

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

Being an unpaid carer refers to providing support to someone who is older, seriously ill, has a disability, has mental health concerns, or is experiencing addiction, without being paid for it. Which one of the following statements best applies to you?

Unweighted base	2042	985	1057	967	1037	1	24	13	39	1986
Base: All	2042	981	1061	964	1040	1	24	13	40	1985
I am currently an unpaid carer	11%	11%	11%	11%	11%	-	4%	15%	4%	11%
						**	**	**	*	
I have previously been but am no longer an unpaid carer	17%	14%	20%	14%	20%	-	22%	30%	28%	17%
			A		C	**	**	**	*	
I have never been an unpaid carer	66%	69%	63%	69%	63%	100%	65%	23%	58%	66%
		B		D	**	**	**	*		
Don't know	2%	2%	2%	2%	2%	-	5%	-	6%	2%
						**	**	**	J*	
Prefer not to say	4%	4%	4%	4%	3%	-	5%	32%	3%	4%
						**	**	**	*	
Net: Currently/previously an unpaid carer	28%	25%	31%	25%	32%	-	25%	45%	32%	28%
			A		C	**	**	**	*	

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Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

Being an unpaid carer refers to providing support to someone who is older, seriously ill, has a disability, has mental health concerns, or is experiencing addiction, without being paid for it. Which one of the following statements best applies to you?

Unweighted base	2042	210	330	321	322	347	512	540	643	859
Base: All	2042	217	341	329	351	324	479	559	681	803
I am currently an unpaid carer	11%	6%	7%	10%	16%	13%	12%	7%	13%	12%
					J.K.L.P.Q	J.K.P	J.K.P		J.K.L.P	J.K.P
I have previously been but am no longer an unpaid carer	17%	16%	13%	9%	14%	23%	25%	14%	11%	24%
		L				J.K.L.M.P.Q	J.K.L.M.P.Q	L		J.K.L.M.P.Q
I have never been an unpaid carer	66%	65%	72%	73%	63%	62%	61%	69%	68%	62%
			M.N.O.R	J.M.N.O.Q.R				N.O.R	M.O.R	
Don't know	2%	5%	2%	2%	3%	1%	1%	3%	2%	1%
		K.N.O.P.R		R	N.R			K.N.O.R	N.R	
Prefer not to say	4%	8%	6%	6%	4%	1%	1%	7%	5%	1%
		N.O.R	N.O.R	N.O.R	N.O.R			N.O.R	N.O.R	
Net: Currently/previously an unpaid carer	28%	22%	21%	19%	30%	36%	37%	21%	24%	36%
					K.L.P.Q	J.K.L.P.Q	J.K.L.P.Q		L	J.K.L.M.P.Q

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Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

Being an unpaid carer refers to providing support to someone who is older, seriously ill, has a disability, has mental health concerns, or is experiencing addiction, without being paid for it. Which one of the following statements best applies to you?

Unweighted base	2042	105	275	205	174	195	240	269	354	225
Base: All	2042	97	267	198	177	213	229	315	336	210
I am currently an unpaid carer	11%	16%	10%	15%	9%	13%	13%	9%	9%	11%
I have previously been but am no longer an unpaid carer	17%	25%	16%	16%	14%	14%	15%	20%	19%	18%
I have never been an unpaid carer	66%	51%	67%	65%	73%	68%	69%	60%	68%	65%
Don't know	2%	2%	3%	2%	2%	1%	2%	3%	1%	2%
Prefer not to say	4%	7%	4%	2%	2%	4%	1%	8%	3%	4%
Net: Currently/previously an unpaid carer	28%	40%	26%	31%	23%	26%	28%	29%	28%	29%
		T.V.W.X.Y.Z.AA								

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Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

Being an unpaid carer refers to providing support to someone who is older, seriously ill, has a disability, has mental health concerns, or is experiencing addiction, without being paid for it. Which one of the following statements best applies to you?

Unweighted base	2042	1171	871	1696	60	181	80	25	346
Base: All	2042	1103	939	1654	59	198	86	45	388
I am currently an unpaid carer	11%	10%	12%	11%	5%	14%	10%	15%	12%
I have previously been but am no longer an unpaid carer	17%	16%	19%	18%	26%	11%	13%	16%	15%
I have never been an unpaid carer	66%	70%	61%	67%	50%	61%	64%	64%	60%
Don't know	2%	2%	2%	1%	3%	6%	5%	-	5%
Prefer not to say	4%	3%	5%	3%	16%	8%	9%	5%	9%
Net: Currently/previously an unpaid carer	28%	26%	31%	29%	31%	25%	23%	32%	26%

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Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

Being an unpaid carer refers to providing support to someone who is older, seriously ill, has a disability, has mental health concerns, or is experiencing addiction, without being paid for it. Which one of the following statements best applies to you?

Unweighted base	2042	1148	825	417	775	846	236	439	1342	675
Base: All	2042	1160	808	420	766	852	241	434	1341	675
I am currently an unpaid carer	11%	11%	10%	13%	11%	10%	17%	16%	8%	16%
							AQ	AQ		AQ
I have previously been but am no longer an unpaid carer	17%	13%	23%	19%	18%	15%	25%	22%	14%	23%
			AJ				AQ	AQ		AQ
I have never been an unpaid carer	66%	71%	61%	64%	63%	69%	49%	58%	72%	55%
		AK					AO.AR	AO.AP.AR		AO
Don't know	2%	2%	2%	2%	3%	1%	3%	2%	2%	2%
Prefer not to say	4%	4%	4%	3%	5%	4%	6%	2%	4%	3%
							AP.AR		AP	AP
Net: Currently/previously an unpaid carer	28%	24%	33%	32%	29%	26%	42%	38%	23%	40%
			AJ	AN			AQ	AQ		AQ

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Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

Being an unpaid carer refers to providing support to someone who is older, seriously ill, has a disability, has mental health concerns, or is experiencing addiction, without being paid for it. Which one of the following statements best applies to you?

Unweighted base	2042	223	355	1349	578	267	820	554	296
Base: All	2042	226	352	1343	578	254	804	566	310
I am currently an unpaid carer	11%	100%	-	-	39%	9%	9%	12%	16%
		AT.AU.AV			AT.AU				AW.AX
I have previously been but am no longer an unpaid carer	17%	-	100%	-	61%	16%	17%	19%	16%
			AS.AU.AV		AS.AU				
I have never been an unpaid carer	66%	-	-	100%	-	72%	71%	64%	56%
				AS.AT.AV		AY.AZ	AY.AZ	AZ	
Don't know	2%	-	-	-	-	1%	1%	2%	4%
									AW.AX.AY
Prefer not to say	4%	-	-	-	-	2%	1%	3%	7%
									AW.AX.AY
Net: Currently/previously an unpaid carer	28%	100%	100%	-	100%	25%	27%	32%	32%
		AU	AU		AU			AW	

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	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

Which of the following best describes your financial situation?

	Unweighted base	A	B	C	D	E	F	G	H	I
	2042	985	1057	967	1037	1	24	13	39	1986
	Base: All	981	1061	964	1040	1	24	13	40	1985
I have plenty to spend on things I need and plenty left for extras I want	12%	15%	10%	15%	10%	-	4%	8%	2%	13%
		B		D		**	**	**	*	
I have enough to spend on things I need and a small amount for extras I want	39%	36%	42%	37%	42%	-	37%	8%	37%	40%
		A		C		**	**	**	*	
I have enough to spend on things I need and not much else	28%	27%	29%	26%	29%	100%	36%	48%	41%	27%
						**	**	**	*	
I don't have enough for things I need and sometimes run out of money	15%	16%	14%	17%	14%	-	18%	20%	17%	15%
						**	**	**	*	
I don't know	1%	1%	1%	1%	1%	-	-	6%	-	1%
						**	**	**	*	
Prefer not to say	4%	4%	4%	4%	4%	-	5%	10%	3%	4%
						**	**	**	*	

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Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

Which of the following best describes your financial situation?

	Unweighted base	2042	210	330	321	322	347	512	540	643	859
	Base: All	2042	217	341	329	351	324	479	559	681	803
I have plenty to spend on things I need and plenty left for extras I want		12%	9%	14%	12%	10%	13%	15%	12%	11%	14%
								J.M			
I have enough to spend on things I need and a small amount for extras I want		39%	29%	42%	39%	32%	44%	45%	37%	35%	45%
				J.M.P	J		J.M.P.Q	J.M.P.Q	J		J.M.P.Q
I have enough to spend on things I need and not much else		28%	27%	24%	28%	33%	24%	29%	25%	31%	27%
					K.N.P.R					K.N	
I don't have enough for things I need and sometimes run out of money		15%	22%	15%	17%	21%	15%	7%	18%	19%	10%
			N.O.R	O.R	O.R	K.N.O.R	O.R		O.R	O.R	O
I don't know		1%	5%	1%	2%	-	-	1%	3%	1%	1%
			K.M.N.O.P.Q.R	M.N	M.N.Q.R				K.M.N.O.Q.R	M	N
Prefer not to say		4%	8%	4%	2%	4%	4%	4%	5%	3%	4%
			L.N.O.Q.R						K.L.Q		

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	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

Which of the following best describes your financial situation?

	Unweighted base	S	T	U	V	W	X	Y	Z	AA
	2042	105	275	205	174	195	240	269	354	225
	Base: All	97	267	198	177	213	229	315	336	210
I have plenty to spend on things I need and plenty left for extras I want	12%	6%	13%	13%	11%	13%	13%	12%	15%	12%
I have enough to spend on things I need and a small amount for extras I want	39%	39%	40%	43%	42%	37%	37%	32%	43%	44%
I have enough to spend on things I need and not much else	28%	30%	28%	25%	31%	29%	27%	28%	27%	27%
I don't have enough for things I need and sometimes run out of money	15%	15%	14%	15%	10%	16%	16%	23%	11%	13%
I don't know	1%	2%	2%	0%	2%	2%	2%	1%	1%	1%
Prefer not to say	4%	8%	3%	4%	4%	3%	5%	5%	4%	2%

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Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

Which of the following best describes your financial situation?

	Unweighted base	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	2042	1171	871	1696	60	181	80	25	346
	Base: All	1103	939	1654	59	198	86	45	388
I have plenty to spend on things I need and plenty left for extras I want	12%	17%	7%	13%	13%	10%	8%	4%	9%
		AC	AI	*	*	**			
I have enough to spend on things I need and a small amount for extras I want	39%	44%	34%	42%	33%	27%	25%	21%	27%
		AC	AF,AG,AI	*	*	**			
I have enough to spend on things I need and not much else	28%	24%	32%	26%	22%	31%	34%	61%	33%
		AB	AB	*	*	**			AD,AE
I don't have enough for things I need and sometimes run out of money	15%	11%	20%	13%	21%	25%	28%	4%	23%
		AB	AB	*	*	AD	AD*	**	AD
I don't know	1%	1%	1%	1%	1%	3%	1%	3%	2%
		*	*	*	*	*	*	**	*
Prefer not to say	4%	3%	5%	4%	9%	5%	4%	8%	6%
		AB	AB	AD*	AD*	*	*	**	*

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Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

Which of the following best describes your financial situation?

