 2 | DE | South East | Midlands | North England | 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 |  | $\begin{aligned} & 447 \\ & 52 \% \end{aligned}$ | $\begin{gathered} 215 \\ 52 \% \end{gathered}$ | $\begin{aligned} & 232 \\ & 52 \% \end{aligned}$ | $\begin{aligned} & 61 \\ & 68 \% \end{aligned}$ | $\begin{aligned} & 66 \\ & 44 \% \end{aligned}$ | $\begin{aligned} & 84 \\ & 50 \% \end{aligned}$ | $\begin{aligned} & 78 \\ & 51 \% \end{aligned}$ | $\begin{aligned} & 63 \\ & 52 \% \end{aligned}$ | $\begin{aligned} & 95 \\ & 51 \% \end{aligned}$ | $\begin{aligned} & 107 \\ & 45 \% \end{aligned}$ | $\begin{aligned} & 155 \\ & 62 \% \end{aligned}$ | $\begin{aligned} & 85 \\ & 46 \% \end{aligned}$ | $\begin{aligned} & 100 \\ & 51 \% \end{aligned}$ | $\begin{gathered} 124 \\ 49 \% \end{gathered}$ | $\begin{aligned} & 139 \\ & 52 \% \end{aligned}$ | $\begin{aligned} & 129 \\ & 51 \% \end{aligned}$ | $\begin{aligned} & 54 \\ & 59 \% \end{aligned}$ |
| Agree Strongly | (+2) | $\begin{aligned} & 157 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 69 \\ & 17 \% \end{aligned}$ | $\begin{aligned} & 88 \\ & 20 \% \end{aligned}$ | $\begin{aligned} & 16 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 16 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 30 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 35 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 27 \\ & 22 \% \end{aligned}$ | $\begin{aligned} & 33 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 32 \\ & 14 \% \end{aligned}$ | $\begin{aligned} & 49 \\ & 20 \% \end{aligned}$ | $\begin{aligned} & 40 \\ & 22 \% \end{aligned}$ | $\begin{aligned} & 36 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 47 \\ & 19 \% \end{aligned}$ | $\begin{aligned} & 41 \\ & 15 \% \end{aligned}$ | $\begin{aligned} & 52 \\ & 21 \% \end{aligned}$ | $\begin{aligned} & 17 \\ & 18 \% \end{aligned}$ |
| Agree | (+1) | $\begin{aligned} & 289 \\ & 33 \% \end{aligned}$ | $\begin{aligned} & 146 \\ & 35 \% \end{aligned}$ | $\begin{gathered} 144 \\ 32 \% \end{gathered}$ | $\begin{aligned} & 45 \\ & 50 \% \end{aligned}$ | $\begin{aligned} & 49 \\ & 33 \% \end{aligned}$ | $\begin{aligned} & 54 \\ & 32 \% \end{aligned}$ | $\begin{aligned} & 43 \\ & 28 \% \end{aligned}$ | $\begin{aligned} & 36 \\ & 30 \% \end{aligned}$ | $\begin{aligned} & 62 \\ & 33 \% \end{aligned}$ | $\begin{aligned} & 74 \\ & 32 \% \end{aligned}$ | $\begin{aligned} & 106 \\ & 42 \% \end{aligned}$ | $\begin{aligned} & 45 \\ & 25 \% \end{aligned}$ | $\begin{aligned} & 64 \\ & 33 \% \end{aligned}$ | $\begin{aligned} & 77 \\ & 30 \% \end{aligned}$ | $\begin{aligned} & 98 \\ & 37 \% \end{aligned}$ | $\begin{aligned} & 77 \\ & 30 \% \end{aligned}$ | $\begin{aligned} & 37 \\ & 41 \% \end{aligned}$ |
