

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	2650	1165	1485	1140	1449	2	35	24	58	2558
Base: All	2650	1034	1617	1012	1576	2	37	24	59	2558
I am currently an unpaid carer	16%	14%	17%	14%	17%	-	7%	20%	6%	16%
			A		C	**	*	**	*	
I have previously been but am no longer an unpaid carer	20%	18%	21%	18%	21%	-	25%	25%	23%	20%
						**	*	**	*	
I have never been an unpaid carer	59%	62%	58%	62%	58%	100%	58%	36%	62%	59%
		B		D		**	*	**	*	
Don't know	2%	3%	2%	3%	2%	-	8%	4%	7%	2%
		B		D		**	D*	**	I*	
Prefer not to say	3%	3%	2%	3%	2%	-	3%	15%	2%	3%
						**	*	**	*	
Net: Currently/previously an unpaid carer	36%	32%	38%	32%	38%	-	32%	45%	30%	36%
			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	2650	263	438	435	464	442	608	701	899	1050
Base: All	2650	265	424	424	530	424	583	689	954	1007
I am currently an unpaid carer	16%	10%	11%	16%	20%	20%	16%	10%	18%	18%
				J.K.P	J.K.P	J.K.P	J.K.P		J.K.P	J.K.P
I have previously been but am no longer an unpaid carer	20%	16%	20%	14%	16%	24%	26%	18%	15%	25%
			L.Q			J.L.M.P.Q	J.K.L.M.P.Q	L		J.K.L.M.P.Q
I have never been an unpaid carer	59%	65%	64%	65%	58%	53%	55%	64%	61%	54%
		N.O.R	N.O.R	N.O.Q.R				M.N.O.R	N.O.R	
Don't know	2%	5%	2%	3%	2%	2%	1%	3%	2%	2%
		K.M.N.O.P.Q.R						K.O.R		
Prefer not to say	3%	4%	4%	3%	3%	2%	1%	4%	3%	1%
		O.R	O.R	O.R	O.R			N.O.R	O.R	
Net: Currently/previously an unpaid carer	36%	26%	30%	29%	36%	44%	42%	29%	33%	43%
					J.L.P.Q	J.K.L.M.P.Q	J.K.L.P.Q		J.L	J.K.L.M.P.Q

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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

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	2650	118	346	242	242	265	304	427	438	268
Base: All	2650	159	318	265	265	292	318	371	398	265
I am currently an unpaid carer	16%	18%	19%	17%	22%	15%	13%	14%	15%	11%
			X.Y.AA		X.Y.Z.AA					
I have previously been but am no longer an unpaid carer	20%	27%	23%	18%	14%	17%	20%	25%	16%	24%
		U.V.W.Z	V.Z					U.V.W.Z		V.W.Z
I have never been an unpaid carer	59%	50%	52%	62%	60%	62%	64%	55%	64%	60%
			S.T			S.T	S.T.Y		S.T.Y	
Don't know	2%	2%	3%	3%	1%	2%	1%	3%	3%	3%
Prefer not to say	3%	4%	3%	1%	3%	4%	2%	4%	2%	2%
				U	U			U		
Net: Currently/previously an unpaid carer	36%	45%	42%	34%	36%	32%	33%	38%	31%	34%
		W.X.Z	W.X.Z					Z		

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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	2650	1483	1167	2159	68	284	95	44	491
Base: All	2650	1405	1246	2120	50	313	69	98	530
I am currently an unpaid carer	16%	15%	16%	16%	14%	16%	11%	17%	15%
I have previously been but am no longer an unpaid carer	20%	19%	20%	20%	32%	14%	25%	15%	17%
I have never been an unpaid carer	59%	62%	56%	60%	48%	57%	54%	64%	57%
Don't know	2%	2%	3%	2%	2%	7%	6%	-	5%
Prefer not to say	3%	2%	4%	2%	4%	6%	4%	4%	5%
Net: Currently/previously an unpaid carer	36%	35%	37%	36%	46%	30%	37%	32%	33%