	Unweighted base	AJ	AK	AL	AM	AN	AO	AP	AQ	AR
	2042	1148	825	417	775	846	236	439	1342	675
	Base: All	1160	808	420	766	852	241	434	1341	675
I have plenty to spend on things I need and plenty left for extras I want	12%	14%	11%	8%	12%	15%	8%	10%	14%	9%
		AK				AL			AO.AP.AR	
I have enough to spend on things I need and a small amount for extras I want	39%	41%	38%	32%	39%	44%	24%	35%	44%	31%
				AL	AL.AM			AO.AR	AO.AP.AR	AO
I have enough to spend on things I need and not much else	28%	27%	30%	35%	26%	25%	35%	32%	25%	33%
			AM.AN				AQ	AQ		AQ
I don't have enough for things I need and sometimes run out of money	15%	14%	15%	20%	16%	12%	28%	17%	12%	21%
			AN	AN	AN		AP.AQ.AR	AQ		AP.AQ
I don't know	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%
				AN	AN					
Prefer not to say	4%	3%	6%	4%	6%	3%	4%	4%	4%	4%
		AJ		AN	AN					

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Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

Which of the following best describes your financial situation?

	Unweighted base	AS	AT	AU	AV	AW	AX	AY	AZ
	2042	223	355	1349	578	267	820	554	296
	Base: All	226	352	1343	578	254	804	566	310
I have plenty to spend on things I need and plenty left for extras I want	12%	10%	11%	14%	11%	100%	-	-	-
						AX.AY.AZ			
I have enough to spend on things I need and a small amount for extras I want	39%	33%	40%	43%	37%	-	100%	-	-
				AS.AV			AW.AY.AZ		
I have enough to spend on things I need and not much else	28%	31%	31%	27%	31%	-	-	100%	-
								AW.AX.AZ	
I don't have enough for things I need and sometimes run out of money	15%	22%	14%	13%	17%	-	-	-	100%
		AT.AU.AV			AT.AU				AW.AX.AY
I don't know	1%	1%	1%	1%	1%	-	-	-	-
Prefer not to say	4%	3%	3%	3%	3%	-	-	-	-

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Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

How confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2042	985	1057	967	1037	1	24	13	39	1986
Base: All	2042	981	1061	964	1040	1	24	13	40	1985
Very confident	17%	18%	16%	18%	16%	-	12%	16%	11%	17%
						**	**	**	*	
Somewhat confident	31%	30%	32%	31%	32%	-	28%	7%	27%	31%
						**	**	**	*	
Neither confident nor unconfident	20%	21%	20%	21%	20%	-	17%	42%	23%	20%
						**	**	**	*	
Somewhat unconfident	17%	15%	20%	14%	19%	100%	35%	23%	29%	17%
			A		C	**	**	**	I*	
Not at all confident	10%	10%	10%	10%	10%	-	8%	6%	10%	10%
						**	**	**	*	
Don't know	4%	6%	3%	6%	3%	-	-	6%	-	4%
		B		D		**	**	**	*	
Net: Confident	48%	48%	48%	49%	48%	-	40%	23%	38%	49%
						**	**	**	*	
Net: Not confident	27%	25%	30%	25%	29%	100%	43%	29%	39%	27%
			A		C	**	**	**	*	

In the past year (i.e. since October 2023), have you had a poor experience of NHS healthcare?

Unweighted base	2042	985	1057	967	1037	1	24	13	39	1986
Base: All	2042	981	1061	964	1040	1	24	13	40	1985
Yes	24%	19%	28%	20%	28%	-	30%	43%	31%	24%
			A		C	**	**	**	*	
No	72%	76%	68%	75%	69%	100%	70%	51%	66%	72%
		B		D		**	**	**	*	
Don't know	4%	5%	4%	5%	3%	-	-	6%	3%	4%
						**	**	**	*	

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Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

How confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2042	210	330	321	322	347	512	540	643	859
Base: All	2042	217	341	329	351	324	479	559	681	803
Very confident	17%	10%	20%	12%	17%	20%	20%	16%	15%	20%
			J.L.P		J	J.L	J.L.Q	J		J.L.Q
Somewhat confident	31%	30%	36%	36%	28%	25%	31%	34%	32%	28%
			M.N.R	M.N.Q.R				N.R	M.N	
Neither confident nor unconfident	20%	25%	14%	24%	19%	23%	20%	18%	21%	21%
		K.P		K		K	K	K	K	K
Somewhat unconfident	17%	17%	18%	14%	20%	17%	17%	18%	17%	17%
				L					L	
Not at all confident	10%	8%	8%	10%	13%	13%	9%	8%	11%	11%
				J.K.P	J.K.P				P	
Don't know	4%	10%	4%	4%	3%	3%	3%	6%	3%	3%
		K.L.M.N.O.P.Q.R						K.M.N.O.Q.R		
Net: Confident	48%	40%	56%	49%	45%	45%	51%	50%	47%	48%
			J.M.N.P.Q.R			J	J		J	
Net: Not confident	27%	25%	26%	24%	33%	30%	26%	26%	29%	27%
				J.K.L.O.P.Q					L	

In the past year (i.e. since October 2023), have you had a poor experience of NHS healthcare?

Unweighted base	2042	210	330	321	322	347	512	540	643	859
Base: All	2042	217	341	329	351	324	479	559	681	803
Yes	24%	22%	24%	24%	27%	25%	22%	23%	26%	23%
No	72%	65%	71%	70%	69%	74%	77%	69%	69%	76%
						J	J.L.M.P.Q			J.L.M.P.Q
Don't know	4%	13%	5%	6%	4%	1%	1%	8%	5%	1%
		K.L.M.N.O.P.Q.R	N.O.R	N.O.R	N.O.R			K.M.N.O.Q.R	N.O.R	

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Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

How confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2042	105	275	205	174	195	240	269	354	225
Base: All	2042	97	267	198	177	213	229	315	336	210
Very confident	17%	17%	21% U.AA	12%	20% U.AA	20% U.AA	20% U.AA	15%	18% AA	11%
Somewhat confident	31%	32%	33% V	32%	24%	30%	29%	36% V	29% V	34%
Neither confident nor unconfident	20%	21%	18%	21%	20%	17%	19%	22%	25% T.W	19%
Somewhat unconfident	17%	13%	15%	17%	22% S.T	21%	16%	15%	17%	18%
Not at all confident	10%	12% Y	9%	15% T.Y.Z	10% Y	9%	13% Y	5%	9%	13% Y
Don't know	4%	6%	5%	2%	4%	3%	2%	7% U.X	4%	4%
Net: Confident	48%	49%	53% V	44%	43%	50%	49%	51%	46%	45%
Net: Not confident	27%	25%	24%	32% T.Y	33% T.Y	30% Y	29% Y	20%	25%	32% Y

In the past year (i.e. since October 2023), have you had a poor experience of NHS healthcare?

Unweighted base	2042	105	275	205	174	195	240	269	354	225
Base: All	2042	97	267	198	177	213	229	315	336	210
Yes	24%	29%	22%	24%	27%	26%	26%	23%	23%	23%
No	72%	66%	74%	75%	71%	71%	70%	69%	73%	74%
Don't know	4%	5%	5%	1%	2%	3%	4%	9% U.V.W.X.Z.AA	4%	3%

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Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

How confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2042	1171	871	1696	60	181	80	25	346
Base: All	2042	1103	939	1654	59	198	86	45	388
Very confident	17%	17%	17%	17%	18%	10%	32%	21%	17%
				AF	*		AD.AF.AI*	**	AF
Somewhat confident	31%	33%	29%	31%	34%	32%	37%	21%	32%
				*	*	*	*	**	*
Neither confident nor unconfident	20%	21%	19%	20%	19%	27%	16%	26%	23%
				*	*	AD	*	**	*
Somewhat unconfident	17%	16%	19%	18%	12%	19%	11%	13%	15%
				*	*	*	*	**	*
Not at all confident	10%	9%	12%	11%	10%	8%	2%	18%	8%
			AB	AG	*	*	*	**	AG
Don't know	4%	4%	4%	4%	8%	4%	3%	-	4%
				*	*	*	*	**	*
Net: Confident	48%	50%	47%	48%	51%	42%	68%	42%	49%
				*	*	*	AD.AE.AF.AI*	**	AF
Net: Not confident	27%	25%	31%	28%	22%	27%	13%	32%	24%
			AB	AG	*	AG	*	**	AG

In the past year (i.e. since October 2023), have you had a poor experience of NHS healthcare?

Unweighted base	2042	1171	871	1696	60	181	80	25	346
Base: All	2042	1103	939	1654	59	198	86	45	388
Yes	24%	24%	25%	24%	16%	29%	15%	40%	25%
				*	*	AE.AG	*	**	AG
No	72%	73%	71%	73%	62%	63%	80%	52%	65%
				AF.AI	*	*	AE.AF.AI*	**	*
Don't know	4%	4%	5%	3%	22%	8%	5%	8%	9%
				AD.AF.AG.AI*	*	AD	*	**	AD

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Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

How confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2042	1148	825	417	775	846	236	439	1342	675
Base: All	2042	1160	808	420	766	852	241	434	1341	675
Very confident	17%	17%	17%	17%	18%	17%	23%	17%	16%	19%
							AQ			
Somewhat confident	31%	35%	26%	27%	30%	34%	26%	29%	33%	28%
		AK				AL			AO.AR	
Neither confident nor unconfident	20%	20%	22%	23%	19%	20%	13%	23%	21%	19%
								AO.AR	AO	AO
Somewhat unconfident	17%	16%	19%	20%	16%	17%	19%	18%	16%	19%
Not at all confident	10%	10%	11%	10%	11%	9%	17%	10%	9%	12%
							AP.AQ.AR			AP.AQ
Don't know	4%	3%	5%	4%	5%	3%	2%	3%	5%	3%
									AR	
Net: Confident	48%	52%	43%	44%	48%	51%	49%	47%	49%	47%
		AK				AL				
Net: Not confident	27%	25%	30%	30%	28%	26%	36%	28%	26%	31%
			AJ				AP.AQ.AR			AP.AQ

In the past year (i.e. since October 2023), have you had a poor experience of NHS healthcare?

Unweighted base	2042	1148	825	417	775	846	236	439	1342	675
Base: All	2042	1160	808	420	766	852	241	434	1341	675
Yes	24%	23%	24%	23%	24%	25%	39%	33%	19%	35%
							AQ	AQ		AQ
No	72%	73%	72%	73%	71%	72%	55%	63%	78%	60%
								AO.AR	AO.AP.AR	AO
Don't know	4%	4%	4%	4%	5%	4%	7%	4%	4%	5%
							AQ			

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Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

How confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2042	223	355	1349	578	267	820	554	296
Base: All	2042	226	352	1343	578	254	804	566	310
Very confident	17%	20%	22%	16%	21%	29%	16%	15%	17%
			AU		AU	AX.AY.AZ			
Somewhat confident	31%	28%	31%	32%	30%	31%	37%	28%	29%
							AY.AZ		
Neither confident nor unconfident	20%	18%	18%	21%	18%	15%	20%	23%	21%
							AW		
Somewhat unconfident	17%	19%	17%	17%	18%	12%	16%	21%	19%
							AW.AX		
Not at all confident	10%	14%	11%	10%	12%	9%	9%	11%	12%
Don't know	4%	1%	1%	4%	1%	4%	3%	2%	3%
			AS.AT.AV						
Net: Confident	48%	48%	53%	48%	51%	60%	53%	42%	45%
						AX.AY.AZ	AY.AZ		
Net: Not confident	27%	33%	28%	27%	30%	21%	24%	32%	31%
							AW.AX	AW.AX	

In the past year (i.e. since October 2023), have you had a poor experience of NHS healthcare?

