

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 1

**Q.1 Have you or a family member used any healthcare services in the past year (for example been to hospital or seen your GP)?**

**Base: All respondents**

	Gender		Age						Social Class				Region				Patient			
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
Yes	1637	756	881	182	250	297	279	255	373	439	455	357	386	407	423	419	242	147	1637	-
	81%	76%	85%	75%	77%	77%	81%	84%	87%	80%	77%	84%	83%	79%	79%	82%	83%	83%	100%	-
No	336	203	133	41	59	76	64	47	50	96	110	60	69	84	100	77	46	29	-	336
	17%	20%	13%	17%	18%	20%	19%	15%	12%	18%	19%	14%	15%	16%	19%	15%	16%	16%	-	86%
Don't remember	55	35	21	21	15	11	1	3	4	12	23	8	12	24	12	13	5	1	-	55
	3%	3%	2%	8%	5%	3%	*	1%	1%	2%	4%	2%	3%	5%	2%	3%	2%	*	-	14%

**Healthcare Services Survey**  
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Table 2

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**SUMMARY TABLE**

Base: All respondents

		My doctor listens to me	I see the same doctor on every appointment	I feel I can tell my doctor anything	My doctor explains things in a way I can understand	I feel my doctor treats me with courtesy and respect	I am given enough time with my doctor in my appointment	I can see my doctor when I need to
Unweighted base		2028	2028	2028	2028	2028	2028	2028
Weighted base		2028	2028	2028	2028	2028	2028	2028
NET: Important		1942 96%	1453 72%	1823 90%	1931 95%	1928 95%	1923 95%	1946 96%
Very important	(4)	1601 79%	659 33%	1099 54%	1465 72%	1453 72%	1401 69%	1412 70%
Fairly important	(3)	341 17%	794 39%	723 36%	467 23%	475 23%	521 26%	534 26%
Not particularly important	(2)	28 1%	455 22%	123 6%	36 2%	40 2%	47 2%	27 1%
Not at all imp- ortant	(1)	9 *	69 3%	22 1%	8 *	5 *	10 *	6 *
NET: Not important		37 2%	524 26%	145 7%	44 2%	46 2%	56 3%	32 2%
Don't know		49 2%	51 3%	61 3%	53 3%	55 3%	49 2%	50 2%
Mean		3.79	3.03	3.47	3.72	3.71	3.67	3.69
Standard deviation		0.47	0.84	0.66	0.51	0.51	0.54	0.51
Standard error		0.01	0.02	0.01	0.01	0.01	0.01	0.01

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Table 3

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**My doctor listens to me**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient			
	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	Patient	Public	
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397	
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391	
NET: Important	1942 96%	926 93%	1016 98%	216 89%	306 94%	366 95%	333 97%	301 99%	420 99%	528 97%	558 95%	401 94%	456 98%	475 92%	515 96%	495 97%	283 97%	173 98%	1610 98%	332 85%	
Very important	(4) 79%	1601 72%	885 86%	173 71%	241 74%	306 80%	267 78%	249 82%	366 86%	434 79%	445 76%	331 78%	392 84%	388 75%	446 83%	391 77%	230 79%	146 83%	1362 83%	239 61%	
Fairly important	(3) 17%	341 21%	210 13%	43 18%	65 20%	60 16%	65 19%	52 17%	55 13%	95 17%	113 19%	70 16%	64 14%	87 17%	69 13%	104 21%	53 18%	27 15%	248 15%	93 24%	
Not particularly important	(2) 1%	28 1%	24 2%	4 *	10 4%	5 2%	9 2%	1 *	1 *	3 1%	5 1%	10 2%	11 3%	2 *	14 3%	7 1%	4 1%	2 1%	1 *	11 1%	18 5%
Not at all important	(1) *	9 *	8 1%	1 *	- -	4 1%	1 *	4 1%	- -	- -	1 *	2 *	6 1%	- -	5 1%	- -	2 *	- -	2 1%	4 *	5 1%
NET: Not important	37 2%	32 3%	5 *	10 4%	9 3%	9 2%	6 2%	1 *	3 1%	6 1%	12 2%	18 4%	2 *	20 4%	7 1%	7 1%	2 1%	2 1%	15 1%	23 6%	
Don't know	49 2%	35 3%	14 1%	17 7%	9 3%	10 3%	6 2%	3 1%	4 1%	13 2%	18 3%	8 2%	10 2%	21 4%	13 2%	7 1%	7 2%	1 *	13 1%	36 9%	
Mean	3.79	3.70	3.86	3.72	3.72	3.79	3.76	3.82	3.86	3.80	3.76	3.73	3.85	3.73	3.84	3.76	3.80	3.81	3.83	3.60	
Standard deviation	0.47	0.56	0.36	0.54	0.56	0.47	0.51	0.39	0.37	0.44	0.49	0.58	0.36	0.56	0.40	0.48	0.42	0.46	0.41	0.65	
Standard error	0.01	0.02	0.01	0.04	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.01	0.03	

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Table 4

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**I see the same doctor on every appointment**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1453	679	774	156	228	271	244	234	319	373	405	326	349	361	392	365	217	117	1213	240
	72%	68%	75%	64%	70%	71%	71%	77%	75%	68%	69%	77%	75%	70%	73%	72%	74%	66%	74%	61%
Very important	(4) 659	296	363	72	98	119	110	112	148	165	177	130	187	165	184	175	88	47	542	117
	33%	30%	35%	29%	30%	31%	32%	37%	35%	30%	30%	30%	40%	32%	34%	34%	30%	27%	33%	30%
Fairly important	(3) 794	383	411	85	130	152	133	122	171	208	227	196	162	196	209	191	129	70	671	123
	39%	39%	40%	35%	40%	40%	39%	40%	40%	38%	39%	46%	35%	38%	39%	37%	44%	40%	41%	31%
Not particularly important	(2) 455	234	221	62	70	95	78	56	92	145	139	69	101	119	109	121	56	51	352	103
	22%	24%	21%	26%	22%	25%	23%	18%	22%	27%	24%	16%	22%	23%	20%	24%	19%	29%	21%	26%
Not at all important	(1) 69	45	24	6	16	7	14	13	12	16	23	24	6	16	18	15	12	7	59	10
	3%	5%	2%	3%	5%	2%	4%	4%	3%	3%	4%	6%	1%	3%	3%	3%	4%	4%	4%	3%
NET: Not important	524	279	245	69	87	103	92	69	104	161	162	94	107	135	127	136	68	58	411	113
	26%	28%	24%	28%	27%	27%	27%	23%	24%	29%	28%	22%	23%	26%	24%	27%	23%	33%	25%	29%
Don't know	51	35	16	18	10	11	9	1	3	13	21	6	10	19	16	8	7	1	13	38
	3%	4%	2%	7%	3%	3%	2%	*	1%	2%	4%	1%	2%	4%	3%	2%	2%	1%	1%	10%
Mean	3.03	2.97	3.09	2.98	2.98	3.02	3.01	3.10	3.07	2.98	2.99	3.03	3.16	3.03	3.08	3.05	3.03	2.90	3.04	2.98
Standard deviation	0.84	0.86	0.81	0.84	0.86	0.81	0.85	0.85	0.82	0.84	0.85	0.84	0.81	0.84	0.83	0.84	0.82	0.85	0.83	0.86
Standard error	0.02	0.03	0.02	0.06	0.05	0.04	0.05	0.05	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.07	0.02	0.05

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Table 5

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**I feel I can tell my doctor anything**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1823 90%	855 86%	967 94%	202 83%	289 89%	343 89%	314 91%	284 93%	390 91%	491 90%	516 88%	388 91%	428 92%	457 89%	484 90%	454 89%	263 90%	165 94%	1514 92%	309 79%
Very important	(4) 54%	1099 48%	625 60%	124 51%	164 51%	208 54%	180 52%	175 57%	247 58%	292 53%	307 52%	217 51%	283 61%	275 53%	297 55%	260 51%	172 59%	95 54%	941 57%	158 41%
Fairly important	(3) 36%	723 38%	381 33%	78 32%	125 39%	135 35%	134 39%	109 36%	143 33%	198 36%	209 35%	172 40%	145 31%	182 35%	188 35%	195 38%	90 31%	70 39%	573 35%	151 38%
Not particularly important	(2) 6%	123 8%	81 4%	23 10%	21 6%	28 7%	14 4%	13 4%	25 6%	36 7%	37 6%	24 6%	26 6%	32 6%	28 5%	38 7%	17 6%	8 5%	87 5%	37 9%
Not at all important	(1) 1%	22 2%	19 *	1 *	6 2%	1 *	7 2%	3 1%	3 1%	6 1%	10 2%	5 1%	1 *	4 1%	7 1%	4 1%	4 1%	2 1%	15 1%	6 2%
NET: Not important	145 7%	100 10%	45 4%	24 10%	27 8%	29 8%	21 6%	16 5%	28 7%	43 8%	47 8%	28 7%	27 6%	35 7%	36 7%	42 8%	21 7%	10 6%	102 6%	43 11%
Don't know	61 3%	39 4%	22 2%	17 7%	8 3%	13 3%	9 3%	5 2%	8 2%	14 3%	25 4%	9 2%	13 3%	23 5%	15 3%	12 2%	9 3%	1 *	22 1%	39 10%
Mean	3.47	3.37	3.57	3.44	3.42	3.48	3.45	3.52	3.52	3.46	3.44	3.44	3.56	3.48	3.49	3.43	3.52	3.47	3.51	3.31
Standard deviation	0.66	0.72	0.59	0.69	0.70	0.65	0.68	0.63	0.65	0.67	0.70	0.65	0.61	0.65	0.67	0.67	0.67	0.65	0.64	0.73
Standard error	0.01	0.02	0.02	0.05	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.04	0.05	0.02	0.04	

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### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 6

