

Hospital Treatment Survey

CATI Fieldwork : August 28th-30th 2009

Absolutes/col percents

Table 1

Q.1 If you were to receive hospital treatment on the NHS, what if anything would be your biggest concern?

Base: All respondents

	Gender			Age						Social Grade				Region				
	Total	Male	Female	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	1011	469	542	74	109	178	199	206	245	308	254	162	287	257	273	254	140	87
Weighted base	1011	485	526	120	160	200	170	150	210	263	293	212	243	265	265	250	143	89
Prompt treatment/ having to wait too long for treatment	160 16%	88 18%	72 14%	30 25%	25 16%	39 19%	33 19%	18 12%	16 8%	58 22%	54 18%	27 13%	21 8%	61 23%	40 15%	30 12%	21 15%	6 7%
MRSA/ C.Diff/ superbugs/ infection control	156 15%	58 12%	98 19%	24 20%	20 13%	20 10%	35 21%	33 22%	24 11%	43 16%	60 20%	25 12%	28 12%	33 12%	37 14%	38 15%	28 20%	21 23%
Cleanliness/ hygiene	145 14%	44 9%	101 19%	7 6%	22 14%	36 18%	31 18%	24 16%	26 12%	44 17%	45 15%	26 12%	29 12%	39 15%	30 11%	41 16%	27 19%	8 9%
Quality of care/ being treated with courtesy/ respect	101 10%	31 6%	70 13%	12 10%	16 10%	17 9%	16 9%	15 10%	26 12%	32 12%	28 10%	15 7%	26 11%	30 11%	28 11%	20 8%	14 10%	10 11%
Standard of treatment	67 7%	33 7%	33 6%	6 5%	11 7%	11 5%	10 6%	10 7%	19 9%	16 6%	16 5%	11 5%	23 10%	24 9%	20 8%	11 5%	8 6%	3 3%
Long waiting lists	44 4%	22 4%	23 4%	5 4%	8 5%	11 5%	9 5%	6 4%	5 2%	18 7%	7 2%	11 5%	8 3%	11 4%	15 6%	7 3%	10 7%	1 1%
Experience/ quality of doctors/ nurses/ medical staff	37 4%	17 3%	20 4%	4 3%	8 5%	4 2%	6 4%	6 4%	9 4%	10 4%	10 3%	11 5%	5 2%	14 5%	6 2%	8 3%	5 3%	4 4%
Lack of staff	18 2%	5 1%	13 3%	- -	5 3%	5 3%	3 1%	3 2%	2 1%	8 3%	5 2%	3 2%	2 1%	7 3%	5 2%	6 2%	2 1%	- -
Being given the correct treatment/ medication	18 2%	9 2%	9 2%	- -	4 3%	3 2%	5 3%	3 2%	2 1%	5 2%	4 1%	5 2%	4 2%	8 3%	5 2%	3 1%	1 1%	1 1%
Accuracy of results/ mis-diagnosis	15 2%	3 1%	13 2%	3 3%	2 1%	1 1%	4 3%	3 2%	1 *	2 1%	10 3%	1 1%	2 1%	6 2%	3 1%	4 2%	2 1%	1 1%
Prefer to go private/ have private health insurance	15 1%	6 1%	9 2%	1 1%	7 5%	3 1%	3 2%	1 1%	- -	8 3%	5 2%	2 1%	1 *	2 1%	5 2%	1 1%	5 4%	1 1%
Surviving/ coming out of hospital alive	14 1%	8 2%	6 1%	- -	- -	2 1%	6 4%	3 2%	3 1%	5 2%	4 1%	4 2%	2 1%	1 *	3 1%	5 2%	3 2%	2 2%