Unweighted base	2042	223	355	1349	578	267	820	554	296
Base: All	2042	226	352	1343	578	254	804	566	310
Yes	24%	39%	33%	20%	35%	22%	23%	26%	27%
		AU	AU		AU				
No	72%	57%	64%	77%	61%	76%	76%	69%	68%
				AS.AT.AV		AY.AZ	AY.AZ		
Don't know	4%	4%	3%	3%	3%	2%	1%	4%	5%
							AX	AX	

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Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

You mentioned that you had a poor experience of NHS healthcare in the last year. What action, if any, did you take as a result of the poor care you experienced? Please select all that apply.

	Unweighted base	A	B	C	D	E	F	G	H	I
Base: All who have had a poor experience of NHS healthcare	488	189	299	186	289	-	7	6	12	468
I gave feedback to the service about the poor care I received (e.g. verbally to staff members, raised via PALS or filled in a patient survey, leaving an online review)	492	191	301	188	291	-	7	6	12	472
I gave feedback to Healthwatch	34%	34%	34%	36%	34%	-	-	34%	9%	34%
I initiated legal action for compensation	5%	7%	3%	6%	3%	-	-	17%	-	5%
I made a formal complaint to the service	1%	2%	1%	2%	1%	-	-	-	-	1%
Other	10%	11%	9%	12%	9%	-	-	34%	-	10%
I didn't take any action	5%	4%	5%	5%	5%	-	-	-	7%	5%
Can't remember	53%	49%	55%	47%	56%	-	100%	33%	84%	52%
Net: Took any action	2%	4%	1%	3%	1%	-	-	16%	-	2%
	45%	48%	43%	50%	43%	-	-	51%	16%	46%

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Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

You mentioned that you had a poor experience of NHS healthcare in the last year. What action, if any, did you take as a result of the poor care you experienced? Please select all that apply.

	Unweighted base	J	K	L	M	N	O	P	Q	R
	488	45	78	77	90	87	111	123	167	198
Base: All who have had a poor experience of NHS healthcare	492	48	81	79	96	80	107	129	175	188
I gave feedback to the service about the poor care I received (e.g. verbally to staff members, raised via PALS or filled in a patient survey, leaving an online review)	34%	23%	39%	30%	39%	37%	31%	33%	35%	34%
I gave feedback to Healthwatch	5%	12% <i>M.N.O.Q.R*</i>	6%	6%	2%	3%	3%	8%	4%	3%
I initiated legal action for compensation	1%	5% <i>N.O.R*</i>	1%	3%	1%	-	-	3%	2%	-
I made a formal complaint to the service	10%	6%	9%	14%	10%	8%	11%	8%	12%	10%
Other	5%	-	4%	-	1%	10%	10%	2%	0%	10%
I didn't take any action	53%	51%	50%	62%	51%	50%	53%	50%	56%	51%
Can't remember	2%	6% <i>O.R*</i>	2%	3%	3%	1%	-	4%	3%	0%
Net: Took any action	45%	42%	48%	35%	46%	49%	47%	46%	41%	48%

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Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

You mentioned that you had a poor experience of NHS healthcare in the last year. What action, if any, did you take as a result of the poor care you experienced? Please select all that apply.

Unweighted base	488	30	60	48	49	51	61	59	80	50
Base: All who have had a poor experience of NHS healthcare	492	28	58	47	49	56	58	71	76	48
I gave feedback to the service about the poor care I received (e.g. verbally to staff members, raised via PALS or filled in a patient survey, leaving an online review)	34%	26%	39%	39%	31%	35%	42%	44%	26%	18%
		**	AA*	AA*	*	*	AA*	Z.AA*	*	*
I gave feedback to Healthwatch	5%	3%	3%	8%	-	2%	8%	11%	4%	-
		**	*	*	*	*	*	V.AA*	*	*
I initiated legal action for compensation	1%	3%	4%	-	-	5%	-	1%	-	-
		**	*	*	*	*	*	*	*	*
I made a formal complaint to the service	10%	30%	7%	6%	13%	4%	10%	13%	11%	4%
		**	*	*	*	*	*	*	*	*
Other	5%	3%	3%	4%	10%	4%	6%	1%	7%	2%
		**	*	*	Y*	*	*	*	*	*
I didn't take any action	53%	55%	49%	52%	57%	51%	43%	38%	60%	77%
		**	*	*	*	*	*	*	Y*	T.U.V.W.X.Y*
Can't remember	2%	-	2%	2%	-	2%	2%	6%	1%	2%
		**	*	*	*	*	*	*	*	*
Net: Took any action	45%	45%	50%	46%	43%	47%	55%	55%	39%	21%
		**	AA*	AA*	AA*	AA*	AA*	AA*	AA*	*

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Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

You mentioned that you had a poor experience of NHS healthcare in the last year. What action, if any, did you take as a result of the poor care you experienced? Please select all that apply.

	Unweighted base	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
Base: All who have had a poor experience of NHS healthcare	488	274	214	402	10	54	12	10	86
I gave feedback to the service about the poor care I received (e.g. verbally to staff members, raised via PALS or filled in a patient survey, leaving an online review)	492	261	231	394	9	58	13	18	98
I gave feedback to Healthwatch	34%	33%	35%	32%	42%	36%	67%	31%	40%
I initiated legal action for compensation	5%	5%	4%	4%	20%	5%	-	9%	7%
I made a formal complaint to the service	1%	2%	0%	1%	-	2%	8%	9%	4%
Other	10%	8%	12%	10%	-	15%	17%	-	11%
I didn't take any action	5%	5%	4%	6%	-	-	-	-	-
Can't remember	53%	53%	52%	55%	28%	47%	33%	42%	43%
Net: Took any action	2%	2%	3%	1%	10%	6%	-	9%	6%
	45%	45%	45%	44%	62%	47%	67%	48%	51%

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Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

You mentioned that you had a poor experience of NHS healthcare in the last year. What action, if any, did you take as a result of the poor care you experienced? Please select all that apply.

	Unweighted base	AJ	AK	AL	AM	AN	AO	AP	AQ	AR
Base: All who have had a poor experience of NHS healthcare	488	267	193	94	184	208	91	145	248	236
I gave feedback to the service about the poor care I received (e.g. verbally to staff members, raised via PALS or filled in a patient survey, leaving an online review)	492	268	193	98	183	210	93	143	252	236
I gave feedback to Healthwatch	34%	37%	29%	28%	39%	33%	40%	36%	30%	38%
I initiated legal action for compensation	5%	4%	3%	3%	3%	6%	4%	5%	4%	5%
I made a formal complaint to the service	1%	1%	1%	1%	2%	1%	3%	2%	1%	2%
Other	10%	10%	9%	12%	9%	10%	11%	13%	8%	12%
I didn't take any action	5%	4%	5%	3%	6%	4%	6%	3%	5%	4%
Can't remember	53%	51%	56%	53%	50%	55%	45%	49%	58%	47%
Net: Took any action	2%	3%	1%	5%	1%	2%	1%	3%	2%	2%
	45%	46%	43%	42%	49%	43%	54%	48%	40%	50%

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Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

You mentioned that you had a poor experience of NHS healthcare in the last year. What action, if any, did you take as a result of the poor care you experienced? Please select all that apply.

	Unweighted base	AS	AT	AU	AV	AW	AX	AY	AZ
Base: All who have had a poor experience of NHS healthcare	488	88	113	265	201	57	189	145	79
	492	89	115	264	203	55	185	149	83
I gave feedback to the service about the poor care I received (e.g. verbally to staff members, raised via PALS or filled in a patient survey, leaving an online review)	34%	45%	37%	30%	41%	49%	27%	38%	37%
		AU*			AU	AX*		AX	*
I gave feedback to Healthwatch	5%	7%	11%	1%	9%	7%	4%	4%	4%
		AU*	AU		AU	*			*
I initiated legal action for compensation	1%	3%	2%	1%	2%	6%	1%	-	1%
		*				AY*			*
I made a formal complaint to the service	10%	12%	11%	8%	12%	7%	6%	12%	19%
		*				*			AX*
Other	5%	3%	5%	5%	4%	6%	8%	1%	3%
		*				*	AY		*
I didn't take any action	53%	42%	49%	59%	46%	39%	57%	52%	48%
		*		AS.AV		*	AW		*
Can't remember	2%	3%	-	2%	1%	-	2%	1%	3%
		*				*			*
Net: Took any action	45%	55%	51%	39%	53%	61%	41%	47%	49%
		AU*	AU		AU	AX*			*

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Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

Why didn't you choose to make a formal complaint about the poor care you received? Please select all that apply

	Unweighted base	A	B	C	D	E	F	G	H	I
Base: All who did not make a formal complaint	443	169	274	166	266	-	7	4	12	426
I didn't know who to contact	17%	16%	17%	18%	17%	-	-	-	24%	17%
I didn't feel confident in writing a good complaint letter	6%	7%	5%	7%	5%	-	-	25%	-	6%
I didn't feel confident that the NHS would respond to my complaint effectively	29%	32%	27%	32%	26%	-	56%	46%	74%	27%
I didn't think my complaint would be used by the NHS to improve services	32%	32%	31%	34%	31%	-	29%	-	41%	32%
The complaint system seemed too complicated for me	8%	11%	6%	12%	5%	-	-	-	15%	8%
I was scared that complaining would affect my ongoing treatment from the NHS	17%	13%	19%	12%	19%	-	32%	21%	26%	16%
I didn't believe the NHS would think my complaint was serious enough	28%	23%	31%	23%	31%	-	13%	50%	17%	28%
I felt that giving feedback would be sufficient	16%	17%	16%	18%	16%	-	-	-	-	17%
I felt legal action would be more effective	2%	2%	2%	2%	2%	-	-	25%	-	2%
Another reason	13%	11%	15%	11%	15%	-	12%	-	7%	14%
Don't know	7%	6%	8%	6%	8%	-	-	-	-	8%

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Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

Why didn't you choose to make a formal complaint about the poor care you received? Please select all that apply

	Unweighted base	J	K	L	M	N	O	P	Q	R
	439	42	71	66	81	80	99	113	147	179
Base: All who did not make a formal complaint	443	45	73	68	87	74	96	119	155	169
I didn't know who to contact	17%	32% N.O.R*	20% O.R*	24% O.R*	17% O.R*	12% *	6% *	25% N.O.R	20% O.R	9% *
I didn't feel confident in writing a good complaint letter	6%	12% *	5% *	3% *	5% *	9% *	4% *	8% *	4% *	6% *
I didn't feel confident that the NHS would respond to my complaint effectively	29%	24% *	25% *	32% *	31% *	30% *	30% *	25% *	32% *	30% *
I didn't think my complaint would be used by the NHS to improve services	32%	39% *	34% *	32% *	32% *	34% *	25% *	36% *	32% *	29% *
The complaint system seemed too complicated for me	8%	18% M.N.O.Q.R*	10% *	10% *	5% *	4% *	4% *	13% N.O.R	7% *	4% *
I was scared that complaining would affect my ongoing treatment from the NHS	17%	15% *	20% *	12% *	20% *	11% *	21% *	18% *	16% *	16% *
I didn't believe the NHS would think my complaint was serious enough	28%	30% *	27% *	35% *	25% *	31% *	23% *	28% *	30% *	26% *
I felt that giving feedback would be sufficient	16%	18% *	18% *	16% *	11% *	14% *	21% *	18% *	13% *	18% *
I felt legal action would be more effective	2%	10% L.M.N.O.Q.R*	8% L.M.N.O.Q.R*	- *	- *	- *	- *	9% L.M.N.O.Q.R	- *	- *
Another reason	13%	2% *	11% *	18% J.P*	13% *	17% J.P*	14% J*	7% *	15% J	16% J.P
Don't know	7%	5% *	8% *	11% *	9% *	6% *	4% *	7% *	10% *	5% *