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**My doctor explains things in a way I can understand**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient			
	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	Patient	Public	
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397	
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391	
NET: Important	1931 95%	921 93%	1011 98%	215 88%	304 94%	363 94%	330 96%	299 98%	420 98%	526 96%	546 93%	408 96%	451 97%	481 93%	512 96%	486 95%	280 96%	173 98%	1600 98%	332 85%	
Very important	(4) 72%	1465 65%	648 79%	150 62%	215 66%	282 73%	244 71%	244 80%	329 77%	400 73%	393 67%	306 72%	366 78%	367 71%	400 75%	349 69%	210 72%	139 79%	1243 76%	222 57%	
Fairly important	(3) 23%	467 23%	273 27%	194 19%	65 27%	88 27%	81 21%	86 25%	55 18%	91 21%	126 23%	154 26%	102 24%	85 18%	114 22%	111 21%	137 27%	70 24%	35 20%	357 22%	110 28%
Not particularly important	(2) 2%	36 2%	31 3%	5 1%	9 4%	8 3%	11 3%	5 1%	1 *	1 *	6 1%	14 2%	11 3%	5 1%	11 2%	9 2%	11 2%	4 1%	* 1%	20 1%	16 4%
Not at all important	(1) *	8 1%	6 1%	2 *	2 1%	1 *	- *	2 1%	2 1%	- *	2 *	5 1%	1 *	- *	2 *	1 *	2 *	1 1%	2 1%	3 *	5 1%
NET: Not important	44 2%	37 4%	7 1%	11 5%	10 3%	11 3%	7 2%	3 1%	1 *	8 2%	19 3%	12 3%	5 1%	14 3%	10 2%	13 3%	6 2%	2 1%	23 1%	21 5%	
Don't know	53 3%	36 4%	17 2%	17 7%	11 3%	11 3%	7 2%	2 1%	6 1%	13 2%	22 4%	6 1%	11 2%	21 4%	14 3%	10 2%	7 2%	1 *	14 1%	38 10%	
Mean	3.72	3.63	3.79	3.61	3.65	3.73	3.69	3.79	3.78	3.73	3.65	3.70	3.79	3.71	3.75	3.67	3.71	3.77	3.75	3.56	
Standard deviation	0.51	0.58	0.43	0.61	0.56	0.51	0.53	0.47	0.42	0.50	0.57	0.52	0.43	0.53	0.48	0.54	0.51	0.48	0.47	0.65	
Standard error	0.01	0.02	0.01	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.04	0.01	0.03	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 7

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**I feel my doctor treats me with courtesy and respect**

**Base: All respondents**

	Gender			Age						Social Class				Region					Patient	
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1928	919	1009	214	305	362	329	298	419	525	548	404	451	477	511	490	277	172	1599	329
	95%	92%	98%	88%	94%	94%	96%	98%	98%	96%	93%	95%	97%	93%	95%	96%	95%	98%	98%	84%
Very important	(4) 1453	624	828	160	223	276	251	225	319	389	411	296	358	357	395	363	206	132	1235	218
	72%	63%	80%	66%	69%	72%	73%	74%	75%	71%	70%	69%	77%	69%	74%	71%	71%	75%	75%	56%
Fairly important	(3) 475	295	181	54	83	87	78	73	100	136	138	109	93	120	117	127	71	40	364	111
	23%	30%	17%	22%	26%	22%	23%	24%	23%	25%	23%	26%	20%	23%	22%	25%	24%	23%	22%	28%
Not particularly important	(2) 40	35	6	12	6	10	4	3	5	8	13	14	6	15	8	8	8	1	19	21
	2%	4%	1%	5%	2%	3%	1%	1%	1%	1%	2%	3%	1%	3%	1%	2%	3%	*	1%	5%
Not at all important	(1) 5	4	1	-	1	-	3	1	-	2	3	-	-	1	1	1	-	2	3	2
	*	*	*	-	*	-	1%	*	-	*	*	-	-	*	*	*	-	1%	*	1%
NET: Not important	46	39	6	12	8	10	7	4	5	10	16	14	6	17	9	9	8	2	22	24
	2%	4%	1%	5%	2%	3%	2%	1%	1%	2%	3%	3%	1%	3%	2%	2%	3%	1%	1%	6%
Don't know	55	35	19	17	11	12	8	3	3	13	24	8	10	21	15	9	7	1	16	38
	3%	4%	2%	7%	3%	3%	2%	1%	1%	2%	4%	2%	2%	4%	3%	2%	2%	1%	1%	10%
Mean	3.71	3.61	3.81	3.66	3.68	3.71	3.72	3.73	3.74	3.70	3.70	3.67	3.77	3.69	3.74	3.70	3.69	3.73	3.75	3.54
Standard deviation	0.51	0.58	0.41	0.58	0.54	0.51	0.53	0.48	0.46	0.51	0.54	0.54	0.45	0.54	0.48	0.51	0.52	0.51	0.47	0.64
Standard error	0.01	0.02	0.01	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.03	0.04	0.01	0.03	

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Absolutes/col percents

Table 8

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**I am given enough time with my doctor in my appointment**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1923 95%	916 92%	1007 97%	205 84%	302 93%	362 94%	332 96%	301 99%	420 98%	526 96%	540 92%	407 96%	450 96%	481 93%	515 96%	477 94%	279 95%	170 97%	1600 98%	322 82%
Very important	(4) 69%	1401 62%	618 76%	146 60%	212 66%	260 68%	236 68%	226 74%	321 75%	376 69%	394 67%	287 67%	344 74%	337 65%	405 76%	338 66%	207 71%	114 64%	1190 73%	211 54%
Fairly important	(3) 26%	521 30%	298 22%	58 24%	90 28%	102 27%	96 28%	75 25%	99 23%	150 27%	146 25%	120 28%	106 23%	144 28%	110 21%	139 27%	72 25%	57 32%	410 25%	111 28%
Not particularly important	(2) 2%	47 2%	35 4%	11 1%	20 8%	6 2%	11 3%	3 1%	2 1%	4 1%	7 1%	24 4%	8 2%	8 2%	11 2%	7 4%	5 2%	3 2%	18 1%	29 7%
Not at all important	(1) *	10 1%	9 1%	1 *	2 1%	5 2%	- -	3 1%	- -	2 *	3 *	5 1%	- -	5 1%	- -	1 *	1 *	2 1%	5 *	5 1%
NET: Not important	56 3%	44 4%	12 1%	22 9%	11 3%	11 3%	6 2%	2 1%	4 1%	8 2%	27 5%	13 3%	8 2%	16 3%	7 1%	23 4%	6 2%	5 3%	22 1%	34 9%
Don't know	49 2%	34 3%	15 1%	17 7%	11 3%	11 3%	6 2%	1 *	3 1%	13 2%	22 4%	6 1%	9 2%	19 4%	14 3%	9 2%	7 2%	1 *	14 1%	35 9%
Mean	3.67	3.59	3.76	3.54	3.63	3.67	3.67	3.74	3.75	3.68	3.64	3.64	3.73	3.64	3.76	3.63	3.70	3.61	3.72	3.48
Standard deviation	0.54	0.61	0.46	0.69	0.61	0.53	0.54	0.46	0.46	0.51	0.59	0.58	0.48	0.58	0.45	0.58	0.52	0.58	0.49	0.70
Standard error	0.01	0.02	0.01	0.05	0.03	0.03	0.03	0.03	0.02	0.02	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.04	0.01	0.04



## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 9

**Q.2 How important, or otherwise, would you say each of the following are to you when using healthcare services?**

**I can see my doctor when I need to**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1946	929	1016	215	308	367	334	302	421	528	559	408	451	479	518	493	284	172	1611	335
	96%	94%	98%	88%	95%	95%	97%	99%	99%	96%	95%	96%	97%	93%	97%	97%	97%	98%	98%	86%
Very important	(4) 1412	621	791	148	236	263	241	223	302	356	399	304	353	346	391	343	211	121	1193	219
	70%	63%	76%	61%	73%	68%	70%	73%	71%	65%	68%	71%	76%	67%	73%	67%	72%	69%	73%	56%
Fairly important	(3) 534	308	226	67	72	105	93	79	118	172	159	104	98	133	128	150	72	51	418	116
	26%	31%	22%	27%	22%	27%	27%	26%	28%	31%	27%	25%	21%	26%	24%	29%	25%	29%	26%	30%
Not particularly important	(2) 27	24	3	9	3	7	3	1	3	5	7	8	6	13	4	7	2	1	12	14
	1%	2%	*	4%	1%	2%	1%	*	1%	1%	1%	2%	1%	2%	1%	1%	1%	*	1%	4%
Not at all important	(1) 6	5	1	2	1	1	2	-	-	1	4	-	1	1	*	2	-	2	2	4
	*	*	*	1%	*	*	*	-	-	*	1%	-	*	*	*	*	-	1%	*	1%
NET: Not important	32	28	4	11	4	8	5	1	3	6	11	8	7	14	5	9	2	3	14	18
	2%	3%	*	5%	1%	2%	1%	*	1%	1%	2%	2%	2%	3%	1%	2%	1%	2%	1%	5%
Don't know	50	36	14	17	13	9	6	1	3	13	18	10	8	22	12	7	7	1	11	38
	2%	4%	1%	7%	4%	2%	2%	*	1%	2%	3%	2%	2%	4%	2%	1%	2%	1%	1%	10%
Mean	3.69	3.61	3.77	3.60	3.74	3.68	3.69	3.73	3.71	3.65	3.68	3.71	3.75	3.67	3.74	3.66	3.73	3.67	3.72	3.56
Standard deviation	0.51	0.56	0.44	0.62	0.49	0.52	0.51	0.45	0.47	0.51	0.53	0.50	0.48	0.54	0.46	0.53	0.46	0.55	0.47	0.63
Standard error	0.01	0.02	0.01	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.03	0.04	0.01	0.03