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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	2650	1459	1058	539	1046	1058	511	698	1402	1209
Base: All	2650	1452	1060	547	1043	1053	526	698	1388	1225
I am currently an unpaid carer	16%	15%	15%	18%	16%	15%	16%	19%	14%	18%
I have previously been but am no longer an unpaid carer	20%	17%	24%	24%	19%	18%	23%	22%	18%	22%
I have never been an unpaid carer	59%	63%	57%	54%	58%	63%	56%	55%	63%	55%
Don't know	2%	2%	3%	2%	3%	2%	3%	2%	2%	2%
Prefer not to say	3%	3%	2%	2%	3%	2%	2%	2%	3%	2%
Net: Currently/previously an unpaid carer	36%	32%	39%	42%	35%	33%	39%	41%	32%	40%
			AJ	AN			AQ	AQ	AO.AP.AR	AQ
			AK	AM	AL	AM	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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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	2650	411	534	1572	945	262	1014	1276	764	519	1283
Base: All	2650	420	525	1571	944	242	1000	1243	790	523	1313
I am currently an unpaid carer	16%	100%	-	-	44%	15%	13%	13%	18%	19%	19%
		AT.AU.AV			AT.AU				AX.AY	AX.AY	AX.AY
I have previously been but am no longer an unpaid carer	20%	-	100%	-	56%	19%	20%	20%	19%	22%	21%
			AS.AU.AV		AS.AU						
I have never been an unpaid carer	59%	-	-	100%	-	63%	64%	64%	58%	51%	55%
				AS.AT.AV		BA.BB	AZ.BA.BB	AZ.BA.BB	BA.BB		BA
Don't know	2%	-	-	-	-	2%	1%	1%	2%	4%	3%
										AX.AY	AX.AY
Prefer not to say	3%	-	-	-	-	1%	2%	2%	2%	3%	3%
										AW.AX.AY	
Net: Currently/previously an unpaid carer	36%	100%	100%	-	100%	34%	33%	33%	38%	42%	39%
		AU	AU		AU				AX.AY	AW.AX.AY	AX.AY

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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

Which of the following best describes your financial situation?

	Unweighted base	2650	1165	1485	1140	1449	2	35	24	58	2558
	Base: All	2650	1034	1617	1012	1576	2	37	24	59	2558
I have plenty to spend on things I need and plenty left for extras I want		9%	12%	7%	13%	7%	-	-	9%	3%	9%
			B		D,F		**	*	**	*	
I have enough to spend on things I need and a small amount for extras I want		38%	36%	39%	37%	39%	-	35%	3%	33%	38%
							**	*	**	*	
I have enough to spend on things I need and not much else		30%	28%	31%	27%	31%	-	34%	32%	37%	30%
					C		**	*	**	*	
I don't have enough for things I need and sometimes run out of money		20%	20%	20%	19%	19%	100%	26%	43%	23%	19%
							**	*	**	*	
I don't know		1%	1%	1%	1%	1%	-	-	4%	-	1%
							**	*	**	*	
Prefer not to say		3%	3%	3%	2%	3%	-	6%	9%	4%	2%
							**	*	**	*	
Net: Plenty/enough to spend on necessities		47%	49%	46%	50%	46%	-	35%	12%	37%	47%
					D		**	*	**	*	
Net: Just enough/not enough to spend on necessities		50%	48%	51%	47%	51%	100%	60%	75%	60%	49%
							**	*	**	*	

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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	263	438	435	464	442	608	701	899	1050	
	Base: All	2650	265	424	424	530	424	583	689	954	1007
I have plenty to spend on things I need and plenty left for extras I want		9%	10%	10%	7%	7%	9%	12%	10%	7%	11%
							L.M.Q				L.Q
I have enough to spend on things I need and a small amount for extras I want		38%	35%	45%	36%	33%	34%	42%	41%	34%	39%
			J.L.M.N.P.Q.R				J.L.M.N.Q.R	J.M.N.Q			M.N.Q
I have enough to spend on things I need and not much else		30%	29%	26%	31%	29%	32%	32%	27%	30%	32%
							K.P				K.P
I don't have enough for things I need and sometimes run out of money		20%	20%	16%	24%	28%	21%	11%	17%	26%	15%
			O	O	K.O.P.R	J.K.N.O.P.R	K.O.R		O	J.K.O.P.R	O
I don't know		1%	3%	1%	1%	0%	1%	1%	2%	1%	1%
			K.L.M.N.O.Q.R						K.M.Q.R		
Prefer not to say		3%	4%	2%	1%	3%	3%	3%	3%	2%	3%
			L								
Net: Plenty/enough to spend on necessities		47%	44%	55%	43%	41%	43%	54%	51%	41%	49%
			J.L.M.N.P.Q					J.L.M.N.Q.R	J.L.M.N.Q		L.M.N.Q
Net: Just enough/not enough to spend on necessities		50%	48%	42%	55%	56%	53%	43%	44%	56%	47%
					K.O.P.R	J.K.O.P.R	K.O.P.R			J.K.O.P.R	O

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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

Which of the following best describes your financial situation?