| Neither agree nor disagree | (0) | $\begin{aligned} & 222 \\ & 26 \% \end{aligned}$ | $\begin{aligned} & 108 \\ & 26 \% \end{aligned}$ | $\begin{gathered} 114 \\ 25 \% \end{gathered}$ | $\begin{aligned} & 18 \\ & 20 \% \end{aligned}$ | $\begin{aligned} & 50 \\ & 34 \% \end{aligned}$ | $\begin{aligned} & 47 \\ & 28 \% \end{aligned}$ | $\begin{aligned} & 39 \\ & 26 \% \end{aligned}$ | $\begin{aligned} & 25 \\ & 20 \% \end{aligned}$ | $\begin{aligned} & 42 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 61 \\ & \text { 26\% } \end{aligned}$ | $\begin{aligned} & 51 \\ & 20 \% \end{aligned}$ | $\begin{aligned} & 66 \\ & 36 \% \end{aligned}$ | $\begin{aligned} & 44 \\ & 22 \% \end{aligned}$ | $\begin{aligned} & 69 \\ & 27 \% \end{aligned}$ | $\begin{aligned} & 64 \\ & 24 \% \end{aligned}$ | $\begin{aligned} & 71 \\ & 28 \% \end{aligned}$ | $\begin{aligned} & 18 \\ & 19 \% \end{aligned}$ |
| Disagree | (-1) | $\begin{aligned} & 86 \\ & 10 \% \end{aligned}$ | $\begin{gathered} 38 \\ 9 \% \end{gathered}$ | $\begin{aligned} & 48 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 8 \\ & 9 \% \end{aligned}$ | $\begin{aligned} & 25 \\ & 17 \% \end{aligned}$ | $\begin{gathered} 10 \\ 6 \% \end{gathered}$ | $\begin{aligned} & 15 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 15 \\ & 12 \% \end{aligned}$ | $\begin{aligned} & 13 \\ & 7 \% \end{aligned}$ | $\begin{aligned} & 36 \\ & 15 \% \end{aligned}$ | $\begin{gathered} 20 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 12 \\ & 7 \% \end{aligned}$ | $\begin{aligned} & 18 \\ & 9 \% \end{aligned}$ | $\begin{aligned} & 29 \\ & 11 \% \end{aligned}$ | $\begin{gathered} 22 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 25 \\ & 10 \% \end{aligned}$ | $\begin{gathered} 9 \\ 10 \% \end{gathered}$ |
| Disagree Strongly | (-2) | $\begin{aligned} & 76 \\ & 9 \% \end{aligned}$ | $\begin{gathered} 37 \\ 9 \% \end{gathered}$ | $\begin{gathered} 39 \\ 9 \% \end{gathered}$ | $\begin{aligned} & 1 \\ & 1 \% \end{aligned}$ | $\begin{aligned} & 8 \\ & 5 \% \end{aligned}$ | $\begin{aligned} & 18 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 18 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 14 \\ & 11 \% \end{aligned}$ | $\begin{aligned} & 18 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 24 \\ & 10 \% \end{aligned}$ | $\begin{gathered} 19 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 10 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 23 \\ & 12 \% \end{aligned}$ | $\begin{aligned} & 25 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 23 \\ & 9 \% \end{aligned}$ | $\begin{gathered} 22 \\ 9 \% \end{gathered}$ | 6 $6 \%$ |