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 10

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? SUMMARY TABLE**

**Base: All respondents**

		My doctor listened to me	I saw the same doctor as I had seen before on each appointment	I felt I could tell my doctor anything	My doctor explained things in a way I could understand	My doctor treated me with courtesy and respect	I was given enough time to talk to my doctor in my appointment	I saw my doctor when I needed to
Unweighted base		2028	2028	2028	2028	2028	2028	2028
Weighted base		2028	2028	2028	2028	2028	2028	2028
NET: Satisfied		1741 86%	1471 73%	1588 78%	1755 87%	1804 89%	1706 84%	1582 78%
Very satisfied	(4)	1042 51%	705 35%	778 38%	1016 50%	1137 56%	974 48%	828 41%
Fairly satisfied	(3)	699 34%	766 38%	810 40%	739 36%	668 33%	732 36%	755 37%
Fairly unsatisfied	(2)	138 7%	282 14%	215 11%	137 7%	88 4%	180 9%	248 12%
Very unsatisfied	(1)	67 3%	146 7%	109 5%	55 3%	62 3%	68 3%	125 6%
NET: Unsatisfied		205 10%	428 21%	325 16%	193 9%	151 7%	248 12%	374 18%
Don't know		83 4%	129 6%	115 6%	81 4%	73 4%	75 4%	72 4%
Mean		3.40	3.07	3.18	3.39	3.47	3.34	3.17
Standard deviation		0.77	0.91	0.85	0.74	0.73	0.79	0.88
Standard error		0.02	0.02	0.02	0.02	0.02	0.02	0.02

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 11

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? My doctor listened to me**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient			
	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	Patient	Public	
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397	
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391	
NET: Satisfied	1741 86%	848 85%	892 86%	180 74%	256 79%	330 86%	303 88%	277 91%	395 92%	480 88%	485 82%	363 85%	413 88%	439 85%	456 85%	445 87%	245 84%	156 89%	1449 89%	291 75%	
Very satisfied	(4) 51%	1042 49%	483 54%	559 40%	98 43%	138 47%	180 52%	181 54%	165 66%	281 52%	281 48%	211 50%	267 57%	250 49%	270 51%	266 52%	156 53%	99 56%	909 56%	133 34%	
Fairly satisfied	(3) 34%	699 37%	366 32%	333 34%	82 36%	118 36%	150 39%	122 35%	113 37%	114 27%	196 36%	204 35%	152 36%	146 31%	188 37%	186 35%	179 35%	89 30%	57 32%	540 33%	159 41%
Fairly unsatisfied	(2) 7%	138 6%	63 7%	75 7%	34 14%	32 10%	18 5%	15 4%	18 6%	20 5%	29 5%	46 8%	37 9%	27 6%	21 4%	37 7%	39 8%	30 10%	10 6%	109 7%	29 7%
Very unsatisfied	(1) 3%	67 3%	29 3%	37 4%	7 3%	19 6%	19 5%	16 5%	4 1%	2 1%	19 4%	21 4%	11 3%	15 3%	22 4%	23 4%	9 2%	7 2%	5 3%	51 3%	16 4%
NET: Unsatisfied	205 10%	92 9%	113 11%	41 17%	51 16%	38 10%	31 9%	22 7%	22 5%	48 9%	67 11%	48 11%	42 9%	44 8%	60 11%	48 10%	38 13%	15 8%	160 10%	45 11%	
Don't know	83 4%	53 5%	29 3%	22 9%	18 5%	18 5%	11 3%	5 2%	10 2%	19 4%	36 6%	15 3%	12 3%	33 6%	19 4%	16 3%	10 3%	5 3%	28 2%	55 14%	
Mean	3.40	3.38	3.41	3.23	3.22	3.33	3.40	3.46	3.61	3.41	3.35	3.37	3.46	3.38	3.36	3.42	3.39	3.46	3.43	3.21	
Standard deviation	0.77	0.75	0.78	0.82	0.87	0.80	0.79	0.67	0.61	0.76	0.79	0.76	0.75	0.78	0.80	0.72	0.78	0.73	0.76	0.79	
Standard error	0.02	0.02	0.02	0.06	0.05	0.04	0.04	0.04	0.03	0.03	0.04	0.04	0.03	0.03	0.04	0.03	0.05	0.06	0.02	0.04	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 12

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? I saw the same doctor as I had seen before on each appointment**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Satisfied	1471 73%	730 73%	741 72%	138 57%	211 65%	286 74%	258 75%	239 78%	340 80%	402 73%	414 70%	313 73%	342 73%	349 68%	371 69%	395 78%	225 77%	130 74%	1228 75%	243 62%
Very satisfied	(4) 705 35%	321 32%	384 37%	63 26%	79 24%	113 29%	122 36%	120 40%	207 49%	183 33%	180 31%	146 34%	196 42%	176 34%	178 33%	181 36%	114 39%	56 32%	620 38%	85 22%
Fairly satisfied	(3) 766 38%	409 41%	357 35%	75 31%	132 41%	173 45%	135 39%	118 39%	132 31%	219 40%	234 40%	167 39%	146 31%	173 34%	192 36%	215 42%	111 38%	74 42%	608 37%	158 40%
Fairly unsatisfied	(2) 282 14%	130 13%	152 15%	53 22%	50 16%	47 12%	37 11%	41 13%	54 13%	80 15%	86 15%	49 11%	67 14%	81 16%	73 14%	66 13%	37 13%	25 14%	236 14%	46 12%
Very unsatisfied	(1) 146 7%	61 6%	86 8%	23 9%	39 12%	28 7%	24 7%	13 4%	20 5%	38 7%	34 6%	40 9%	35 7%	40 8%	57 11%	19 4%	17 6%	14 8%	118 7%	29 7%
NET: Unsatisfied	428 21%	190 19%	238 23%	75 31%	90 28%	75 19%	61 18%	54 18%	74 17%	117 21%	120 20%	89 21%	102 22%	121 23%	130 24%	84 17%	54 18%	39 22%	353 22%	75 19%
Don't know	129 6%	73 7%	56 5%	31 13%	23 7%	24 6%	25 7%	12 4%	13 3%	29 5%	53 9%	24 6%	23 5%	46 9%	34 6%	29 6%	13 5%	7 4%	55 3%	73 19%
Mean	3.07	3.08	3.06	2.84	2.83	3.03	3.12	3.18	3.28	3.05	3.05	3.04	3.13	3.03	2.98	3.16	3.16	3.02	3.09	2.94
Standard deviation	0.91	0.87	0.95	0.97	0.96	0.87	0.89	0.83	0.87	0.89	0.87	0.94	0.94	0.94	0.98	0.80	0.87	0.90	0.91	0.88
Standard error	0.02	0.03	0.03	0.07	0.05	0.04	0.05	0.05	0.04	0.03	0.04	0.06	0.04	0.04	0.04	0.04	0.05	0.07	0.02	0.05

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 13

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? I felt I could tell my doctor anything**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient			
	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	Patient	Public	
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397	
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391	
NET: Satisfied	1588 78%	776 78%	812 79%	140 58%	232 72%	306 80%	278 81%	264 87%	368 86%	451 82%	434 74%	328 77%	375 80%	384 75%	402 75%	431 85%	222 76%	149 85%	1333 81%	255 65%	
Very satisfied	(4) 38%	778 37%	367 40%	411 24%	57 30%	98 34%	132 39%	133 45%	136 52%	220 38%	213 36%	159 37%	198 42%	191 37%	194 36%	193 38%	128 44%	71 40%	669 41%	109 28%	
Fairly satisfied	(3) 40%	810 41%	409 39%	401 34%	83 41%	134 45%	174 42%	144 42%	128 35%	147 44%	221 38%	169 40%	177 38%	193 37%	208 39%	237 47%	94 32%	78 44%	664 41%	146 37%	
Fairly unsatisfied	(2) 11%	215 10%	101 11%	114 19%	46 15%	50 8%	32 9%	30 6%	19 9%	38 9%	47 12%	73 12%	51 9%	44 12%	60 11%	57 9%	44 13%	38 9%	164 10%	51 13%	
Very unsatisfied	(1) 5%	109 5%	47 6%	63 11%	28 8%	25 6%	25 6%	17 5%	7 2%	7 2%	22 4%	37 6%	26 6%	25 5%	32 6%	42 8%	11 2%	18 6%	6 3%	82 5%	27 7%
NET: Unsatisfied	325 16%	148 15%	176 17%	73 30%	75 23%	57 15%	47 14%	26 9%	45 11%	69 13%	109 19%	77 18%	70 15%	93 18%	99 19%	55 11%	57 19%	21 12%	247 15%	78 20%	
Don't know	115 6%	70 7%	46 4%	30 12%	17 5%	21 6%	20 6%	14 5%	14 3%	27 5%	44 8%	21 5%	22 5%	38 7%	34 6%	24 5%	14 5%	6 3%	57 3%	58 15%	
Mean	3.18	3.19	3.17	2.79	2.99	3.14	3.21	3.35	3.41	3.23	3.12	3.14	3.23	3.14	3.10	3.26	3.19	3.26	3.21	3.01	
Standard deviation	0.85	0.82	0.87	0.98	0.90	0.84	0.82	0.72	0.73	0.78	0.88	0.87	0.85	0.88	0.91	0.71	0.91	0.76	0.83	0.90	
Standard error	0.02	0.03	0.03	0.07	0.05	0.04	0.04	0.04	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.03	0.05	0.06	0.02	0.05	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 14

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? My doctor explained things in a way I could understand**