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Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

Why didn't you choose to make a formal complaint about the poor care you received? Please select all that apply

Unweighted base	439	21	56	45	43	49	55	51	71	48
Base: All who did not make a formal complaint	443	20	55	44	42	54	53	62	67	46
I didn't know who to contact	17%	16%**	14%*	23%*	12%*	21%*	17%*	17%*	17%*	15%*
I didn't feel confident in writing a good complaint letter	6%	9%**	5%*	2%*	5%*	8%*	7%*	14% Z.AA*	2%*	2%*
I didn't feel confident that the NHS would respond to my complaint effectively	29%	33%**	24%*	33%*	32%*	26%*	29%*	26%*	32%*	32%*
I didn't think my complaint would be used by the NHS to improve services	32%	36%**	31%*	43% V.W.AA*	20%*	22%*	34%*	34%*	42% V.W.AA*	22%*
The complaint system seemed too complicated for me	8%	-%**	13%*	6%*	5%*	6%*	6%*	16% Z*	4%*	6%*
I was scared that complaining would affect my ongoing treatment from the NHS	17%	5%**	19%*	18%*	16%*	18%*	9%*	9%*	23% X*	27% X.Y*
I didn't believe the NHS would think my complaint was serious enough	28%	23%**	31%*	30%*	32%*	27%*	24%*	24%*	30%*	28%*
I felt that giving feedback would be sufficient	16%	9%**	24% AA*	17% AA*	20% AA*	19% AA*	14%*	22% AA*	13%*	4%*
I felt legal action would be more effective	2%	-%**	5%*	-*	-*	2%*	2%*	7%*	2%*	-*
Another reason	13%	17%**	9%*	13%*	22% W.Y*	4%*	17% W*	7%*	15% W*	22% W.Y*
Don't know	7%	9%**	9%*	8%*	3%*	8%*	9%*	6%*	7%*	6%*

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

Why didn't you choose to make a formal complaint about the poor care you received? Please select all that apply

	Unweighted base	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
Base: All who did not make a formal complaint	439	252	187	363	10	46	10	10	76
I didn't know who to contact	17%	18%	16%	16%	18% **	17% *	51% **	13% **	21% *
I didn't feel confident in writing a good complaint letter	6%	6%	6%	5%	22% **	7% *	- **	13% **	9% *
I didn't feel confident that the NHS would respond to my complaint effectively	29%	30%	27%	32% AI	10% **	27% *	10% **	- **	18% *
I didn't think my complaint would be used by the NHS to improve services	32%	35%	28%	33%	20% **	39% *	- **	21% **	28% *
The complaint system seemed too complicated for me	8%	9%	6%	7%	30% **	8% *	- **	13% **	10% *
I was scared that complaining would affect my ongoing treatment from the NHS	17%	14%	20%	17%	- **	18% *	29% **	- **	14% *
I didn't believe the NHS would think my complaint was serious enough	28%	30%	26%	28%	- **	36% *	42% **	13% **	28% *
I felt that giving feedback would be sufficient	16%	19%	14%	14%	10% **	13% *	29% **	62% **	25% AD,AF*
I felt legal action would be more effective	2%	2%	2%	1%	20% **	6% AD*	9% **	- **	7% AD*
Another reason	13%	13%	13%	15%	- **	7% *	- **	18% **	8% *
Don't know	7%	7%	8%	7%	- **	13% *	8% **	- **	8% *

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

Why didn't you choose to make a formal complaint about the poor care you received? Please select all that apply

	Unweighted base	AJ	AK	AL	AM	AN	AO	AP	AQ	AR
Base: All who did not make a formal complaint	443	243	176	86	165	189	83	125	231	208
I didn't know who to contact	17%	19%	15%	13% *	17%	19%	10% *	16%	20% AO	14%
I didn't feel confident in writing a good complaint letter	6%	5%	7%	13% AM.AN*	5%	3%	11% AQ*	6%	4%	8%
I didn't feel confident that the NHS would respond to my complaint effectively	29%	33% AK	24%	25% *	31%	29%	32% *	32%	27%	32%
I didn't think my complaint would be used by the NHS to improve services	32%	31%	32%	23% *	33%	35%	38% *	32%	30%	34%
The complaint system seemed too complicated for me	8%	8%	7%	5% *	8%	9%	7% *	8%	8%	8%
I was scared that complaining would affect my ongoing treatment from the NHS	17%	14%	17%	23% AN*	19%	12%	29% AQ*	22% AQ	9%	25% AQ
I didn't believe the NHS would think my complaint was serious enough	28%	30%	25%	29% *	29%	26%	30% *	31%	26%	30%
I felt that giving feedback would be sufficient	16%	17%	17%	18% *	14%	18%	13% *	14%	19%	13%
I felt legal action would be more effective	2%	2%	2%	4% *	2%	2%	3% *	1%	3%	1%
Another reason	13%	13%	13%	5% *	12%	18% AL	14% *	12%	13%	13%
Don't know	7%	8%	7%	9% *	6%	8%	2% *	8%	9%	6%

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

Why didn't you choose to make a formal complaint about the poor care you received? Please select all that apply

	Unweighted base	AS	AT	AU	AV	AW	AX	AY	AZ
Base: All who did not make a formal complaint	443	78	101	242	179	51	174	131	67
I didn't know who to contact	17%	15%*	13%*	18%	14%	17%*	14%	22%	19%*
I didn't feel confident in writing a good complaint letter	6%	10% AU*	10% AU*	3%	10% AU	8%*	5%	6%	10%*
I didn't feel confident that the NHS would respond to my complaint effectively	29%	38%*	27%*	27%	32%	27%*	27%	33%	31%*
I didn't think my complaint would be used by the NHS to improve services	32%	37%*	34%*	30%	35%	31%*	31%	35%	29%*
The complaint system seemed too complicated for me	8%	7%*	13% AU*	6%	10%	12%*	5%	12% AX	5%*
I was scared that complaining would affect my ongoing treatment from the NHS	17%	22%*	17%*	14%	19%	19%*	13%	13%	26% AX,AY*
I didn't believe the NHS would think my complaint was serious enough	28%	24%*	30%*	29%	28%	31%*	28%	25%	35%*
I felt that giving feedback would be sufficient	16%	16%*	18%*	17%	17%	23%*	16%	19%	13%*
I felt legal action would be more effective	2%	5% AU*	4% AU*	1%	5% AU	10% AX,AY,AZ*	3%	1%	-*
Another reason	13%	14%*	15%*	12%	15%	16%*	14%	14%	9%*
Don't know	7%	3%*	5%*	9%	5%	4%*	8%	5%	8%*

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

You said you made a formal complaint to the service after having a poor experience of NHS healthcare in the last year. Was this on behalf of yourself or the person you care/cared for?

Unweighted base	23	10	13	11	10	-	-	2	-	21
Base: All who are/were an unpaid carer	24	11	13	12	10	-	-	2	-	22
Myself	48%	42%	54%	47%	40%	-	-	100%	-	44%
		**	**	**	**	**	**	**	**	**
The person I care/cared for	52%	58%	46%	53%	60%	-	-	-	-	56%
		**	**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	49	21	28	22	25	-	-	2	-	46
Base: All who made a formal complaint	49	21	28	22	25	-	-	2	-	46
Yes	28%	17%	37%	21%	37%	-	-	-	-	28%
		**	**	**	**	**	**	**	**	*
No	72%	83%	63%	79%	63%	-	-	100%	-	72%
		**	**	**	**	**	**	**	**	*

Did you receive help to make a complaint?

Unweighted base	14	4	10	5	9	-	-	-	-	13
Base: All who sought help	14	4	10	5	9	-	-	-	-	13
Yes	79%	100%	71%	100%	68%	-	-	-	-	86%
		**	**	**	**	**	**	**	**	**
No	21%	-	29%	-	32%	-	-	-	-	14%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

You said you made a formal complaint to the service after having a poor experience of NHS healthcare in the last year. Was this on behalf of yourself or the person you care/cared for?

Unweighted base	23	1	4	5	3	4	6	5	8	10
Base: All who are/were an unpaid carer	24	1	4	5	4	4	6	5	9	10
Myself	48%	-	25%	81%	67%	47%	36%	20%	75%	40%
		**	**	**	**	**	**	**	**	**
The person I care/cared for	52%	100%	75%	19%	33%	53%	64%	80%	25%	60%
		**	**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	49	3	7	11	9	7	12	10	20	19
Base: All who made a formal complaint	49	3	8	11	9	6	12	10	20	18
Yes	28%	67%	28%	37%	19%	30%	18%	39%	28%	22%
		**	**	**	**	**	**	**	**	**
No	72%	33%	72%	63%	81%	70%	82%	61%	72%	78%
		**	**	**	**	**	**	**	**	**

Did you receive help to make a complaint?

Unweighted base	14	2	2	4	2	2	2	4	6	4
Base: All who sought help	14	2	2	4	2	2	2	4	6	4
Yes	79%	100%	100%	49%	49%	100%	100%	100%	49%	100%
		**	**	**	**	**	**	**	**	**
No	21%	-	-	51%	51%	-	-	-	51%	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

You said you made a formal complaint to the service after having a poor experience of NHS healthcare in the last year. Was this on behalf of yourself or the person you care/cared for?

Unweighted base	23	3	1	2	3	-	3	5	5	1
Base: All who are/were an unpaid carer	24	3	1	2	3	-	3	6	5	1
Myself	48%	69%	-	100%	35%	-	62%	64%	18%	-
		**	**	**	**	**	**	**	**	**
The person I care/cared for	52%	31%	100%	-	65%	-	38%	36%	82%	100%
		**	**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	49	9	4	3	6	2	6	8	9	2
Base: All who made a formal complaint	49	8	4	3	6	2	6	9	9	2
Yes	28%	11%	26%	32%	15%	54%	32%	36%	45%	-
		**	**	**	**	**	**	**	**	**
No	72%	89%	74%	68%	85%	46%	68%	64%	55%	100%
		**	**	**	**	**	**	**	**	**

Did you receive help to make a complaint?

Unweighted base	14	1	1	1	1	1	2	3	4	-
Base: All who sought help	14	1	1	1	1	1	2	3	4	-
Yes	79%	-	100%	100%	100%	-	48%	100%	100%	-
		**	**	**	**	**	**	**	**	**
No	21%	100%	-	-	-	100%	52%	-	-	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

You said you made a formal complaint to the service after having a poor experience of NHS healthcare in the last year. Was this on behalf of yourself or the person you care/cared for?