Unweighted base	2650	118	346	242	242	265	304	427	438	268
Base: All	2650	159	318	265	265	292	318	371	398	265
I have plenty to spend on things I need and plenty left for extras I want	9%	5%	10%	9%	6%	9%	11%	12%	7%	10%
I have enough to spend on things I need and a small amount for extras I want	38%	37%	37%	37%	47%	33%	35%	34%	44%	35%
I have enough to spend on things I need and not much else	30%	41%	28%	32%	32%	30%	29%	24%	30%	31%
I don't have enough for things I need and sometimes run out of money	20%	15%	22%	20%	12%	23%	22%	26%	15%	20%
I don't know	1%	-	1%	-	1%	2%	1%	2%	1%	1%
Prefer not to say	3%	1%	2%	2%	3%	4%	3%	3%	2%	3%
Net: Plenty/enough to spend on necessities	47%	43%	47%	46%	53%	42%	46%	46%	52%	45%
Net: Just enough/not enough to spend on necessities	50%	56%	50%	52%	44%	53%	50%	50%	45%	51%

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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
	2650	1483	1167	2159	68	284	95	44	491
	Base: All	2650	1405	1246	2120	50	313	69	530
I have plenty to spend on things I need and plenty left for extras I want	9%	13%	5%	10%	15%	7%	6%	4%	7%
		AC			AF.AG.AH.AI*		*	*	
I have enough to spend on things I need and a small amount for extras I want	38%	44%	31%	40%	29%	25%	29%	29%	27%
		AC		AF.AG.AI	*		*	*	
I have enough to spend on things I need and not much else	30%	27%	32%	29%	25%	31%	24%	48%	32%
		AB			*		*	AD.AE.AF.AG.AI*	
I don't have enough for things I need and sometimes run out of money	20%	14%	27%	18%	26%	30%	37%	13%	28%
		AB			*	AD.AH	AD.AH.AI*	*	AD.AH
I don't know	1%	1%	1%	1%	1%	3%	1%	2%	2%
					*	AD	*	*	AD
Prefer not to say	3%	2%	4%	2%	3%	4%	2%	4%	3%
		AB			*		*	*	
Net: Plenty/enough to spend on necessities	47%	57%	36%	50%	44%	33%	35%	33%	34%
		AC		AF.AG.AH.AI	*		*	*	
Net: Just enough/not enough to spend on necessities	50%	41%	59%	47%	51%	61%	61%	60%	60%
		AB			*	AD	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										
	2650	1459	1058	539	1046	1058	511	698	1402	1209	
	Base: All	2650	1452	1060	547	1043	1053	526	698	1388	1225
I have plenty to spend on things I need and plenty left for extras I want	9%	11%	8%	7%	7%	13%	5%	8%	11%	7%	
		AK				AL.AM			AO.AP.AR	AO	
I have enough to spend on things I need and a small amount for extras I want	38%	41%	35%	29%	37%	43%	24%	36%	45%	31%	
		AK			AL	AL.AM		AO.AR	AO.AP.AR	AO	
I have enough to spend on things I need and not much else	30%	29%	31%	34%	31%	26%	33%	33%	27%	33%	
				AN	AN		AQ	AQ		AQ	
I don't have enough for things I need and sometimes run out of money	20%	17%	22%	27%	20%	16%	33%	21%	14%	26%	
			AJ	AM.AN	AN		AP.AQ.AR	AQ		AP.AQ	
I don't know	1%	1%	1%	1%	2%	0%	2%	0%	1%	1%	
			AJ	AN	AN		AP			AP	
Prefer not to say	3%	2%	3%	2%	3%	2%	3%	2%	2%	3%	
			AJ								
Net: Plenty/enough to spend on necessities	47%	51%	43%	36%	44%	56%	29%	44%	56%	38%	
		AK			AL	AL.AM		AO.AR	AO.AP.AR	AO	
Net: Just enough/not enough to spend on necessities	50%	46%	53%	61%	51%	42%	66%	54%	41%	59%	
			AJ	AM.AN	AN		AP.AQ.AR	AQ		AP.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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB

Which of the following best describes your financial situation?