**Base: All respondents**

	Gender			Age						Social Class				Region					Patient		
	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	Patient	Public	
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397	
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391	
NET: Satisfied	1755 87%	850 86%	904 87%	179 74%	269 83%	330 86%	302 88%	282 93%	393 92%	479 87%	493 84%	369 87%	414 89%	436 85%	452 85%	457 90%	246 84%	164 93%	1466 90%	289 74%	
Very satisfied	(4) 50%	1016 45%	447 55%	569 40%	97 42%	135 44%	171 49%	169 57%	174 63%	270 52%	283 48%	280 47%	251 54%	250 48%	273 51%	242 48%	156 53%	95 54%	876 54%	140 36%	
Fairly satisfied	(3) 36%	739 41%	403 32%	335 34%	82 41%	134 41%	159 41%	133 39%	108 35%	123 29%	195 36%	213 36%	168 39%	163 35%	187 36%	179 33%	214 42%	89 31%	69 39%	590 36%	148 38%
Fairly unsatisfied	(2) 7%	137 7%	67 7%	70 7%	30 12%	29 9%	20 5%	24 7%	13 4%	21 5%	34 6%	44 7%	28 7%	31 7%	35 7%	39 7%	29 6%	31 11%	4 2%	104 6%	34 9%
Very unsatisfied	(1) 3%	55 2%	21 3%	34 3%	9 4%	12 4%	15 4%	11 3%	2 1%	5 1%	17 3%	16 3%	12 3%	10 2%	14 3%	23 4%	9 2%	6 2%	3 2%	42 3%	13 3%
NET: Unsatisfied	193 9%	88 9%	104 10%	40 16%	41 13%	36 9%	34 10%	16 5%	26 6%	50 9%	60 10%	41 10%	42 9%	49 10%	61 11%	38 7%	37 13%	7 4%	145 9%	47 12%	
Don't know	81 4%	55 6%	26 2%	24 10%	14 4%	20 5%	8 2%	7 2%	7 2%	19 3%	35 6%	16 4%	11 2%	30 6%	22 4%	14 3%	10 3%	5 3%	25 2%	55 14%	
Mean	3.39	3.36	3.43	3.22	3.27	3.33	3.37	3.52	3.57	3.41	3.37	3.36	3.44	3.38	3.37	3.39	3.40	3.50	3.43	3.24	
Standard deviation	0.74	0.71	0.77	0.84	0.79	0.76	0.75	0.62	0.65	0.75	0.75	0.74	0.72	0.75	0.81	0.69	0.77	0.64	0.73	0.79	
Standard error	0.02	0.02	0.02	0.06	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.04	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.04	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 15

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? My doctor treated me with courtesy and respect**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Satisfied	1804 89%	871 88%	933 90%	191 78%	269 83%	339 88%	312 91%	287 94%	406 95%	490 89%	499 85%	387 91%	428 92%	445 86%	470 88%	465 91%	263 90%	161 91%	1510 92%	294 75%
Very satisfied	(4) 1137 56%	518 52%	619 60%	100 41%	140 43%	207 54%	195 57%	190 62%	305 71%	326 60%	306 52%	216 51%	289 62%	276 54%	309 58%	285 56%	161 55%	105 60%	991 61%	146 37%
Fairly satisfied	(3) 668 33%	353 36%	314 30%	91 37%	129 40%	133 34%	117 34%	97 32%	101 24%	164 30%	193 33%	172 40%	139 30%	169 33%	161 30%	180 35%	102 35%	56 32%	520 32%	148 38%
Fairly unsatisfied	(2) 88 4%	44 4%	45 4%	17 7%	22 7%	13 3%	14 4%	10 3%	12 3%	24 4%	30 5%	17 4%	17 4%	23 4%	25 5%	22 4%	10 3%	9 5%	57 4%	31 8%
Very unsatisfied	(1) 62 3%	29 3%	33 3%	14 6%	20 6%	15 4%	9 3%	2 1%	3 1%	16 3%	25 4%	10 2%	11 2%	17 3%	24 4%	9 2%	10 4%	1 1%	45 3%	17 4%
NET: Unsatisfied	151 7%	72 7%	78 8%	31 13%	41 13%	28 7%	24 7%	12 4%	15 3%	40 7%	55 9%	27 6%	28 6%	40 8%	49 9%	31 6%	20 7%	10 6%	103 6%	48 12%
Don't know	73 4%	50 5%	23 2%	22 9%	14 4%	18 5%	9 2%	5 2%	6 1%	17 3%	34 6%	11 3%	11 2%	30 6%	16 3%	13 3%	10 3%	5 3%	24 1%	50 13%
Mean	3.47	3.44	3.50	3.25	3.25	3.45	3.48	3.59	3.68	3.51	3.41	3.43	3.55	3.45	3.45	3.49	3.46	3.55	3.52	3.24
Standard deviation	0.73	0.72	0.73	0.85	0.84	0.75	0.71	0.59	0.56	0.72	0.79	0.69	0.68	0.75	0.79	0.67	0.74	0.63	0.70	0.81
Standard error	0.02	0.02	0.02	0.06	0.05	0.04	0.04	0.03	0.03	0.03	0.04	0.04	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.04

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 16

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? I was given enough time to talk to my doctor in my appointment**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Satisfied	1706 84%	838 84%	868 84%	179 74%	246 76%	322 84%	296 86%	274 90%	390 91%	455 83%	482 82%	360 84%	410 88%	411 80%	444 83%	447 88%	247 84%	157 89%	1428 87%	277 71%
Very satisfied	(4) 974 48%	455 46%	519 50%	90 37%	132 41%	163 42%	172 50%	159 52%	258 60%	269 49%	270 46%	197 46%	238 51%	232 45%	253 47%	258 51%	139 48%	92 52%	852 52%	122 31%
Fairly satisfied	(3) 732 36%	382 38%	349 34%	89 37%	113 35%	159 41%	124 36%	114 38%	132 31%	186 34%	212 36%	162 38%	172 37%	179 35%	192 36%	189 37%	107 37%	65 37%	576 35%	156 40%
Fairly unsatisfied	(2) 180 9%	82 8%	98 9%	31 13%	47 15%	30 8%	27 8%	19 6%	25 6%	57 10%	49 8%	41 10%	33 7%	52 10%	47 9%	43 8%	28 10%	10 6%	134 8%	45 12%
Very unsatisfied	(1) 68 3%	25 2%	43 4%	10 4%	19 6%	16 4%	13 4%	5 2%	4 1%	19 3%	23 4%	14 3%	12 3%	23 4%	28 5%	6 1%	8 3%	4 2%	51 3%	17 4%
NET: Unsatisfied	248 12%	106 11%	141 14%	41 17%	66 20%	46 12%	41 12%	24 8%	30 7%	75 14%	72 12%	55 13%	45 10%	74 14%	75 14%	49 10%	36 12%	14 8%	185 11%	62 16%
Don't know	75 4%	50 5%	25 2%	23 9%	12 4%	18 5%	8 2%	6 2%	7 2%	17 3%	34 6%	11 3%	12 3%	31 6%	16 3%	13 3%	10 3%	5 3%	23 1%	51 13%
Mean	3.34	3.34	3.33	3.18	3.15	3.27	3.35	3.43	3.53	3.33	3.32	3.31	3.40	3.28	3.29	3.41	3.34	3.43	3.38	3.12
Standard deviation	0.79	0.75	0.82	0.84	0.89	0.79	0.79	0.69	0.66	0.81	0.80	0.78	0.74	0.83	0.84	0.70	0.77	0.71	0.77	0.82
Standard error	0.02	0.02	0.03	0.06	0.05	0.04	0.04	0.04	0.03	0.03	0.04	0.05	0.03	0.04	0.04	0.03	0.05	0.05	0.02	0.04



## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 17

**Q.3 In terms of your own personal experiences, how satisfied, or otherwise, are you that each of the following, if any, took place when you last used a healthcare service? I saw my doctor when I needed to**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient			
	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	Patient	Public	
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397	
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391	
NET: Satisfied	1582 78%	774 78%	808 78%	179 74%	232 72%	290 75%	272 79%	245 81%	364 85%	442 81%	443 75%	321 75%	375 80%	383 74%	406 76%	425 84%	240 82%	127 72%	1319 81%	263 67%	
Very satisfied	(4) 41%	828 40%	402 41%	426 37%	90 36%	117 36%	128 33%	140 41%	128 42%	225 53%	221 40%	231 39%	167 39%	209 45%	188 37%	231 43%	211 42%	133 45%	65 37%	722 44%	106 27%
Fairly satisfied	(3) 37%	755 38%	373 37%	382 37%	89 37%	115 36%	161 42%	132 38%	117 39%	139 33%	221 40%	212 36%	155 36%	166 36%	195 38%	176 33%	214 42%	108 37%	63 36%	597 36%	158 40%
Fairly unsatisfied	(2) 12%	248 11%	110 13%	138 11%	26 17%	55 17%	48 12%	41 12%	39 13%	39 9%	60 11%	70 12%	70 16%	48 10%	64 12%	73 14%	55 11%	25 9%	31 18%	199 12%	49 12%
Very unsatisfied	(1) 6%	125 6%	62 6%	64 6%	15 6%	25 8%	30 8%	22 6%	17 5%	17 4%	28 5%	41 7%	25 6%	32 7%	39 8%	41 8%	15 3%	17 6%	12 7%	96 6%	29 7%
NET: Unsatisfied	374 18%	172 17%	202 20%	41 17%	80 25%	78 20%	63 18%	56 18%	56 13%	89 16%	111 19%	95 22%	80 17%	103 20%	114 21%	70 14%	42 14%	43 25%	296 18%	78 20%	
Don't know	72 4%	47 5%	25 2%	23 10%	12 4%	17 4%	9 3%	4 1%	7 2%	17 3%	34 6%	10 2%	11 2%	29 6%	15 3%	13 3%	10 3%	5 3%	23 1%	50 13%	
Mean	3.17	3.18	3.16	3.16	3.04	3.05	3.16	3.18	3.36	3.20	3.14	3.11	3.22	3.09	3.14	3.25	3.26	3.05	3.20	3.00	
Standard deviation	0.88	0.88	0.89	0.88	0.93	0.90	0.88	0.86	0.81	0.84	0.90	0.89	0.89	0.91	0.94	0.77	0.86	0.92	0.88	0.89	
Standard error	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.05	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.03	0.05	0.07	0.02	0.05	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 18