Unweighted base	23	11	12	18	-	3	2	-	5
Base: All who are/were an unpaid carer	24	10	13	18	-	4	2	-	6
Myself	48%	53%	45%	44%	-	100%	-	-	62%
		**	**	**	**	**	**	**	**
The person I care/cared for	52%	47%	55%	56%	-	-	100%	-	38%
		**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	49	22	27	39	-	8	2	-	10
Base: All who made a formal complaint	49	21	28	38	-	8	2	-	11
Yes	28%	32%	26%	28%	-	36%	-	-	28%
		**	**	*	**	**	**	**	**
No	72%	68%	74%	72%	-	64%	100%	-	72%
		**	**	*	**	**	**	**	**

Did you receive help to make a complaint?

Unweighted base	14	7	7	11	-	3	-	-	3
Base: All who sought help	14	7	7	11	-	3	-	-	3
Yes	79%	86%	72%	81%	-	71%	-	-	71%
		**	**	**	**	**	**	**	**
No	21%	14%	28%	19%	-	29%	-	-	29%
		**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

You said you made a formal complaint to the service after having a poor experience of NHS healthcare in the last year. Was this on behalf of yourself or the person you care/cared for?

Unweighted base	23	10	9	6	8	9	6	9	8	15
Base: All who are/were an unpaid carer	24	10	9	6	9	9	6	10	8	16
Myself	48%	50%	46%	51%	67%	30%	100%	39%	23%	61%
		**	**	**	**	**	**	**	**	**
The person I care/cared for	52%	50%	54%	49%	33%	70%	-	61%	77%	39%
		**	**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	49	26	17	12	17	20	11	17	21	28
Base: All who made a formal complaint	49	26	17	12	17	20	11	18	20	29
Yes	28%	31%	18%	26%	36%	23%	44%	25%	24%	32%
		**	**	**	**	**	**	**	**	**
No	72%	69%	82%	74%	64%	77%	56%	75%	76%	68%
		**	**	**	**	**	**	**	**	**

Did you receive help to make a complaint?

Unweighted base	14	8	3	3	6	5	5	4	5	9
Base: All who sought help	14	8	3	3	6	5	5	4	5	9
Yes	79%	74%	100%	61%	100%	61%	80%	75%	82%	77%
		**	**	**	**	**	**	**	**	**
No	21%	26%	-	39%	-	39%	20%	25%	18%	23%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

You said you made a formal complaint to the service after having a poor experience of NHS healthcare in the last year. Was this on behalf of yourself or the person you care/cared for?

Unweighted base	23	11	12	-	23	1	6	10	6
Base: All who are/were an unpaid carer	24	11	13	-	24	1	6	11	6
Myself	48%	35%	60%	-	48%	100%	16%	49%	68%
		**	**	**	**	**	**	**	**
The person I care/cared for	52%	65%	40%	-	52%	-	84%	51%	32%
		**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	49	11	12	23	23	4	12	18	15
Base: All who made a formal complaint	49	11	13	22	24	4	12	18	16
Yes	28%	16%	47%	18%	33%	25%	18%	32%	33%
		**	**	**	**	**	**	**	**
No	72%	84%	53%	82%	67%	75%	82%	68%	67%
		**	**	**	**	**	**	**	**

Did you receive help to make a complaint?

Unweighted base	14	2	6	4	8	1	2	6	5
Base: All who sought help	14	2	6	4	8	1	2	6	5
Yes	79%	100%	85%	72%	88%	-	100%	85%	77%
		**	**	**	**	**	**	**	**
No	21%	-	15%	28%	12%	100%	-	15%	23%
		**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

Who provided the help that you received? Please select all that apply.

Unweighted base	11	4	7	5	6	-	-	-	-	11
Base: All who received help	11	4	7	5	6	-	-	-	-	11
My family or friends	54%	46%	58%	36%	68%	-	-	-	-	54%
	**	**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	27%	-	41%	23%	30%	-	-	-	-	27%
	**	**	**	**	**	**	**	**	**	**
My local Healthwatch	10%	-	14%	-	17%	-	-	-	-	10%
	**	**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	16%	23%	13%	18%	15%	-	-	-	-	16%
	**	**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	9%	26%	-	20%	-	-	-	-	-	9%
	**	**	**	**	**	**	**	**	**	**
A health and care professional	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**
A lawyer	9%	26%	-	20%	-	-	-	-	-	9%
	**	**	**	**	**	**	**	**	**	**
Other	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	9%	28%	-	21%	-	-	-	-	-	9%
	**	**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

Who provided the help that you received? Please select all that apply.

Unweighted base	11	2	2	2	1	2	2	4	3	4
Base: All who received help	11	2	2	2	1	2	2	4	3	4
My family or friends	54%	-	48%	53%	100%	44%	100%	24%	67%	74%
		**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	27%	-	100%	-	100%	-	-	51%	30%	-
		**	**	**	**	**	**	**	**	**
My local Healthwatch	10%	-	-	-	-	56%	-	-	-	26%
		**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	16%	-	-	48%	-	44%	-	-	33%	21%
		**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	9%	49%	-	-	-	-	-	24%	-	-
		**	**	**	**	**	**	**	**	**
A health and care professional	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
A lawyer	9%	49%	-	-	-	-	-	24%	-	-
		**	**	**	**	**	**	**	**	**
Other	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	9%	51%	-	-	-	-	-	25%	-	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

Who provided the help that you received? Please select all that apply.

Unweighted base	11	-	1	1	1	-	1	3	4	-
Base: All who received help	11	-	1	1	1	-	1	3	4	-
My family or friends	54%	-	100%	100%	100%	-	100%	39%	22%	-
		**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	27%	-	-	-	100%	-	100%	33%	-	-
		**	**	**	**	**	**	**	**	**
My local Healthwatch	10%	-	-	-	-	-	-	-	27%	-
		**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	16%	-	-	-	-	-	-	-	46%	-
		**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	9%	-	-	-	-	-	-	29%	-	-
		**	**	**	**	**	**	**	**	**
A health and care professional	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
A lawyer	9%	-	-	-	-	-	-	29%	-	-
		**	**	**	**	**	**	**	**	**
Other	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	9%	-	-	-	-	-	-	-	26%	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

Who provided the help that you received? Please select all that apply.

Unweighted base	11	6	5	9	-	2	-	-	2
Base: All who received help	11	6	5	9	-	2	-	-	2
My family or friends	54%	47%	61%	43%	-	100%	-	-	100%
	**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	27%	52%	-	24%	-	40%	-	-	40%
	**	**	**	**	**	**	**	**	**
My local Healthwatch	10%	-	20%	12%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	16%	31%	-	20%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	9%	17%	-	11%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
A health and care professional	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
A lawyer	9%	17%	-	11%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
Other	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	9%	-	19%	12%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

Who provided the help that you received? Please select all that apply.

	Unweighted base	AJ	AK	AL	AM	AN	AO	AP	AQ	AR
Unweighted base	11	6	3	2	6	3	4	3	4	7
Base: All who received help	11	6	3	2	6	3	4	3	4	7
My family or friends	54%	49%**	100%**	47%**	67%**	30%**	70%**	70%**	25%**	70%**
An advice agency like Citizens Advice	27%	50%**	-**	-**	33%**	30%**	53%**	-**	25%**	28%**
My local Healthwatch	10%	-**	-**	-**	-**	37%**	-**	-**	27%**	-**
Patient Advice and Liaison Service (PALS)	16%	16%**	28%**	47%**	-**	33%**	23%**	-**	24%**	12%**
An independent NHS complaints advocacy service (ICAS)	9%	16%**	-**	53%**	-**	-**	-**	-**	24%**	-**
A health and care professional	-	-**	-**	-**	-**	-**	-**	-**	-**	-**
A lawyer	9%	16%**	-**	53%**	-**	-**	-**	-**	24%**	-**
Other	-	-**	-**	-**	-**	-**	-**	-**	-**	-**
Can't remember/prefer not to say	9%	-**	-**	-**	16%**	-**	-**	30%**	-**	14%**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

Who provided the help that you received? Please select all that apply.

Unweighted base	11	2	5	3	7	-	2	5	4
Base: All who received help	11	2	5	3	7	-	2	5	4
My family or friends	54%	100%	40%	34%	55%	-	50%	81%	22%
An advice agency like Citizens Advice	27%	50%	21%	34%	28%	-	-	20%	50%
My local Healthwatch	10%	-	20%	-	15%	-	50%	-	-
Patient Advice and Liaison Service (PALS)	16%	-	16%	33%	12%	-	-	36%	-
An independent NHS complaints advocacy service (ICAS)	9%	-	-	33%	-	-	-	-	24%
A health and care professional	-	-	-	-	-	-	-	-	-
A lawyer	9%	-	-	33%	-	-	-	-	24%
Other	-	-	-	-	-	-	-	-	-
Can't remember/prefer not to say	9%	-	19%	-	14%	-	-	-	26%

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

How long ago did you make the complaint?

Unweighted base	49	21	28	22	25	-	-	2	-	46
Base: All who made a formal complaint	49	21	28	22	25	-	-	2	-	46
Within the last month	13%	16%	10%	16%	12%	-	-	-	-	14%
		**	**	**	**	**	**	**	**	*
More than a month but less than three months	24%	22%	26%	26%	24%	-	-	-	-	26%
		**	**	**	**	**	**	**	**	*
More than three months but less than six months	23%	11%	33%	10%	32%	-	-	56%	-	22%
		**	**	**	**	**	**	**	**	*
More than six months ago	38%	47%	31%	44%	32%	-	-	44%	-	36%
		**	**	**	**	**	**	**	**	*
Can't remember/prefer not to say	2%	4%	-	4%	-	-	-	-	-	2%
		**	**	**	**	**	**	**	**	*
Net: Within the last six months	60%	49%	69%	52%	69%	-	-	56%	-	62%
		**	**	**	**	**	**	**	**	*

Have you received a full response from the NHS yet?

Unweighted base	49	21	28	22	25	-	-	2	-	46
Base: All who made a formal complaint	49	21	28	22	25	-	-	2	-	46
Yes	53%	49%	57%	51%	59%	-	-	-	-	54%
		**	**	**	**	**	**	**	**	*
No	42%	40%	43%	38%	41%	-	-	100%	-	40%
		**	**	**	**	**	**	**	**	*
Can't remember	5%	11%	-	11%	-	-	-	-	-	5%
		**	**	**	**	**	**	**	**	*

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

How long ago did you make the complaint?

Unweighted base	49	3	7	11	9	7	12	10	20	19
Base: All who made a formal complaint	49	3	8	11	9	6	12	10	20	18
Within the last month	13%	-	-	26%	17%	15%	8%	-	22%	11%
		**	**	**	**	**	**	**	**	**
More than a month but less than three months	24%	33%	14%	20%	10%	41%	35%	20%	15%	37%
		**	**	**	**	**	**	**	**	**
More than three months but less than six months	23%	-	45%	27%	32%	-	18%	32%	29%	12%
		**	**	**	**	**	**	**	**	**
More than six months ago	38%	67%	41%	27%	42%	44%	32%	48%	34%	36%
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	2%	-	-	-	-	-	7%	-	-	5%
		**	**	**	**	**	**	**	**	**
Net: Within the last six months	60%	33%	59%	73%	58%	56%	61%	52%	66%	59%
		**	**	**	**	**	**	**	**	**

Have you received a full response from the NHS yet?