Unweighted base	2650	411	534	1572	945	262	1014	1276	764	519	1283
Base: All	2650	420	525	1571	944	242	1000	1243	790	523	1313
I have plenty to spend on things I need and plenty left for extras I want	9%	9%	9%	10%	9%	100%	-	19%	-	-	-
						AX.AY.AZ.BA.BB		AX.AZ.BA.BB			
I have enough to spend on things I need and a small amount for extras I want	38%	31%	38%	41%	35%	-	100%	81%	-	-	-
			AS.AV	AS.AV	AS	AW.AY.AZ.BA.BE		AW.AZ.BA.BB			
I have enough to spend on things I need and not much else	30%	34%	29%	29%	32%	-	-	-	100%	-	60%
		AU				AW.AX.AY.BA.BB				AW.AX.AY.BA	
I don't have enough for things I need and sometimes run out of money	20%	24%	22%	17%	23%	-	-	-	-	100%	40%
		AU	AU		AU					AW.AX.AY.AZ.BE	AW.AX.AY.AZ
I don't know	1%	-	1%	1%	1%	-	-	-	-	-	-
					AS						
Prefer not to say	3%	2%	1%	2%	1%	-	-	-	-	-	-
				AT.AV							
Net: Plenty/enough to spend on necessities	47%	40%	47%	51%	44%	100%	100%	100%	-	-	-
			AS.AV	AS.AV	AS	AZ.BA.BB		AZ.BA.BB		AZ.BA.BB	
Net: Just enough/not enough to spend on necessities	50%	59%	51%	46%	55%	-	-	-	100%	100%	100%
		AT.AU.AV	AU		AT.AU				AW.AX.AY	AW.AX.AY	AW.AX.AY

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Fieldwork Dates: 17th - 29th 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 confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2650	1165	1485	1140	1449	2	35	24	58	2558
Base: All	2650	1034	1617	1012	1576	2	37	24	59	2558
Very confident	14%	15%	13%	15%	14%	-	7%	18%	4%	14%
						**	*	**	*	H
Somewhat confident	22%	21%	23%	21%	23%	-	13%	16%	13%	23%
						**	*	**	*	
Neither confident nor unconfident	17%	19%	15%	19%	15%	39%	6%	27%	8%	17%
		B		D		**	*	**	*	
Somewhat unconfident	24%	22%	26%	23%	26%	61%	26%	9%	27%	25%
						**	*	**	*	
Not at all confident	21%	21%	21%	20%	21%	-	45%	26%	46%	21%
						**	C.D*	**	I*	
Don't know	1%	1%	1%	1%	1%	-	3%	4%	2%	1%
						**	*	**	*	
Net: Confident	36%	36%	36%	36%	37%	-	20%	34%	17%	37%
					F	**	*	**	*	H
Net: Not confident	46%	43%	47%	43%	47%	61%	71%	35%	73%	45%
		A				**	C.D*	**	I*	

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

Unweighted base	2650	1165	1485	1140	1449	2	35	24	58	2558
Base: All	2650	1034	1617	1012	1576	2	37	24	59	2558
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
						**	*	**	*	
No	-	-	-	-	-	-	-	-	-	-
						**	*	**	*	
Don't know	-	-	-	-	-	-	-	-	-	-
						**	*	**	*	