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? SUMMARY TABLE**

**Base: All respondents**

		An open and honest explanation of what went wrong	Ensuring that the problem is corrected	Those responsible learn the lessons in order to prevent it happening again	Financial compensation for you	Disciplining those responsible
	An apology					
Unweighted base	2028	2028	2028	2028	2028	2028
Weighted base	2028	2028	2028	2028	2028	2028
NET: Important	1834 90%	1922 95%	1928 95%	1915 94%	1062 52%	1531 76%
Very important	(4) 1307 64%	1655 82%	1726 85%	1580 78%	470 23%	788 39%
Fairly important	(3) 527 26%	268 13%	203 10%	335 17%	592 29%	743 37%
Not particularly important	(2) 93 5%	25 1%	29 1%	36 2%	688 34%	327 16%
Not at all imp- ortant	(1) 21 1%	13 1%	4 *	6 *	111 5%	37 2%
NET: Not important	114 6%	38 2%	34 2%	41 2%	800 39%	364 18%
Don't know	80 4%	68 3%	66 3%	71 4%	166 8%	133 7%
Mean	3.60	3.82	3.86	3.78	2.76	3.20
Standard deviation	0.63	0.46	0.40	0.47	0.90	0.79
Standard error	0.01	0.01	0.01	0.01	0.02	0.02

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 19

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? An apology**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1834 90%	852 86%	981 95%	211 87%	289 89%	338 88%	316 92%	287 94%	393 92%	487 89%	530 90%	391 92%	426 91%	454 88%	492 92%	457 90%	266 91%	165 94%	1524 93%	309 79%
Very important	(4) 1307 64%	565 57%	742 72%	146 60%	214 66%	236 61%	226 66%	208 68%	277 65%	328 60%	370 63%	284 67%	324 69%	332 64%	364 68%	306 60%	196 67%	109 62%	1102 67%	205 52%
Fairly important	(3) 527 26%	288 29%	239 23%	65 27%	75 23%	102 26%	89 26%	80 26%	116 27%	158 29%	159 27%	107 25%	102 22%	122 24%	127 24%	151 30%	70 24%	56 32%	422 26%	104 27%
Not particularly important	(2) 93 5%	72 7%	22 2%	10 4%	15 5%	23 6%	19 6%	12 4%	14 3%	33 6%	19 3%	19 4%	23 5%	26 5%	14 3%	35 7%	13 4%	6 3%	66 4%	27 7%
Not at all important	(1) 21 1%	16 2%	4 *	3 1%	5 1%	1 *	4 1%	2 1%	6 2%	6 1%	8 1%	2 1%	4 1%	9 2%	3 1%	5 1%	3 1%	* *	15 1%	6 2%
NET: Not important	114 6%	88 9%	26 3%	13 5%	20 6%	23 6%	23 7%	14 5%	21 5%	39 7%	27 5%	21 5%	27 6%	35 7%	18 3%	40 8%	16 5%	6 3%	81 5%	33 9%
Don't know	80 4%	53 5%	27 3%	19 8%	16 5%	23 6%	6 2%	3 1%	13 3%	22 4%	32 5%	13 3%	14 3%	26 5%	26 5%	12 2%	11 4%	5 3%	31 2%	48 12%
Mean	3.60	3.49	3.71	3.58	3.61	3.59	3.59	3.64	3.60	3.54	3.60	3.63	3.65	3.59	3.67	3.52	3.63	3.60	3.63	3.48
Standard deviation	0.63	0.71	0.53	0.65	0.66	0.62	0.65	0.59	0.64	0.67	0.63	0.60	0.62	0.68	0.56	0.67	0.63	0.56	0.61	0.72
Standard error	0.01	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.02	0.04

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 20

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? An open and honest explanation of what went wrong**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1922	919	1003	216	301	357	334	301	413	516	550	404	452	477	505	489	280	170	1594	328
	95%	92%	97%	89%	93%	93%	97%	99%	97%	94%	94%	95%	97%	93%	94%	96%	96%	97%	97%	84%
Very important	(4) 1655	761	894	176	251	294	287	269	377	452	476	335	391	412	441	404	252	145	1392	262
	82%	77%	86%	72%	77%	76%	83%	88%	88%	83%	81%	79%	84%	80%	82%	79%	86%	83%	85%	67%
Fairly important	(3) 268	158	110	40	50	63	47	32	36	64	74	69	60	65	64	85	29	25	202	65
	13%	16%	11%	16%	15%	16%	14%	11%	8%	12%	13%	16%	13%	13%	12%	17%	10%	14%	12%	17%
Not particularly important	(2) 25	21	4	6	4	5	5	1	4	9	5	7	4	4	8	7	4	1	15	10
	1%	2%	*	2%	1%	1%	1%	*	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	3%
Not at all important	(1) 13	9	4	2	9	-	-	-	2	5	4	4	-	9	1	3	-	*	4	9
	1%	1%	*	1%	3%	-	-	-	1%	1%	1%	1%	-	2%	*	1%	-	*	*	2%
NET: Not important	38	30	8	8	13	5	5	1	7	14	10	10	4	12	9	10	4	1	19	19
	2%	3%	1%	3%	4%	1%	1%	*	2%	3%	2%	2%	1%	2%	2%	2%	2%	1%	1%	5%
Don't know	68	45	23	19	10	23	6	3	7	18	28	11	11	26	21	9	8	4	23	45
	3%	4%	2%	8%	3%	6%	2%	1%	2%	3%	5%	3%	2%	5%	4%	2%	3%	2%	1%	11%
Mean	3.82	3.76	3.87	3.74	3.73	3.80	3.83	3.89	3.88	3.82	3.83	3.77	3.85	3.80	3.84	3.78	3.87	3.84	3.85	3.68
Standard deviation	0.46	0.53	0.38	0.55	0.63	0.44	0.41	0.32	0.40	0.49	0.46	0.51	0.38	0.53	0.43	0.49	0.38	0.40	0.40	0.65
Standard error	0.01	0.02	0.01	0.04	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.01	0.03

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 21

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? Ensuring that the problem is corrected**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1928	922	1006	214	303	356	336	300	419	519	550	405	455	481	508	488	280	171	1603	326
	95%	93%	97%	88%	94%	92%	98%	99%	98%	95%	93%	95%	98%	93%	95%	96%	96%	97%	98%	83%
Very important	(4) 1726	810	916	178	263	317	301	279	388	465	485	358	417	429	459	427	257	153	1459	267
	85%	81%	89%	73%	81%	82%	87%	92%	91%	85%	82%	84%	89%	83%	86%	84%	88%	87%	89%	68%
Fairly important	(3) 203	113	90	36	40	39	35	21	31	54	65	46	38	52	48	61	23	18	144	58
	10%	11%	9%	15%	12%	10%	10%	7%	7%	10%	11%	11%	10%	10%	9%	12%	8%	10%	9%	15%
Not particularly important	(2) 29	27	2	9	9	7	4	1	-	7	9	11	2	9	6	10	4	1	11	19
	1%	3%	*	4%	3%	2%	1%	*	-	1%	2%	3%	*	2%	1%	2%	1%	*	1%	5%
Not at all important	(1) 4	3	2	1	3	-	-	-	1	3	1	-	-	1	1	2	-	-	1	3
	*	*	*	*	1%	-	-	-	*	1%	*	-	-	*	*	*	-	-	*	1%
NET: Not important	34	29	4	10	11	7	4	1	1	11	10	11	2	10	7	12	4	1	12	22
	2%	3%	*	4%	4%	2%	1%	*	*	2%	2%	3%	*	2%	1%	2%	1%	*	1%	6%
Don't know	66	42	24	20	10	22	4	3	7	18	28	10	10	24	21	8	9	5	22	43
	3%	4%	2%	8%	3%	6%	1%	1%	2%	3%	5%	2%	2%	5%	4%	2%	3%	3%	1%	11%
Mean	3.86	3.82	3.90	3.75	3.79	3.85	3.87	3.92	3.92	3.85	3.85	3.84	3.91	3.85	3.88	3.82	3.89	3.89	3.90	3.70
Standard deviation	0.40	0.47	0.32	0.54	0.52	0.40	0.37	0.27	0.30	0.44	0.42	0.44	0.30	0.43	0.38	0.46	0.35	0.32	0.33	0.61
Standard error	0.01	0.02	0.01	0.04	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.01	0.02	0.02	0.02	0.02	0.03	0.01	0.03

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 22

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? Those responsible learn the lessons in order to prevent it happening again**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1915 94%	916 92%	999 97%	211 87%	305 94%	353 92%	336 97%	297 98%	413 97%	515 94%	548 93%	407 96%	446 95%	478 93%	504 94%	486 95%	277 95%	170 97%	1584 97%	331 85%
Very important	(4) 78%	1580 73%	720 83%	141 58%	241 74%	289 75%	281 81%	263 86%	366 86%	422 77%	440 75%	327 77%	392 84%	385 75%	421 79%	391 77%	239 82%	144 82%	1342 82%	238 61%
Fairly important	(3) 17%	335 20%	196 13%	70 29%	64 20%	64 17%	55 16%	35 11%	47 11%	92 17%	109 18%	80 19%	54 12%	94 18%	83 16%	95 19%	37 13%	26 15%	242 15%	93 24%
Not particularly important	(2) 2%	36 2%	29 3%	7 1%	12 5%	6 2%	9 2%	4 1%	2 1%	4 1%	10 2%	10 2%	7 2%	9 2%	9 1%	12 2%	6 2%	2 1%	22 1%	14 4%
Not at all important	(1) *	6 *	3 *	- *	4 1%	- *	- *	- *	1 *	2 *	3 *	- *	1 *	2 *	1 *	1 *	- *	1 *	2 *	3 1%
NET: Not important	41 2%	32 3%	9 1%	12 5%	10 3%	9 2%	4 1%	2 1%	5 1%	12 2%	12 2%	7 2%	9 2%	11 2%	9 2%	13 3%	6 2%	2 1%	24 1%	17 4%
Don't know	71 4%	45 5%	26 3%	20 8%	9 3%	23 6%	5 2%	5 2%	9 2%	21 4%	27 5%	12 3%	12 3%	26 5%	22 4%	10 2%	10 3%	3 2%	28 2%	43 11%
Mean	3.78	3.72	3.84	3.57	3.72	3.77	3.82	3.87	3.86	3.77	3.76	3.77	3.84	3.76	3.80	3.76	3.82	3.81	3.82	3.62
Standard deviation	0.47	0.53	0.40	0.60	0.57	0.47	0.41	0.35	0.39	0.49	0.50	0.46	0.43	0.50	0.45	0.50	0.43	0.45	0.43	0.61
Standard error	0.01	0.02	0.01	0.04	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.01	0.03