Unweighted base	49	3	7	11	9	7	12	10	20	19
Base: All who made a formal complaint	49	3	8	11	9	6	12	10	20	18
Yes	53%	100%	55%	54%	39%	42%	56%	68%	47%	51%
		**	**	**	**	**	**	**	**	**
No	42%	-	28%	35%	61%	58%	44%	20%	47%	49%
		**	**	**	**	**	**	**	**	**
Can't remember	5%	-	16%	11%	-	-	-	12%	6%	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

How long ago did you make the complaint?

Unweighted base	49	9	4	3	6	2	6	8	9	2
Base: All who made a formal complaint	49	8	4	3	6	2	6	9	9	2
Within the last month	13%	-	50%	-	-	-	16%	17%	11%	52%
		**	**	**	**	**	**	**	**	**
More than a month but less than three months	24%	12%	-	-	33%	-	15%	36%	43%	48%
		**	**	**	**	**	**	**	**	**
More than three months but less than six months	23%	34%	-	38%	48%	46%	-	25%	12%	-
		**	**	**	**	**	**	**	**	**
More than six months ago	38%	54%	50%	31%	19%	54%	69%	23%	34%	-
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	2%	-	-	32%	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Net: Within the last six months	60%	46%	50%	38%	81%	46%	31%	77%	66%	100%
		**	**	**	**	**	**	**	**	**

Have you received a full response from the NHS yet?

Unweighted base	49	9	4	3	6	2	6	8	9	2
Base: All who made a formal complaint	49	8	4	3	6	2	6	9	9	2
Yes	53%	42%	76%	32%	47%	100%	64%	44%	46%	100%
		**	**	**	**	**	**	**	**	**
No	42%	58%	24%	68%	34%	-	36%	43%	54%	-
		**	**	**	**	**	**	**	**	**
Can't remember	5%	-	-	-	19%	-	-	13%	-	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

How long ago did you make the complaint?

Unweighted base	49	22	27	39	-	8	2	-	10
Base: All who made a formal complaint	49	21	28	38	-	8	2	-	11
Within the last month	13%	9%	16%	10%	-	30%	-	-	23%
		**	**	*	**	**	**	**	**
More than a month but less than three months	24%	26%	22%	27%	-	15%	-	-	12%
		**	**	*	**	**	**	**	**
More than three months but less than six months	23%	29%	19%	24%	-	11%	49%	-	19%
		**	**	*	**	**	**	**	**
More than six months ago	38%	35%	40%	36%	-	44%	51%	-	46%
		**	**	*	**	**	**	**	**
Can't remember/prefer not to say	2%	-	3%	2%	-	-	-	-	-
		**	**	*	**	**	**	**	**
Net: Within the last six months	60%	65%	57%	62%	-	56%	49%	-	54%
		**	**	*	**	**	**	**	**

Have you received a full response from the NHS yet?

Unweighted base	49	22	27	39	-	8	2	-	10
Base: All who made a formal complaint	49	21	28	38	-	8	2	-	11
Yes	53%	59%	49%	58%	-	32%	49%	-	36%
		**	**	*	**	**	**	**	**
No	42%	41%	43%	36%	-	68%	51%	-	64%
		**	**	*	**	**	**	**	**
Can't remember	5%	-	9%	6%	-	-	-	-	-
		**	**	*	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

How long ago did you make the complaint?

Unweighted base	49	26	17	12	17	20	11	17	21	28
Base: All who made a formal complaint	49	26	17	12	17	20	11	18	20	29
Within the last month	13%	17%	6%	-	21%	14%	9%	14%	14%	12%
		**	**	**	**	**	**	**	**	**
More than a month but less than three months	24%	18%	36%	41%	24%	14%	46%	23%	14%	31%
		**	**	**	**	**	**	**	**	**
More than three months but less than six months	23%	23%	18%	9%	28%	27%	20%	17%	31%	18%
		**	**	**	**	**	**	**	**	**
More than six months ago	38%	41%	35%	50%	22%	45%	17%	46%	42%	35%
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	2%	-	5%	-	5%	-	8%	-	-	3%
		**	**	**	**	**	**	**	**	**
Net: Within the last six months	60%	59%	60%	50%	73%	55%	75%	54%	58%	62%
		**	**	**	**	**	**	**	**	**

Have you received a full response from the NHS yet?

Unweighted base	49	26	17	12	17	20	11	17	21	28
Base: All who made a formal complaint	49	26	17	12	17	20	11	18	20	29
Yes	53%	53%	55%	66%	57%	43%	62%	54%	48%	57%
		**	**	**	**	**	**	**	**	**
No	42%	47%	38%	24%	43%	51%	38%	39%	46%	39%
		**	**	**	**	**	**	**	**	**
Can't remember	5%	-	7%	10%	-	6%	-	7%	6%	4%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

How long ago did you make the complaint?

Unweighted base	49	11	12	23	23	4	12	18	15
Base: All who made a formal complaint	49	11	13	22	24	4	12	18	16
Within the last month	13%	9%	19%	8%	15%	50%	9%	11%	10%
		**	**	**	**	**	**	**	**
More than a month but less than three months	24%	8%	34%	29%	22%	-	16%	33%	25%
		**	**	**	**	**	**	**	**
More than three months but less than six months	23%	20%	15%	32%	17%	26%	35%	18%	20%
		**	**	**	**	**	**	**	**
More than six months ago	38%	55%	32%	30%	42%	25%	40%	34%	44%
		**	**	**	**	**	**	**	**
Can't remember/prefer not to say	2%	8%	-	-	4%	-	-	5%	-
		**	**	**	**	**	**	**	**
Net: Within the last six months	60%	37%	68%	70%	54%	75%	60%	62%	56%
		**	**	**	**	**	**	**	**

Have you received a full response from the NHS yet?

Unweighted base	49	11	12	23	23	4	12	18	15
Base: All who made a formal complaint	49	11	13	22	24	4	12	18	16
Yes	53%	45%	52%	52%	49%	75%	59%	35%	65%
		**	**	**	**	**	**	**	**
No	42%	55%	39%	43%	46%	25%	41%	58%	27%
		**	**	**	**	**	**	**	**
Can't remember	5%	-	9%	6%	5%	-	-	7%	8%
		**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

What was the outcome of your complaint? Please select all that apply.

	Unweighted base	A	B	C	D	E	F	G	H	I
	49	21	28	22	25	-	-	2	-	46
Base: All who made a formal complaint	49	21	28	22	25	-	-	2	-	46
I received a written or verbal apology from the NHS	9%	4% **	14% **	4% **	15% **	- **	- **	- **	- **	10% *
The NHS agreed to make changes to help prevent similar experiences in the future	14%	10% **	17% **	9% **	19% **	- **	- **	- **	- **	15% *
I received a written or verbal explanation from the NHS about what happened	26%	21% **	30% **	20% **	33% **	- **	- **	- **	- **	25% *
The NHS agreed to speed up an action about my care	14%	14% **	14% **	14% **	16% **	- **	- **	- **	- **	15% *
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	8%	5% **	10% **	9% **	7% **	- **	- **	- **	- **	8% *
The NHS offered to relook at my care	8%	10% **	7% **	9% **	8% **	- **	- **	- **	- **	9% *
The NHS said they did not uphold my complaint	4%	4% **	4% **	4% **	4% **	- **	- **	- **	- **	4% *
I'm still waiting on the outcome of the complaint	28%	18% **	36% **	17% **	32% **	- **	- **	100% **	- **	25% *
Don't know/can't remember	11%	20% **	3% **	19% **	4% **	- **	- **	- **	- **	11% *
Net: Any action	58%	58% **	58% **	60% **	60% **	- **	- **	- **	- **	59% *

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

What was the outcome of your complaint? Please select all that apply.

	Unweighted base	J	K	L	M	N	O	P	Q	R
	49	3	7	11	9	7	12	10	20	19
Base: All who made a formal complaint	49	3	8	11	9	6	12	10	20	18
I received a written or verbal apology from the NHS	9%	-	12%	8%	11%	-	15%	8%	9%	10%
		**	**	**	**	**	**	**	**	**
The NHS agreed to make changes to help prevent similar experiences in the future	14%	-	15%	26%	9%	15%	8%	11%	18%	10%
		**	**	**	**	**	**	**	**	**
I received a written or verbal explanation from the NHS about what happened	26%	-	-	45%	19%	13%	44%	-	33%	33%
		**	**	**	**	**	**	**	**	**
The NHS agreed to speed up an action about my care	14%	34%	30%	16%	-	14%	8%	31%	9%	10%
		**	**	**	**	**	**	**	**	**
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	8%	33%	14%	16%	-	-	-	20%	9%	-
		**	**	**	**	**	**	**	**	**
The NHS offered to relook at my care	8%	33%	14%	18%	-	-	-	19%	9%	-
		**	**	**	**	**	**	**	**	**
The NHS said they did not uphold my complaint	4%	-	-	8%	11%	-	-	-	9%	-
		**	**	**	**	**	**	**	**	**
I'm still waiting on the outcome of the complaint	28%	-	13%	28%	30%	58%	26%	9%	29%	37%
		**	**	**	**	**	**	**	**	**
Don't know/can't remember	11%	-	16%	11%	20%	-	7%	12%	15%	5%
		**	**	**	**	**	**	**	**	**
Net: Any action	58%	100%	70%	53%	39%	42%	67%	79%	47%	58%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

What was the outcome of your complaint? Please select all that apply.

	Unweighted base	S	T	U	V	W	X	Y	Z	AA
	49	9	4	3	6	2	6	8	9	2
Base: All who made a formal complaint	49	8	4	3	6	2	6	9	9	2
I received a written or verbal apology from the NHS	9%	21% **	- **	- **	- **	46% **	15% **	- **	12% **	- **
The NHS agreed to make changes to help prevent similar experiences in the future	14%	11% **	23% **	- **	- **	46% **	32% **	12% **	12% **	- **
I received a written or verbal explanation from the NHS about what happened	26%	31% **	- **	- **	47% **	54% **	18% **	14% **	31% **	52% **
The NHS agreed to speed up an action about my care	14%	21% **	- **	- **	- **	- **	16% **	24% **	12% **	48% **
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	8%	11% **	- **	- **	- **	- **	16% **	22% **	- **	- **
The NHS offered to relook at my care	8%	- **	27% **	- **	- **	- **	16% **	10% **	12% **	- **
The NHS said they did not uphold my complaint	4%	12% **	- **	- **	- **	- **	17% **	- **	- **	- **
I'm still waiting on the outcome of the complaint	28%	25% **	50% **	31% **	34% **	- **	19% **	17% **	45% **	- **
Don't know/can't remember	11%	11% **	- **	69% **	19% **	- **	- **	13% **	- **	- **
Net: Any action	58%	52% **	50% **	- **	47% **	100% **	64% **	70% **	55% **	100% **

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

What was the outcome of your complaint? Please select all that apply.