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Fieldwork Dates: 17th - 29th 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 confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2650	263	438	435	464	442	608	701	899	1050
Base: All	2650	265	424	424	530	424	583	689	954	1007
Very confident	14%	11%	18%	12%	13%	15%	15%	15%	12%	15%
			J.L.M.P.Q					J		
Somewhat confident	22%	22%	24%	24%	23%	18%	22%	24%	23%	20%
			N	N				N	N	
Neither confident nor unconfident	17%	24%	13%	15%	14%	18%	20%	17%	14%	19%
		K.L.M.P.Q					K.L.M.Q	K		K.M.Q
Somewhat unconfident	24%	27%	27%	28%	25%	23%	19%	27%	26%	21%
		O.R	O.R	O.R	O			O.R	O.R	
Not at all confident	21%	14%	15%	20%	24%	26%	23%	15%	23%	24%
				J.P	J.K.P	J.K.P	J.K.P		J.K.P	J.K.P
Don't know	1%	3%	2%	2%	1%	0%	0%	2%	1%	0%
		N.O.R	O.R	O.R				N.O.R	O.R	
Net: Confident	36%	33%	42%	36%	36%	33%	38%	39%	36%	36%
			J.L.M.N.P.Q.R					J.N		
Net: Not confident	46%	41%	43%	48%	49%	49%	42%	42%	49%	45%
				J.O.P	J.O.P.R			J.O.P		O

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

Unweighted base	2650	263	438	435	464	442	608	701	899	1050
Base: All	2650	265	424	424	530	424	583	689	954	1007
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2650	118	346	242	242	265	304	427	438	268
Base: All	2650	159	318	265	265	292	318	371	398	265
Very confident	14%	14%	15%	13%	12%	17%	13%	18%	13%	11%
Somewhat confident	22%	20%	20%	20%	23%	17%	23%	27%	25%	24%
Neither confident nor unconfident	17%	10%	15%	21%	17%	16%	18%	17%	17%	18%
Somewhat unconfident	24%	34%	26%	23%	21%	28%	27%	20%	24%	21%
Not at all confident	21%	22%	21%	24%	26%	21%	19%	16%	20%	25%
Don't know	1%	-	2%	-	1%	2%	1%	2%	1%	1%
Net: Confident	36%	34%	36%	33%	35%	34%	35%	45%	38%	35%
Net: Not confident	46%	56%	47%	46%	47%	49%	46%	37%	44%	46%

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

Unweighted base	2650	118	346	242	242	265	304	427	438	268
Base: All	2650	159	318	265	265	292	318	371	398	265
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	2650	1483	1167	2159	68	284	95	44	491
Base: All	2650	1405	1246	2120	50	313	69	98	530
Very confident	14%	15%	13%	14%	11%	12%	22%	10%	13%
					*		AD.AF.AI*	*	
Somewhat confident	22%	23%	22%	22%	29%	20%	31%	25%	23%
					*		AF*	*	AF
Neither confident nor unconfident	17%	17%	17%	15%	27%	25%	19%	25%	24%
					AD*	AD	*	*	AD
Somewhat unconfident	24%	24%	25%	25%	19%	25%	14%	16%	21%
				AG	*	AG.AI	*	*	AG
Not at all confident	21%	20%	22%	23%	12%	16%	10%	23%	16%
				AE.AF.AG.AI	*		*	*	
Don't know	1%	1%	1%	1%	3%	1%	4%	-	2%
					*		AD.AI*	*	
Net: Confident	36%	38%	35%	36%	39%	33%	53%	36%	37%
					*		AD.AF.AI*	*	AF
Net: Not confident	46%	44%	47%	48%	32%	41%	24%	40%	37%
				AE.AF.AG.AI	*	AG	*	*	AG

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

Unweighted base	2650	1483	1167	2159	68	284	95	44	491
Base: All	2650	1405	1246	2120	50	313	69	98	530
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%
					*		*	*	
No	-	-	-	-	-	-	-	-	-
					*		*	*	
Don't know	-	-	-	-	-	-	-	-	-
					*		*	*	

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 confident or unconfident would you feel about making a complaint about any poor experience you may have had with the NHS?