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 23

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? Financial compensation for you**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1062	515	547	154	203	211	191	152	151	254	323	244	241	277	273	277	155	80	850	212
	52%	52%	53%	63%	63%	55%	56%	50%	35%	46%	55%	57%	52%	54%	51%	54%	53%	45%	52%	54%
Very important	(4) 470	232	238	84	106	90	84	65	41	98	141	120	111	141	125	111	68	24	375	95
	23%	23%	23%	35%	33%	23%	24%	21%	10%	18%	24%	28%	24%	27%	23%	22%	23%	14%	23%	24%
Fairly important	(3) 592	282	310	70	97	121	107	87	110	156	181	124	131	136	148	166	86	55	474	117
	29%	28%	30%	29%	30%	31%	31%	28%	26%	28%	31%	29%	28%	26%	28%	33%	29%	32%	29%	30%
Not particularly important	(2) 688	336	352	56	89	122	111	107	203	216	183	129	159	163	189	172	103	61	585	103
	34%	34%	34%	23%	27%	32%	32%	35%	48%	40%	31%	30%	34%	32%	35%	34%	35%	35%	36%	26%
Not at all important	(1) 111	54	57	10	16	14	17	21	34	35	28	18	31	26	21	29	15	21	97	15
	5%	5%	6%	4%	5%	4%	5%	7%	8%	6%	5%	4%	7%	5%	4%	6%	5%	12%	6%	4%
NET: Not important	800	390	409	66	104	136	128	129	237	251	211	147	190	189	210	201	117	82	682	118
	39%	39%	40%	27%	32%	35%	37%	42%	55%	46%	36%	35%	41%	37%	39%	40%	40%	47%	42%	30%
Don't know	166	89	78	23	17	39	25	24	39	42	54	35	35	49	52	30	21	14	105	61
	8%	9%	8%	9%	5%	10%	7%	8%	9%	8%	9%	8%	7%	9%	10%	6%	7%	8%	6%	16%
Mean	2.76	2.77	2.76	3.04	2.95	2.83	2.81	2.70	2.41	2.63	2.82	2.88	2.74	2.84	2.78	2.75	2.77	2.52	2.74	2.89
Standard deviation	0.90	0.90	0.89	0.90	0.92	0.86	0.89	0.91	0.79	0.87	0.89	0.90	0.92	0.92	0.88	0.88	0.89	0.90	0.90	0.88
Standard error	0.02	0.03	0.03	0.07	0.05	0.04	0.05	0.05	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.05	0.07	0.02	0.05	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 24

**Q.4 If something went wrong when you were receiving medical treatment or medication, how important, or otherwise would it be to you that each of the following took place? Disciplining those responsible**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Important	1531	683	848	176	260	294	257	227	317	371	443	344	373	379	402	399	226	125	1262	269
	76%	69%	82%	73%	80%	76%	75%	75%	74%	68%	75%	81%	80%	74%	75%	78%	77%	71%	77%	69%
Very important	(4) 788	321	467	98	131	132	140	123	164	187	219	161	222	203	218	198	116	52	650	138
	39%	32%	45%	40%	40%	34%	41%	40%	39%	34%	37%	38%	48%	39%	41%	39%	40%	30%	40%	35%
Fairly important	(3) 743	362	381	78	129	162	117	105	152	184	225	183	151	176	184	201	110	72	612	131
	37%	36%	37%	32%	40%	42%	34%	34%	36%	34%	38%	43%	32%	34%	34%	39%	38%	41%	37%	33%
Not particularly important	(2) 327	206	121	36	47	57	59	52	76	120	93	57	57	78	86	79	47	37	277	51
	16%	21%	12%	15%	14%	15%	17%	17%	18%	22%	16%	13%	12%	15%	16%	16%	16%	21%	17%	13%
Not at all important	(1) 37	28	9	6	5	2	10	8	5	14	10	2	11	15	7	9	1	4	24	12
	2%	3%	1%	3%	2%	1%	3%	3%	1%	3%	2%	*	2%	3%	1%	2%	*	2%	1%	3%
NET: Not important	364	234	130	43	52	59	70	60	81	134	103	59	68	93	94	88	47	42	301	63
	18%	24%	13%	18%	16%	15%	20%	20%	19%	24%	17%	14%	15%	18%	17%	17%	16%	24%	18%	16%
Don't know	133	76	56	24	13	32	17	17	29	43	42	23	25	43	40	22	19	10	74	59
	7%	8%	5%	10%	4%	8%	5%	6%	7%	8%	7%	5%	5%	8%	7%	4%	6%	6%	5%	15%
Mean	3.20	3.06	3.34	3.22	3.24	3.20	3.18	3.19	3.20	3.08	3.20	3.25	3.32	3.20	3.24	3.21	3.25	3.04	3.21	3.19
Standard deviation	0.79	0.83	0.72	0.83	0.76	0.72	0.84	0.83	0.78	0.84	0.78	0.71	0.80	0.83	0.79	0.77	0.74	0.80	0.78	0.83
Standard error	0.02	0.03	0.02	0.06	0.04	0.04	0.05	0.05	0.04	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.02	0.04



## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 25

**Q.5 Thinking about any errors or mistakes you may have experienced in your treatment or medication, which of the following, if any, took place?**

**Base: All respondents**

	Gender			Age						Social Class				Region					Patient	
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
I have no personal experience of an error or mistake	1381 68%	677 68%	704 68%	150 62%	221 68%	259 67%	234 68%	212 70%	305 71%	364 67%	413 70%	299 70%	305 65%	337 65%	365 68%	337 66%	209 71%	133 76%	1132 69%	248 64%
The problem was corrected	135 7%	62 6%	73 7%	17 7%	17 5%	22 6%	21 6%	25 8%	33 8%	39 7%	37 6%	27 6%	33 7%	40 8%	38 7%	26 5%	24 8%	7 4%	120 7%	15 4%
I received an apology	100 5%	47 5%	53 5%	16 7%	14 4%	13 3%	16 5%	18 6%	23 5%	26 5%	34 6%	22 5%	18 4%	24 5%	28 5%	26 5%	17 6%	5 3%	88 5%	12 3%
I received an open and honest explanation of what went wrong	87 4%	42 4%	45 4%	9 4%	12 4%	8 2%	14 4%	26 8%	18 4%	24 4%	28 5%	22 5%	12 3%	29 6%	26 5%	12 2%	12 4%	8 5%	73 4%	14 3%
I felt those responsible learnt the lessons to prevent the same thing happening again	62 3%	30 3%	32 3%	11 4%	8 2%	8 2%	8 2%	12 4%	15 3%	23 4%	16 3%	13 3%	10 2%	21 4%	8 2%	18 4%	11 4%	4 2%	54 3%	8 2%
Those involved with the error were disciplined	34 2%	20 2%	13 1%	5 2%	8 2%	7 2%	4 1%	4 1%	6 1%	7 1%	14 2%	8 2%	5 1%	5 1%	12 2%	12 2%	4 1%	1 *	32 2%	1 *
I received financial compensation	16 1%	10 1%	6 1%	1 1%	4 1%	4 1%	1 *	* *	6 1%	6 1%	3 1%	4 1%	3 1%	7 1%	6 1%	3 1%	- -	1 *	11 1%	5 1%
None of the above	389 19%	185 19%	204 20%	55 23%	63 20%	90 23%	64 18%	54 18%	63 15%	104 19%	106 18%	68 16%	110 24%	97 19%	104 19%	110 22%	51 17%	27 15%	286 17%	103 26%

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 26

**Q.6 Thinking about who should be responsible for treatment decisions, which ONE of the following statements do you think is most appropriate?**

**Base: All respondents**

	Gender			Age						Social Class				Region					Patient	
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
I think only my doctor should be responsible for decisions about my treatment	326 16%	182 18%	144 14%	33 14%	57 18%	50 13%	64 19%	52 17%	70 16%	85 15%	88 15%	71 17%	83 18%	76 15%	81 15%	74 15%	64 22%	31 18%	259 16%	67 17%
I think I should share responsibility with my doctor for decisions about my treatment	1512 75%	707 71%	805 78%	167 69%	229 71%	289 75%	259 75%	237 78%	331 78%	420 77%	435 74%	324 76%	333 71%	382 74%	391 73%	394 77%	211 72%	134 76%	1260 77%	253 65%
I think only I should be responsible for decisions about my treatment	84 4%	41 4%	42 4%	15 6%	19 6%	19 5%	9 3%	12 4%	10 2%	17 3%	30 5%	13 3%	23 5%	23 5%	36 7%	16 3%	4 1%	5 3%	65 4%	19 5%
Don't know	106 5%	63 6%	43 4%	28 11%	20 6%	27 7%	12 4%	4 1%	15 4%	25 5%	36 6%	18 4%	27 6%	34 7%	28 5%	25 5%	13 5%	6 3%	53 3%	53 13%