	Unweighted base	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	49	22	27	39	-	8	2	-	10
Base: All who made a formal complaint	49	21	28	38	-	8	2	-	11
I received a written or verbal apology from the NHS	9%	17% **	4% **	12% *	- **	- **	- **	- **	- **
The NHS agreed to make changes to help prevent similar experiences in the future	14%	23% **	7% **	12% *	- **	10% **	51% **	- **	19% **
I received a written or verbal explanation from the NHS about what happened	26%	26% **	26% **	28% *	- **	26% **	- **	- **	20% **
The NHS agreed to speed up an action about my care	14%	20% **	10% **	12% *	- **	- **	100% **	- **	21% **
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	8%	19% **	- **	10% *	- **	- **	- **	- **	- **
The NHS offered to relook at my care	8%	9% **	7% **	8% *	- **	12% **	- **	- **	9% **
The NHS said they did not uphold my complaint	4%	5% **	4% **	2% *	- **	12% **	- **	- **	9% **
I'm still waiting on the outcome of the complaint	28%	18% **	35% **	29% *	- **	30% **	- **	- **	23% **
Don't know/can't remember	11%	5% **	15% **	11% *	- **	11% **	- **	- **	8% **
Net: Any action	58%	73% **	47% **	57% *	- **	48% **	100% **	- **	59% **

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

What was the outcome of your complaint? Please select all that apply.

	Unweighted base	AJ	AK	AL	AM	AN	AO	AP	AQ	AR
	49	26	17	12	17	20	11	17	21	28
Base: All who made a formal complaint	49	26	17	12	17	20	11	18	20	29
I received a written or verbal apology from the NHS	9%	7% **	16% **	16% **	16% **	- **	10% **	4% **	13% **	6% **
The NHS agreed to make changes to help prevent similar experiences in the future	14%	15% **	6% **	- **	16% **	19% **	17% **	5% **	20% **	9% **
I received a written or verbal explanation from the NHS about what happened	26%	22% **	35% **	33% **	25% **	23% **	8% **	29% **	32% **	22% **
The NHS agreed to speed up an action about my care	14%	12% **	11% **	16% **	11% **	16% **	17% **	17% **	10% **	17% **
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	8%	11% **	- **	8% **	12% **	5% **	19% **	- **	9% **	7% **
The NHS offered to relook at my care	8%	8% **	- **	- **	- **	20% **	9% **	- **	15% **	3% **
The NHS said they did not uphold my complaint	4%	4% **	6% **	- **	5% **	5% **	9% **	6% **	- **	7% **
I'm still waiting on the outcome of the complaint	28%	32% **	19% **	17% **	31% **	31% **	29% **	27% **	27% **	28% **
Don't know/can't remember	11%	8% **	12% **	10% **	10% **	11% **	8% **	12% **	11% **	10% **
Net: Any action	58%	57% **	63% **	73% **	53% **	53% **	54% **	56% **	61% **	55% **

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

What was the outcome of your complaint? Please select all that apply.

	Unweighted base	AS	AT	AU	AV	AW	AX	AY	AZ
	49	11	12	23	23	4	12	18	15
Base: All who made a formal complaint	49	11	13	22	24	4	12	18	16
I received a written or verbal apology from the NHS	9%	-	7%	16%	4%	26%	15%	4%	7%
		**	**	**	**	**	**	**	**
The NHS agreed to make changes to help prevent similar experiences in the future	14%	19%	14%	13%	16%	75%	17%	6%	6%
		**	**	**	**	**	**	**	**
I received a written or verbal explanation from the NHS about what happened	26%	26%	23%	27%	25%	-	42%	32%	14%
		**	**	**	**	**	**	**	**
The NHS agreed to speed up an action about my care	14%	11%	37%	4%	25%	25%	16%	12%	12%
		**	**	**	**	**	**	**	**
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	8%	-	22%	4%	12%	25%	8%	-	13%
		**	**	**	**	**	**	**	**
The NHS offered to relook at my care	8%	10%	7%	5%	8%	25%	9%	-	13%
		**	**	**	**	**	**	**	**
The NHS said they did not uphold my complaint	4%	-	-	9%	-	-	9%	5%	-
		**	**	**	**	**	**	**	**
I'm still waiting on the outcome of the complaint	28%	37%	29%	22%	33%	25%	25%	35%	22%
		**	**	**	**	**	**	**	**
Don't know/can't remember	11%	8%	9%	14%	9%	-	9%	11%	14%
		**	**	**	**	**	**	**	**
Net: Any action	58%	55%	62%	56%	59%	75%	57%	49%	65%
		**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

What action are you taking as a result of the NHS not taking action on your complaint?

Unweighted base	2	1	1	1	1	-	-	-	-	2
Base: All for whom the NHS did not uphold their complaint	2	1	1	1	1	-	-	-	-	2
I am making a complaint to the PHSO	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am taking legal action	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am sharing my story publicly	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I'm taking no further action	52%	-	100%	-	100%	-	-	-	-	52%
		**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	48%	100%	-	100%	-	-	-	-	-	48%
		**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Net: Any action	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

What action are you taking as a result of the NHS not taking action on your complaint?

Unweighted base	2	-	-	1	1	-	-	-	2	-
Base: All for whom the NHS did not uphold their complaint	2	-	-	1	1	-	-	-	2	-
I am making a complaint to the PHSO	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am taking legal action	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am sharing my story publicly	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I'm taking no further action	52%	-	-	-	100%	-	-	-	52%	-
		**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	48%	-	-	100%	-	-	-	-	48%	-
		**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Net: Any action	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

What action are you taking as a result of the NHS not taking action on your complaint?

Unweighted base	2	1	-	-	-	-	1	-	-	-
Base: All for whom the NHS did not uphold their complaint	2	1	-	-	-	-	1	-	-	-
I am making a complaint to the PHSO	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am taking legal action	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am sharing my story publicly	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I'm taking no further action	52%	100%	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	48%	-	-	-	-	-	100%	-	-	-
		**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Net: Any action	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

What action are you taking as a result of the NHS not taking action on your complaint?

Unweighted base	2	1	1	1	-	1	-	-	1
Base: All for whom the NHS did not uphold their complaint	2	1	1	1	-	1	-	-	1
I am making a complaint to the PHSO	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**
I am taking legal action	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**
I am sharing my story publicly	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**
I'm taking no further action	52%	-	100%	-	-	100%	-	-	100%
		**	**	**	**	**	**	**	**
I'm still considering what further action to take	48%	100%	-	100%	-	-	-	-	-
		**	**	**	**	**	**	**	**
Don't know/prefer not to say	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**
Net: Any action	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

What action are you taking as a result of the NHS not taking action on your complaint?

Unweighted base	2	1	1	-	1	1	1	1	-	2
Base: All for whom the NHS did not uphold their complaint	2	1	1	-	1	1	1	1	-	2
I am making a complaint to the PHSO	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am taking legal action	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I am sharing my story publicly	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
I'm taking no further action	52%	-	100%	-	-	100%	-	100%	-	52%
		**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	48%	100%	-	-	100%	-	100%	-	-	48%
		**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	-	-	-	-	-	-	-	-	-	-
		**	**	**	**	**	**	**	**	**
Net: Any action	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

What action are you taking as a result of the NHS not taking action on your complaint?

Unweighted base	2	-	-	2	-	-	1	1	-
Base: All for whom the NHS did not uphold their complaint	2	-	-	2	-	-	1	1	-
I am making a complaint to the PHSO	-	-	-	-	-	-	-	-	-
I am taking legal action	-	-	-	-	-	-	-	-	-
I am sharing my story publicly	-	-	-	-	-	-	-	-	-
I'm taking no further action	52%	-	-	52%	-	-	100%	-	-
I'm still considering what further action to take	48%	-	-	48%	-	-	-	100%	-
Don't know/prefer not to say	-	-	-	-	-	-	-	-	-
Net: Any action	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

How would you describe your level of satisfaction with the outcome of your complaint to the NHS?

Unweighted base	49	21	28	22	25	-	-	2	-	46
Base: All who made a formal complaint	49	21	28	22	25	-	-	2	-	46
Very satisfied	8%	5%	11%	9%	8%	-	-	-	-	9%
		**	**	**	**	**	**	**	**	*
Somewhat satisfied	14%	9%	18%	9%	20%	-	-	-	-	15%
		**	**	**	**	**	**	**	**	*
Neither satisfied nor dissatisfied	17%	25%	10%	24%	11%	-	-	-	-	18%
		**	**	**	**	**	**	**	**	*
Somewhat dissatisfied	32%	35%	30%	34%	29%	-	-	56%	-	32%
		**	**	**	**	**	**	**	**	*
Very dissatisfied	24%	18%	28%	18%	27%	-	-	44%	-	21%
		**	**	**	**	**	**	**	**	*
Don't know	5%	7%	3%	7%	4%	-	-	-	-	5%
		**	**	**	**	**	**	**	**	*
Net: Satisfied	22%	14%	29%	18%	28%	-	-	-	-	24%
		**	**	**	**	**	**	**	**	*
Net: Dissatisfied	56%	54%	57%	51%	57%	-	-	100%	-	53%
		**	**	**	**	**	**	**	**	*

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

How would you describe your level of satisfaction with the outcome of your complaint to the NHS?

Unweighted base	49	3	7	11	9	7	12	10	20	19
Base: All who made a formal complaint	49	3	8	11	9	6	12	10	20	18
Very satisfied	8%	33% **	14% **	18% **	- **	- **	- **	20% **	9% **	- **
Somewhat satisfied	14%	34% **	15% **	18% **	11% **	15% **	8% **	20% **	14% **	10% **
Neither satisfied nor dissatisfied	17%	- **	16% **	11% **	20% **	31% **	16% **	12% **	15% **	21% **
Somewhat dissatisfied	32%	33% **	54% **	18% **	20% **	- **	59% **	48% **	19% **	38% **
Very dissatisfied	24%	- **	- **	28% **	32% **	55% **	17% **	- **	30% **	30% **
Don't know	5%	- **	- **	9% **	17% **	- **	- **	- **	12% **	- **
Net: Satisfied	22%	67% **	29% **	35% **	11% **	15% **	8% **	40% **	24% **	10% **
Net: Dissatisfied	56%	33% **	54% **	46% **	52% **	55% **	76% **	48% **	49% **	68% **

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

How would you describe your level of satisfaction with the outcome of your complaint to the NHS?

Unweighted base	49	9	4	3	6	2	6	8	9	2
Base: All who made a formal complaint	49	8	4	3	6	2	6	9	9	2
Very satisfied	8%	11% **	26% **	- **	- **	- **	- **	22% **	- **	- **
Somewhat satisfied	14%	12% **	23% **	- **	- **	46% **	16% **	12% **	24% **	- **
Neither satisfied nor dissatisfied	17%	21% **	- **	38% **	19% **	- **	- **	13% **	12% **	100% **
Somewhat dissatisfied	32%	46% **	27% **	32% **	33% **	- **	48% **	36% **	22% **	- **
Very dissatisfied	24%	11% **	24% **	31% **	48% **	54% **	36% **	- **	31% **	- **
Don't know	5%	- **	- **	- **	- **	- **	- **	17% **	11% **	- **
Net: Satisfied	22%	23% **	50% **	- **	- **	46% **	16% **	34% **	24% **	- **
Net: Dissatisfied	56%	56% **	50% **	62% **	81% **	54% **	84% **	36% **	53% **	- **

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

How would you describe your level of satisfaction with the outcome of your complaint to the NHS?