| NET: Disagree |  | $\begin{gathered} 162 \\ 19 \% \end{gathered}$ | $\begin{aligned} & 75 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 87 \\ & 19 \% \end{aligned}$ | $\begin{gathered} 9 \\ 10 \% \end{gathered}$ | $\begin{aligned} & 33 \\ & 22 \% \end{aligned}$ | $\begin{aligned} & 28 \\ & 17 \% \end{aligned}$ | $\begin{aligned} & 33 \\ & 21 \% \end{aligned}$ | $\begin{aligned} & 28 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 31 \\ & 17 \% \end{aligned}$ | $\begin{aligned} & 60 \\ & 26 \% \end{aligned}$ | $\begin{aligned} & 39 \\ & 15 \% \end{aligned}$ | $\begin{aligned} & 23 \\ & 12 \% \end{aligned}$ | $\begin{aligned} & 41 \\ & 21 \% \end{aligned}$ | $\begin{aligned} & 55 \\ & 21 \% \end{aligned}$ | $\begin{aligned} & 45 \\ & 17 \% \end{aligned}$ | $\begin{aligned} & 47 \\ & 19 \% \end{aligned}$ | $\begin{aligned} & 15 \\ & 17 \% \end{aligned}$ |
| Don't know |  | $\begin{gathered} 35 \\ 4 \% \end{gathered}$ | $\begin{gathered} 19 \\ 4 \% \end{gathered}$ | $\begin{aligned} & 16 \\ & 4 \% \end{aligned}$ | $\begin{aligned} & 2 \\ & 2 \% \end{aligned}$ |  | $\begin{aligned} & 8 \\ & 5 \% \end{aligned}$ | $\begin{aligned} & 3 \\ & 2 \% \end{aligned}$ | $\begin{aligned} & 5 \\ & 4 \% \end{aligned}$ | $\begin{gathered} 17 \\ 9 \% \end{gathered}$ | $\begin{aligned} & 8 \\ & 3 \% \end{aligned}$ | $\begin{aligned} & 6 \\ & 2 \% \end{aligned}$ | $\begin{aligned} & 10 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 11 \\ & 6 \% \end{aligned}$ | $\begin{aligned} & 8 \\ & 3 \% \end{aligned}$ | $\begin{aligned} & 18 \\ & 7 \% \end{aligned}$ | $\begin{aligned} & 5 \\ & 2 \% \end{aligned}$ | 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 |

## 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

|  |  | Total | Q. 1 Agreement with Statement: <br> "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 |  | $\begin{aligned} & 447 \\ & 52 \% \end{aligned}$ | $\begin{aligned} & 388 \\ & 55 \% \end{aligned}$ | $\begin{aligned} & 39 \\ & 43 \% \end{aligned}$ |
| Agree Strongly | (+2) | $\begin{aligned} & 157 \\ & 18 \% \end{aligned}$ | $\begin{gathered} 134 \\ 19 \% \end{gathered}$ | $\begin{aligned} & 11 \\ & 12 \% \end{aligned}$ |
| Agree | (+1) | $\begin{gathered} 289 \\ 33 \% \end{gathered}$ | $\begin{aligned} & 253 \\ & 36 \% \end{aligned}$ | $\begin{aligned} & 28 \\ & 30 \% \end{aligned}$ |
| Neither agree nor disagree | (0) | $\begin{aligned} & 222 \\ & 26 \% \end{aligned}$ | $\begin{aligned} & 159 \\ & 23 \% \end{aligned}$ | $\begin{aligned} & 20 \\ & 22 \% \end{aligned}$ |
| Disagree | (-1) | $\begin{aligned} & 86 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 68 \\ & 10 \% \end{aligned}$ | $\begin{aligned} & 15 \\ & 17 \% \end{aligned}$ |
| Disagree Strongly | (-2) | $\begin{gathered} 76 \\ 9 \% \end{gathered}$ | $\begin{gathered} 57 \\ 8 \% \end{gathered}$ | $\begin{aligned} & 14 \\ & 16 \% \end{aligned}$ |
| NET: Disagree |  | $\begin{aligned} & 162 \\ & 19 \% \end{aligned}$ | $\begin{aligned} & 125 \\ & 18 \% \end{aligned}$ | $\begin{aligned} & 30 \\ & 32 \% \end{aligned}$ |
| Don't know |  | $\begin{gathered} 35 \\ 4 \% \end{gathered}$ | $\begin{gathered} 29 \\ 4 \% \end{gathered}$ | $\begin{aligned} & 3 \\ & 4 \% \end{aligned}$ |
| Mean |  | 0.44 | 0.51 | 0.07 |
| Standard deviation |  | 1.18 | 1.17 | 1.29 |
| Standard error |  | 0.04 | 0.05 | 0.13 |