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 27

**Q.7 To what extent do you agree or disagree with each of the following statements?**

#### SUMMARY TABLE

Base: All respondents

		I believe the doctor knows best and trust him/her to get on with it	I feel comfortable challenging my doctor's opinion and or advice	Doctors are treated unfairly in the media	It is the role of the media to report on examples of bad practice by medical professionals	Stories about doctors in the media accurately reflects the profession as a whole	Negative stories I have seen about doctors in the media do not reflect my experience of doctors overall
Unweighted base		2028	2028	2028	2028	2028	2028
Weighted base		2028	2028	2028	2028	2028	2028
NET: Agree		1616 80%	1304 64%	776 38%	1412 70%	482 24%	1610 79%
Agree strongly	(+2)	444 22%	301 15%	169 8%	400 20%	118 6%	550 27%
Agree	(+1)	1172 58%	1003 49%	607 30%	1012 50%	364 18%	1060 52%
Disagree	(-1)	237 12%	508 25%	690 34%	288 14%	905 45%	160 8%
Disagree strongly	(-2)	41 2%	45 2%	44 2%	49 2%	195 10%	26 1%
NET: Disagree		278 14%	554 27%	734 36%	337 17%	1101 54%	186 9%
Don't know		134 7%	170 8%	518 26%	279 14%	446 22%	232 11%
Mean		0.92	0.54	0.11	0.82	-0.44	1.09
Standard deviation		0.96	1.13	1.19	1.05	1.18	0.89
Standard error		0.02	0.03	0.03	0.03	0.03	0.02

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 28

**Q.7 To what extent do you agree or disagree with each of the following statements?**

**I believe the doctor knows best and trust him/her to get on with it**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Agree	1616 80%	801 81%	815 79%	191 79%	255 79%	294 76%	279 81%	242 79%	354 83%	416 76%	459 78%	349 82%	392 84%	385 75%	431 80%	424 83%	236 81%	139 79%	1338 82%	278 71%
Agree strongly (+2)	444 22%	241 24%	203 20%	58 24%	78 24%	59 15%	68 20%	57 19%	124 29%	92 17%	108 18%	111 26%	133 28%	110 21%	128 24%	112 22%	63 22%	30 17%	377 23%	67 17%
Agree (+1)	1172 58%	560 56%	612 59%	134 55%	177 55%	235 61%	212 61%	185 61%	230 54%	324 59%	351 60%	238 56%	259 55%	275 53%	303 57%	312 61%	173 59%	109 62%	961 59%	211 54%
Disagree (-1)	237 12%	103 10%	134 13%	22 9%	33 10%	43 11%	47 14%	45 15%	47 11%	79 14%	71 12%	40 9%	46 10%	70 13%	60 11%	48 9%	38 13%	22 12%	196 12%	40 10%
Disagree strongly (-2)	41 2%	15 2%	26 3%	2 1%	7 2%	11 3%	5 1%	6 2%	11 2%	17 3%	12 2%	5 1%	7 1%	13 3%	18 3%	8 2%	2 1%	*	31 2%	11 3%
NET: Disagree	278 14%	118 12%	160 15%	25 10%	40 12%	54 14%	52 15%	51 17%	58 13%	96 18%	84 14%	45 11%	53 11%	83 16%	77 14%	56 11%	40 14%	22 13%	227 14%	51 13%
Don't know	134 7%	74 7%	60 6%	27 11%	29 9%	37 10%	14 4%	12 4%	15 3%	35 6%	45 8%	32 8%	22 5%	47 9%	27 5%	29 6%	16 6%	15 8%	72 4%	62 16%
Mean	0.92	0.99	0.85	1.03	0.97	0.83	0.88	0.83	1.00	0.77	0.87	1.04	1.04	0.85	0.91	0.99	0.93	0.91	0.93	0.86
Standard deviation	0.96	0.93	0.99	0.88	0.97	0.96	0.94	0.98	1.00	1.02	0.96	0.90	0.92	1.03	1.01	0.88	0.92	0.86	0.96	0.98
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.06	0.05	0.04	0.04	0.05	0.04	0.05	0.05	0.04	0.05	0.07	0.02	0.05

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 29

**Q.7 To what extent do you agree or disagree with each of the following statements?**

**I feel comfortable challenging my doctor's opinion and or advice**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Agree	1304 64%	626 63%	677 65%	133 55%	189 58%	241 62%	232 67%	209 69%	300 70%	387 71%	381 65%	256 60%	280 60%	339 66%	352 66%	331 65%	164 56%	117 66%	1080 66%	224 57%
Agree strongly (+2)	301 15%	140 14%	161 16%	42 17%	54 17%	53 14%	37 11%	49 16%	64 15%	78 14%	83 14%	69 16%	71 15%	90 17%	78 15%	74 15%	37 13%	21 12%	249 15%	52 13%
Agree (+1)	1003 49%	486 49%	517 50%	91 37%	134 41%	187 49%	195 57%	160 53%	236 55%	309 56%	298 51%	187 44%	209 45%	249 48%	274 51%	257 50%	127 44%	96 54%	831 51%	172 44%
Disagree (-1)	508 25%	235 24%	274 26%	72 29%	87 27%	92 24%	85 25%	74 24%	98 23%	118 21%	145 25%	115 27%	130 28%	119 23%	131 25%	131 26%	82 28%	45 26%	421 26%	87 22%
Disagree strongly (-2)	45 2%	26 3%	19 2%	8 3%	10 3%	10 3%	8 2%	3 1%	6 1%	7 1%	16 3%	6 1%	16 3%	13 3%	10 2%	8 2%	10 3%	4 2%	37 2%	8 2%
NET: Disagree	554 27%	261 26%	293 28%	80 33%	97 30%	103 27%	93 27%	78 26%	104 24%	125 23%	161 27%	122 29%	146 31%	133 26%	142 26%	139 27%	91 31%	49 28%	459 28%	95 24%
Don't know	170 8%	106 11%	64 6%	31 13%	38 12%	42 11%	19 6%	17 6%	23 5%	36 7%	46 8%	48 11%	41 9%	44 8%	41 8%	39 8%	36 12%	10 6%	98 6%	72 18%
Mean	0.54	0.54	0.54	0.41	0.48	0.53	0.52	0.62	0.63	0.65	0.53	0.52	0.45	0.60	0.56	0.55	0.39	0.52	0.54	0.54
Standard deviation	1.13	1.13	1.12	1.25	1.21	1.13	1.07	1.08	1.06	1.04	1.13	1.15	1.19	1.14	1.11	1.11	1.18	1.09	1.13	1.13
Standard error	0.03	0.04	0.04	0.09	0.07	0.06	0.06	0.06	0.06	0.04	0.05	0.07	0.06	0.05	0.05	0.05	0.07	0.09	0.03	0.06

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 30

**Q.7 To what extent do you agree or disagree with each of the following statements?**

**Doctors are treated unfairly in the media**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Agree	776 38%	427 43%	348 34%	96 40%	119 37%	133 34%	133 39%	133 44%	161 38%	198 36%	226 38%	157 37%	195 42%	181 35%	202 38%	215 42%	116 40%	62 35%	636 39%	139 36%
Agree strongly (+2)	169 8%	94 9%	75 7%	42 17%	31 9%	13 3%	22 6%	30 10%	31 7%	42 8%	38 7%	47 11%	41 9%	47 9%	37 7%	52 10%	24 8%	8 4%	136 8%	32 8%
Agree (+1)	607 30%	334 34%	273 26%	54 22%	89 27%	120 31%	111 32%	104 34%	129 30%	156 28%	188 32%	110 26%	154 33%	134 26%	164 31%	163 32%	91 31%	54 31%	500 31%	107 27%
Disagree (-1)	690 34%	330 33%	360 35%	72 30%	106 33%	127 33%	121 35%	94 31%	169 40%	217 40%	194 33%	142 33%	137 29%	193 37%	182 34%	161 32%	80 27%	74 42%	580 35%	111 28%
Disagree strongly (-2)	44 2%	24 2%	19 2%	7 3%	6 2%	11 3%	4 1%	5 2%	9 2%	16 3%	14 2%	6 1%	8 2%	14 3%	12 2%	9 2%	5 2%	4 2%	32 2%	12 3%
NET: Disagree	734 36%	355 36%	379 37%	79 33%	113 35%	139 36%	126 36%	99 33%	179 42%	233 43%	208 35%	148 35%	145 31%	207 40%	194 36%	170 33%	85 29%	78 44%	611 37%	123 31%
Don't know	518 26%	211 21%	307 30%	68 28%	92 28%	114 30%	86 25%	72 24%	87 20%	117 21%	154 26%	121 28%	127 27%	127 25%	139 26%	124 24%	92 31%	36 20%	389 24%	129 33%
Mean	0.11	0.18	0.03	0.29	0.14	-0.02	0.10	0.25	0.01	-0.02	0.10	0.17	0.24	0.02	0.08	0.23	0.25	-0.09	0.10	0.14
Standard deviation	1.19	1.19	1.18	1.33	1.21	1.13	1.14	1.18	1.17	1.18	1.16	1.23	1.17	1.21	1.17	1.19	1.18	1.12	1.18	1.22
Standard error	0.03	0.04	0.04	0.11	0.08	0.06	0.07	0.08	0.07	0.05	0.06	0.08	0.06	0.06	0.06	0.06	0.08	0.10	0.03	0.07