Unweighted base	49	22	27	39	-	8	2	-	10
Base: All who made a formal complaint	49	21	28	38	-	8	2	-	11
Very satisfied	8%	14%	4%	10%	-	-	-	-	-
		**	**	*	**	**	**	**	**
Somewhat satisfied	14%	15%	14%	13%	-	12%	49%	-	20%
		**	**	*	**	**	**	**	**
Neither satisfied nor dissatisfied	17%	5%	25%	19%	-	11%	-	-	8%
		**	**	*	**	**	**	**	**
Somewhat dissatisfied	32%	36%	30%	30%	-	37%	51%	-	40%
		**	**	*	**	**	**	**	**
Very dissatisfied	24%	26%	22%	25%	-	22%	-	-	17%
		**	**	*	**	**	**	**	**
Don't know	5%	5%	6%	2%	-	19%	-	-	15%
		**	**	*	**	**	**	**	**
Net: Satisfied	22%	29%	18%	23%	-	12%	49%	-	20%
		**	**	*	**	**	**	**	**
Net: Dissatisfied	56%	62%	52%	56%	-	59%	51%	-	57%
		**	**	*	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

How would you describe your level of satisfaction with the outcome of your complaint to the NHS?

Unweighted base	49	26	17	12	17	20	11	17	21	28
Base: All who made a formal complaint	49	26	17	12	17	20	11	18	20	29
Very satisfied	8%	16%	-	8%	18%	-	10%	6%	9%	7%
		**	**	**	**	**	**	**	**	**
Somewhat satisfied	14%	8%	12%	-	17%	20%	9%	22%	10%	17%
		**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	17%	8%	23%	26%	11%	16%	9%	17%	21%	14%
		**	**	**	**	**	**	**	**	**
Somewhat dissatisfied	32%	26%	47%	32%	30%	35%	47%	17%	38%	28%
		**	**	**	**	**	**	**	**	**
Very dissatisfied	24%	33%	18%	34%	16%	24%	26%	29%	17%	28%
		**	**	**	**	**	**	**	**	**
Don't know	5%	10%	-	-	9%	5%	-	9%	5%	6%
		**	**	**	**	**	**	**	**	**
Net: Satisfied	22%	23%	12%	8%	34%	20%	19%	28%	19%	25%
		**	**	**	**	**	**	**	**	**
Net: Dissatisfied	56%	59%	65%	66%	46%	59%	72%	47%	56%	56%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

How would you describe your level of satisfaction with the outcome of your complaint to the NHS?

Unweighted base	49	11	12	23	23	4	12	18	15
Base: All who made a formal complaint	49	11	13	22	24	4	12	18	16
Very satisfied	8%	-	15%	4%	8%	-	17%	-	13%
		**	**	**	**	**	**	**	**
Somewhat satisfied	14%	-	23%	17%	13%	75%	17%	6%	7%
		**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	17%	9%	24%	18%	17%	-	26%	12%	20%
		**	**	**	**	**	**	**	**
Somewhat dissatisfied	32%	55%	10%	34%	30%	-	24%	45%	32%
		**	**	**	**	**	**	**	**
Very dissatisfied	24%	36%	16%	22%	25%	25%	16%	32%	19%
		**	**	**	**	**	**	**	**
Don't know	5%	-	12%	4%	7%	-	-	5%	10%
		**	**	**	**	**	**	**	**
Net: Satisfied	22%	-	38%	22%	21%	75%	34%	6%	20%
		**	**	**	**	**	**	**	**
Net: Dissatisfied	56%	91%	26%	56%	55%	25%	40%	77%	51%
		**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Gender		Gender identity					Trans identity	
	Male	Female	Male	Female	Unsure	In another way	Prefer not to say	Trans	Cis
	A	B	C	D	E	F	G	H	I

How would you describe your overall experience of the NHS complaints system?

Unweighted base	49	21	28	22	25	-	-	2	-	46
Base: All who made a formal complaint	49	21	28	22	25	-	-	2	-	46
Very positive	4%	-	7%	5%	4%	-	-	-	-	4%
		**	**	**	**	**	**	**	**	*
Somewhat positive	16%	14%	17%	13%	19%	-	-	-	-	17%
		**	**	**	**	**	**	**	**	*
Neutral	18%	27%	11%	25%	12%	-	-	-	-	19%
		**	**	**	**	**	**	**	**	*
Somewhat negative	32%	32%	33%	30%	29%	-	-	100%	-	30%
		**	**	**	**	**	**	**	**	*
Very negative	23%	16%	29%	15%	32%	-	-	-	-	22%
		**	**	**	**	**	**	**	**	*
Don't know	7%	12%	3%	11%	4%	-	-	-	-	8%
		**	**	**	**	**	**	**	**	*
Net: Positive	20%	14%	24%	18%	23%	-	-	-	-	21%
		**	**	**	**	**	**	**	**	*
Net: Negative	56%	48%	62%	45%	61%	-	-	100%	-	53%
		**	**	**	**	**	**	**	**	*

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Age								
	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
	J	K	L	M	N	O	P	Q	R

How would you describe your overall experience of the NHS complaints system?

Unweighted base	49	3	7	11	9	7	12	10	20	19
Base: All who made a formal complaint	49	3	8	11	9	6	12	10	20	18
Very positive	4%	-	14%	8%	-	-	-	10%	4%	-
		**	**	**	**	**	**	**	**	**
Somewhat positive	16%	67%	25%	18%	-	15%	8%	37%	10%	10%
		**	**	**	**	**	**	**	**	**
Neutral	18%	-	29%	8%	22%	27%	15%	21%	14%	19%
		**	**	**	**	**	**	**	**	**
Somewhat negative	32%	-	15%	47%	30%	13%	50%	11%	39%	37%
		**	**	**	**	**	**	**	**	**
Very negative	23%	-	16%	10%	32%	45%	27%	12%	20%	33%
		**	**	**	**	**	**	**	**	**
Don't know	7%	33%	-	9%	17%	-	-	9%	12%	-
		**	**	**	**	**	**	**	**	**
Net: Positive	20%	67%	39%	26%	-	15%	8%	47%	14%	10%
		**	**	**	**	**	**	**	**	**
Net: Negative	56%	-	31%	58%	62%	58%	77%	23%	60%	70%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Region								
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West
	S	T	U	V	W	X	Y	Z	AA

How would you describe your overall experience of the NHS complaints system?

Unweighted base	49	9	4	3	6	2	6	8	9	2
Base: All who made a formal complaint	49	8	4	3	6	2	6	9	9	2
Very positive	4%	11% **	- **	- **	- **	- **	- **	12% **	- **	- **
Somewhat positive	16%	10% **	50% **	- **	15% **	46% **	16% **	10% **	12% **	- **
Neutral	18%	33% **	27% **	32% **	- **	- **	- **	12% **	22% **	48% **
Somewhat negative	32%	46% **	- **	68% **	34% **	- **	49% **	26% **	22% **	52% **
Very negative	23%	- **	24% **	- **	50% **	54% **	35% **	13% **	34% **	- **
Don't know	7%	- **	- **	- **	- **	- **	- **	27% **	11% **	- **
Net: Positive	20%	21% **	50% **	- **	15% **	46% **	16% **	22% **	12% **	- **
Net: Negative	56%	46% **	24% **	68% **	85% **	54% **	84% **	39% **	55% **	52% **

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Social grade		Ethnicity					
	ABC1	C2DE	White	Mixed	Asian	Black	Other	Net: Ethnic minority
	AB	AC	AD	AE	AF	AG	AH	AI

How would you describe your overall experience of the NHS complaints system?

Unweighted base	49	22	27	39	-	8	2	-	10
Base: All who made a formal complaint	49	21	28	38	-	8	2	-	11
Very positive	4%	10%	-	5%	-	-	-	-	-
		**	**	*	**	**	**	**	**
Somewhat positive	16%	23%	10%	20%	-	-	-	-	-
		**	**	*	**	**	**	**	**
Neutral	18%	14%	20%	17%	-	12%	51%	-	20%
		**	**	*	**	**	**	**	**
Somewhat negative	32%	32%	33%	31%	-	36%	49%	-	39%
		**	**	*	**	**	**	**	**
Very negative	23%	13%	31%	25%	-	21%	-	-	17%
		**	**	*	**	**	**	**	**
Don't know	7%	9%	6%	2%	-	30%	-	-	24%
		**	**	*	**	**	**	**	**
Net: Positive	20%	32%	10%	25%	-	-	-	-	-
		**	**	*	**	**	**	**	**
Net: Negative	56%	44%	64%	55%	-	58%	49%	-	56%
		**	**	*	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Working status		Education level			Disability			
	Net: Working	Net: Not working	Low	Medium	High	Yes, limited a lot	Yes, limited a little	No	Net: Yes
	AJ	AK	AL	AM	AN	AO	AP	AQ	AR

How would you describe your overall experience of the NHS complaints system?

Unweighted base	49	26	17	12	17	20	11	17	21	28
Base: All who made a formal complaint	49	26	17	12	17	20	11	18	20	29
Very positive	4%	8%	-	-	12%	-	10%	-	4%	4%
		**	**	**	**	**	**	**	**	**
Somewhat positive	16%	19%	6%	8%	34%	5%	9%	16%	18%	14%
		**	**	**	**	**	**	**	**	**
Neutral	18%	12%	33%	32%	5%	20%	35%	11%	15%	19%
		**	**	**	**	**	**	**	**	**
Somewhat negative	32%	26%	42%	40%	24%	35%	29%	40%	27%	36%
		**	**	**	**	**	**	**	**	**
Very negative	23%	22%	20%	19%	17%	31%	17%	24%	25%	21%
		**	**	**	**	**	**	**	**	**
Don't know	7%	14%	-	-	9%	9%	-	9%	9%	6%
		**	**	**	**	**	**	**	**	**
Net: Positive	20%	26%	6%	8%	45%	5%	19%	16%	23%	17%
		**	**	**	**	**	**	**	**	**
Net: Negative	56%	48%	62%	60%	41%	66%	46%	64%	53%	58%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,042 adults

Fieldwork dates: 17th - 22nd October 2024



Total	Unpaid carer				Financial situation			
	Yes, currently	Yes, previously	No	Net: Yes	Plenty for necessities and extra	Enough for necessities and some extra	Enough for necessities but no more	Not enough for necessities and sometimes run out
	AS	AT	AU	AV	AW	AX	AY	AZ

How would you describe your overall experience of the NHS complaints system?

Unweighted base	49	11	12	23	23	4	12	18	15
Base: All who made a formal complaint	49	11	13	22	24	4	12	18	16
Very positive	4%	-	15%	-	8%	-	8%	-	7%
		**	**	**	**	**	**	**	**
Somewhat positive	16%	-	15%	21%	8%	75%	16%	5%	13%
		**	**	**	**	**	**	**	**
Neutral	18%	29%	13%	17%	20%	-	16%	20%	19%
		**	**	**	**	**	**	**	**
Somewhat negative	32%	45%	28%	30%	35%	-	33%	51%	18%
		**	**	**	**	**	**	**	**
Very negative	23%	26%	17%	28%	21%	25%	26%	18%	27%
		**	**	**	**	**	**	**	**
Don't know	7%	-	12%	4%	7%	-	-	5%	16%
		**	**	**	**	**	**	**	**
Net: Positive	20%	-	30%	21%	17%	75%	24%	5%	20%
		**	**	**	**	**	**	**	**
Net: Negative	56%	71%	45%	58%	57%	25%	59%	69%	45%
		**	**	**	**	**	**	**	**