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Weighted base	1011	485	526	120	160	200	170	150	210	263	293	212	243	265	265	250	143	89
Loss of income/ paying the bills/ mortgage	13 1%	6 1%	7 1%	4 3%	1 1%	3 2%	1 *	3 2%	1 1%	3 1%	3 1%	5 2%	3 1%	1 *	3 1%	3 1%	3 2%	3 3%
Access to medication/ treatment regardless of cost/ post code	12 1%	4 1%	8 2%	- -	3 2%	1 1%	1 1%	4 2%	3 2%	4 2%	2 1%	3 2%	3 1%	4 2%	2 1%	4 2%	1 1%	1 1%
Quality of aftercare	10 1%	3 1%	7 1%	- -	4 3%	2 1%	1 *	1 *	3 1%	4 1%	4 2%	- -	2 1%	3 1%	2 1%	3 1%	1 1%	1 1%
Quality of food	10 1%	6 1%	4 1%	2 2%	- -	1 1%	3 2%	3 2%	2 1%	3 1%	4 1%	1 *	3 1%	2 1%	1 1%	4 1%	2 1%	1 1%
Concerned may have to pay for treatment	9 1%	7 1%	3 *	5 4%	1 1%	- -	- -	1 *	3 1%	1 *	1 *	4 2%	3 1%	3 1%	4 2%	2 1%	1 1%	- -
Leaving the hospital as soon as possible	8 1%	5 1%	3 *	- -	2 1%	1 1%	- -	1 *	4 2%	3 1%	- -	- -	4 2%	- -	5 2%	2 1%	1 1%	- -
Lack of privacy on the wards/ mixed wards	7 1%	3 1%	4 1%	2 2%	1 1%	- -	1 *	2 1%	1 *	3 1%	3 1%	- -	1 *	4 1%	1 *	1 *	2 1%	- -
Availability of beds	6 1%	3 1%	3 1%	- -	2 1%	1 1%	1 1%	1 1%	- -	- -	3 1%	3 1%	- -	- -	1 *	4 2%	1 1%	- -
Swine flu	6 1%	3 1%	3 *	3 3%	3 2%	- -	- -	- -	- -	- -	6 2%	- -	- -	- -	- -	2 1%	4 3%	- -
Efficiency of administration	6 1%	1 *	5 1%	- -	- -	1 *	1 *	2 1%	2 1%	1 *	2 1%	- -	3 1%	1 *	1 1%	4 1%	- -	- -
Better facilities for required treatment	6 1%	4 1%	2 *	- -	3 2%	2 1%	- -	- -	1 *	3 1%	2 1%	- -	1 *	1 *	1 1%	3 1%	- -	- -
Distance away from home	5 1%	2 1%	3 1%	- -	- -	- -	1 1%	1 *	3 2%	2 1%	1 *	- -	2 1%	3 1%	- -	2 1%	1 *	- -
Childcare	4 *	1 *	4 1%	2 1%	- -	1 1%	1 *	- -	1 *	- -	2 1%	2 1%	1 *	1 *	- -	- -	2 1%	2 2%
Availability of car parking facilities	4 *	2 *	2 *	2 2%	- -	- -	1 1%	1 1%	- -	1 *	2 1%	1 *	- -	1 *	- -	3 1%	- -	- -

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Weighted base	1011	485	526	120	160	200	170	150	210	263	293	212	243	265	265	250	143	89
Care of the elderly	4	1	3	-	-	-	-	1	2	1	-	-	2	1	1	1	-	1
	*	*	1%	-	-	-	-	1%	1%	1%	-	-	1%	*	*	1%	-	1%
Someone to look after my pets	2	-	2	-	-	-	-	-	2	-	2	-	-	1	-	1	-	-
	*	-	*	-	-	-	-	-	1%	-	1%	-	-	*	-	*	-	-
Other	69	35	33	6	12	18	8	11	14	23	23	8	15	16	23	16	7	7
	7%	7%	6%	5%	7%	9%	5%	7%	7%	9%	8%	4%	6%	6%	9%	7%	5%	7%
None/ nothing/ no concerns	292	143	149	31	52	54	47	34	74	58	82	72	80	74	73	81	33	30
	29%	30%	28%	26%	32%	27%	28%	23%	35%	22%	28%	34%	33%	28%	28%	32%	23%	34%
Don't know	98	57	40	12	10	24	6	21	25	24	20	23	30	19	30	25	13	11
	10%	12%	8%	10%	6%	12%	4%	14%	12%	9%	7%	11%	12%	7%	11%	10%	9%	12%