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 31

**Q.7 To what extent do you agree or disagree with each of the following statements?**  
**It is the role of the media to report on examples of bad practice by medical professionals**  
**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Agree	1412 70%	719 72%	693 67%	131 54%	193 60%	250 65%	244 71%	245 80%	350 82%	392 72%	398 68%	284 67%	338 72%	384 75%	349 65%	365 72%	191 65%	124 70%	1180 72%	233 60%
Agree strongly (+2)	400 20%	200 20%	200 19%	44 18%	58 18%	63 16%	60 17%	73 24%	102 24%	104 19%	107 18%	89 21%	100 21%	117 23%	113 21%	86 17%	52 18%	32 18%	343 21%	58 15%
Agree (+1)	1012 50%	518 52%	494 48%	87 36%	135 42%	186 48%	184 53%	172 57%	249 58%	288 53%	291 50%	195 46%	238 51%	267 52%	237 44%	279 55%	138 47%	92 52%	837 51%	175 45%
Disagree (-1)	288 14%	129 13%	159 15%	49 20%	63 19%	54 14%	52 15%	35 12%	34 8%	76 14%	100 17%	54 13%	58 12%	56 11%	90 17%	77 15%	38 13%	26 15%	243 15%	45 12%
Disagree strongly (-2)	49 2%	22 2%	27 3%	8 3%	12 4%	16 4%	5 1%	4 1%	5 1%	15 3%	17 3%	7 2%	9 2%	9 2%	14 3%	9 2%	9 3%	7 4%	28 2%	21 5%
NET: Disagree	337 17%	152 15%	185 18%	56 23%	75 23%	70 18%	57 17%	39 13%	39 9%	91 17%	117 20%	61 14%	67 14%	65 13%	104 19%	87 17%	48 16%	33 19%	271 17%	66 17%
Don't know	279 14%	123 12%	156 15%	56 23%	56 17%	65 17%	44 13%	21 7%	37 9%	65 12%	72 12%	81 19%	61 13%	66 13%	82 15%	57 11%	54 19%	19 11%	186 11%	92 24%
Mean	0.82	0.86	0.78	0.59	0.61	0.71	0.80	0.97	1.05	0.81	0.72	0.88	0.89	0.95	0.76	0.78	0.78	0.74	0.84	0.68
Standard deviation	1.05	1.02	1.08	1.22	1.19	1.11	1.00	0.93	0.85	1.04	1.10	1.03	1.01	0.97	1.13	1.01	1.08	1.10	1.03	1.15
Standard error	0.03	0.04	0.04	0.10	0.07	0.06	0.06	0.05	0.05	0.04	0.05	0.07	0.05	0.04	0.05	0.05	0.07	0.09	0.03	0.07

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 32

**Q.7 To what extent do you agree or disagree with each of the following statements?**

**Stories about doctors in the media accurately reflects the profession as a whole**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Agree	482 24%	234 24%	248 24%	57 23%	89 27%	91 24%	85 25%	62 20%	97 23%	119 22%	138 23%	103 24%	122 26%	137 27%	134 25%	122 24%	56 19%	32 18%	379 23%	103 26%
Agree strongly (+2)	118 6%	56 6%	62 6%	13 6%	28 9%	23 6%	10 3%	17 6%	26 6%	23 4%	36 6%	27 6%	31 7%	39 8%	32 6%	30 6%	14 5%	4 2%	101 6%	17 4%
Agree (+1)	364 18%	178 18%	185 18%	44 18%	60 19%	68 18%	75 22%	45 15%	71 17%	96 17%	101 17%	75 18%	91 20%	98 19%	103 19%	92 18%	42 14%	29 16%	278 17%	86 22%
Disagree (-1)	905 45%	428 43%	478 46%	99 41%	133 41%	165 43%	163 47%	155 51%	191 45%	249 45%	277 47%	182 43%	198 42%	229 44%	226 42%	237 47%	120 41%	94 54%	775 47%	130 33%
Disagree strongly (-2)	195 10%	109 11%	86 8%	32 13%	26 8%	35 9%	28 8%	35 11%	40 9%	59 11%	60 10%	27 6%	49 10%	38 7%	57 11%	50 10%	32 11%	18 10%	163 10%	32 8%
NET: Disagree	1101 54%	537 54%	564 54%	131 54%	159 49%	200 52%	191 55%	189 62%	230 54%	308 56%	336 57%	210 49%	246 53%	267 52%	282 53%	287 56%	152 52%	112 64%	938 57%	163 42%
Don't know	446 22%	222 22%	223 22%	55 23%	76 24%	94 24%	68 20%	53 17%	99 23%	120 22%	114 19%	113 27%	98 21%	111 22%	119 22%	100 20%	85 29%	31 18%	320 20%	126 32%
Mean	-0.44	-0.46	-0.42	-0.49	-0.27	-0.42	-0.45	-0.58	-0.45	-0.53	-0.47	-0.34	-0.38	-0.32	-0.41	-0.45	-0.55	-0.65	-0.47	-0.28
Standard deviation	1.18	1.20	1.17	1.22	1.26	1.20	1.10	1.13	1.19	1.14	1.18	1.19	1.23	1.21	1.21	1.18	1.17	1.02	1.17	1.22
Standard error	0.03	0.04	0.04	0.10	0.08	0.07	0.07	0.07	0.07	0.05	0.06	0.08	0.06	0.06	0.06	0.06	0.08	0.09	0.03	0.07



## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 33

**Q.7 To what extent do you agree or disagree with each of the following statements?**

**Negative stories I have seen about doctors in the media do not reflect my experience of doctors overall**

**Base: All respondents**

	Gender			Age						Social Class				Region				Patient		
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
NET: Agree	1610 79%	780 79%	830 80%	168 69%	234 72%	293 76%	288 83%	261 86%	367 86%	443 81%	464 79%	329 77%	374 80%	384 74%	425 79%	430 84%	226 77%	146 83%	1361 83%	249 64%
Agree strongly (+2)	550 27%	286 29%	264 26%	62 25%	71 22%	73 19%	107 31%	94 31%	143 33%	148 27%	138 23%	128 30%	136 29%	118 23%	142 26%	142 28%	92 31%	57 32%	476 29%	74 19%
Agree (+1)	1060 52%	494 50%	566 55%	106 43%	163 50%	220 57%	181 52%	167 55%	224 52%	295 54%	326 55%	202 47%	238 51%	266 52%	283 53%	287 56%	134 46%	90 51%	885 54%	175 45%
Disagree (-1)	160 8%	72 7%	88 8%	31 13%	32 10%	30 8%	26 8%	21 7%	20 5%	51 9%	61 10%	20 5%	28 6%	55 11%	43 8%	31 6%	17 6%	14 8%	123 8%	36 9%
Disagree strongly (-2)	26 1%	17 2%	9 1%	4 1%	5 2%	6 1%	6 2%	3 1%	2 *	5 1%	7 1%	6 1%	8 2%	7 1%	12 2%	5 1%	3 1%	* *	17 1%	9 2%
NET: Disagree	186 9%	89 9%	97 9%	35 14%	37 12%	36 9%	32 9%	24 8%	22 5%	56 10%	68 12%	26 6%	35 8%	61 12%	55 10%	36 7%	20 7%	14 8%	140 9%	46 12%
Don't know	232 11%	125 13%	107 10%	41 17%	53 16%	56 15%	25 7%	19 6%	38 9%	48 9%	56 10%	70 16%	58 12%	70 14%	56 10%	44 9%	47 16%	15 9%	136 8%	96 25%
Mean	1.09	1.11	1.07	0.95	0.97	0.99	1.11	1.15	1.25	1.06	0.99	1.19	1.14	0.97	1.04	1.14	1.20	1.17	1.12	0.91
Standard deviation	0.89	0.91	0.87	1.04	0.95	0.86	0.91	0.84	0.75	0.89	0.92	0.84	0.87	0.94	0.93	0.80	0.84	0.83	0.86	1.01
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.05	0.05	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.05	0.07	0.02	0.06	

## Healthcare Services Survey

### ONLINE Fieldwork : 28th April - 1st May 2011

Absolutes/col percents

Table 34

**Q.8 Which of the following, if any, would you trust to get accurate information about healthcare services?****Base: All respondents**

	Gender			Age						Social Class				Region					Patient	
	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	Patient	Public
Unweighted base	2028	948	1080	205	340	421	360	320	382	714	516	303	495	546	505	504	303	170	1631	397
Weighted base	2028	994	1034	243	324	385	345	304	427	548	588	426	467	515	535	509	292	176	1637	391
GP or other healthcare service providers	1632 80%	758 76%	874 85%	162 67%	235 73%	298 78%	291 84%	264 87%	381 89%	450 82%	473 81%	321 75%	388 83%	405 79%	429 80%	404 79%	242 83%	152 86%	1377 84%	255 65%
The Internet	924 46%	435 44%	489 47%	129 53%	178 55%	159 41%	165 48%	130 43%	164 38%	266 49%	274 47%	191 45%	193 41%	258 50%	245 46%	226 44%	126 43%	69 39%	774 47%	150 38%
Family/friends	702 35%	320 32%	382 37%	96 40%	127 39%	141 37%	121 35%	90 29%	127 30%	188 34%	228 39%	136 32%	150 32%	199 39%	167 31%	185 36%	94 32%	57 32%	604 37%	98 25%
TV documentaries	299 15%	142 14%	157 15%	42 17%	45 14%	57 15%	53 15%	51 17%	50 12%	73 13%	86 15%	65 15%	75 16%	84 16%	66 12%	90 18%	34 12%	24 14%	259 16%	40 10%
News	225 11%	103 10%	122 12%	37 15%	34 11%	54 14%	40 12%	27 9%	32 8%	74 13%	66 11%	29 7%	56 12%	72 14%	48 9%	63 12%	21 7%	21 12%	193 12%	32 8%
Work colleagues	194 10%	92 9%	103 10%	26 11%	48 15%	48 12%	37 11%	22 7%	14 3%	59 11%	68 11%	40 9%	27 6%	61 12%	45 8%	43 9%	26 9%	19 11%	169 10%	26 7%
Magazines	83 4%	39 4%	44 4%	9 4%	12 4%	24 6%	11 3%	13 4%	15 3%	19 3%	25 4%	20 5%	20 4%	27 5%	17 3%	16 3%	16 5%	7 4%	71 4%	12 3%
TV dramas/soaps about healthcare	30 1%	21 2%	9 1%	10 4%	7 2%	6 2%	2 1%	4 1%	2 *	7 1%	9 1%	8 2%	6 1%	7 1%	5 1%	10 2%	4 1%	4 2%	24 1%	6 2%
None of the above	107 5%	66 7%	42 4%	23 9%	19 6%	29 7%	11 3%	10 3%	16 4%	24 4%	33 6%	27 6%	23 5%	30 6%	33 6%	26 5%	12 4%	6 4%	50 3%	58 15%