Unweighted base	2650	1459	1058	539	1046	1058	511	698	1402	1209
Base: All	2650	1452	1060	547	1043	1053	526	698	1388	1225
Very confident	14%	16%	12%	12%	14%	15%	16%	11%	15%	13%
		AK					AP.AR		AP	AP
Somewhat confident	22%	25%	19%	18%	24%	23%	17%	22%	25%	20%
		AK			AL	AL		AO.AR	AO.AR	AO
Neither confident nor unconfident	17%	15%	19%	20%	16%	16%	15%	17%	17%	16%
		AJ		AM.AN						
Somewhat unconfident	24%	24%	25%	24%	24%	25%	24%	26%	24%	25%
Not at all confident	21%	19%	24%	26%	20%	20%	28%	22%	19%	25%
			AJ	AM.AN			AP.AQ.AR			AP.AQ
Don't know	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Net: Confident	36%	41%	31%	30%	38%	39%	33%	34%	39%	33%
		AK			AL	AL			AO.AP.AR	
Net: Not confident	46%	43%	49%	49%	45%	45%	52%	48%	42%	50%
			AJ				AQ	AQ		AQ

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

Unweighted base	2650	1459	1058	539	1046	1058	511	698	1402	1209
Base: All	2650	1452	1060	547	1043	1053	526	698	1388	1225
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB

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

Unweighted base	2650	411	534	1572	945	262	1014	1276	764	519	1283
Base: All	2650	420	525	1571	944	242	1000	1243	790	523	1313
Very confident	14%	17%	15%	12%	16%	33%	14%	18%	10%	10%	10%
		AU		AU	AX.AY.AZ.BA.BB	AZ.BA.BB	AX.AZ.BA.BB				
Somewhat confident	22%	20%	26%	22%	23%	23%	25%	25%	20%	19%	20%
			AS.AV	AS		AZ.BA.BB	AZ.BA.BB				
Neither confident nor unconfident	17%	15%	15%	18%	15%	16%	17%	16%	18%	16%	17%
			AV								
Somewhat unconfident	24%	24%	23%	26%	24%	10%	25%	22%	28%	25%	27%
							AW.AY	AW	AW.AY	AW	AW.AY
Not at all confident	21%	24%	20%	21%	22%	16%	18%	17%	23%	28%	25%
									AW.AX.AY	AW.AX.AY	AW.AX.AY
Don't know	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%
						AZ					AZ
Net: Confident	36%	37%	42%	34%	39%	56%	40%	43%	31%	29%	30%
		AU	AU	AU	AX.AY.AZ.BA.BB	AZ.BA.BB	AX.AZ.BA.BB				
Net: Not confident	46%	48%	43%	46%	45%	26%	43%	40%	51%	53%	52%
						AW.AY	AW	AW	AW.AX.AY	AW.AX.AY	AW.AX.AY

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

Unweighted base	2650	411	534	1572	945	262	1014	1276	764	519	1283
Base: All	2650	420	525	1571	944	242	1000	1243	790	523	1313
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 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
	2650	1165	1485	1140	1449	2	35	24	58	2558
Base: All who have had a poor experience of NHS healthcare	2650	1034	1617	1012	1576	2	37	24	59	2558
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)	30%	32%	29%	32%	29%	-	22%	34%	20%	30%
						**	*	**	*	
I gave feedback to Healthwatch	4%	6%	3%	6%	3%	-	-	3%	3%	4%
		B		D		**	*	**	*	
I initiated legal action for compensation	2%	3%	1%	3%	1%	-	-	5%	2%	2%
		B		D		**	*	**	*	
I made a formal complaint to the service	9%	9%	8%	9%	8%	-	11%	26%	9%	8%
						**	*	**	*	
Other	6%	5%	7%	5%	7%	-	5%	6%	5%	6%
						**	*	**	*	
I didn't take any action	56%	52%	58%	52%	58%	61%	60%	45%	62%	56%
			A	C		**	*	**	*	
Can't remember	2%	2%	1%	2%	1%	39%	8%	3%	5%	2%
						**	C.D*	**	*	
Net: Took any action	43%	46%	41%	46%	41%	-	33%	52%	33%	43%
		B		D		**	*	**	*	

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 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
	2650	263	438	435	464	442	608	701	899	1050
Base: All who have had a poor experience of NHS healthcare	2650	265	424	424	530	424	583	689	954	1007
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)	30%	27%	32%	29%	30%	29%	31%	30%	30%	30%
I gave feedback to Healthwatch	4%	10%	9%	4%	2%	2%	2%	9%	3%	2%
		L.M.N.O.Q.R	L.M.N.O.Q.R	N.O.R				L.M.N.O.Q.R	R	
I initiated legal action for compensation	2%	4%	4%	2%	1%	1%	1%	4%	1%	1%
		M.N.O.Q.R	M.N.O.Q.R	M.N.O.R				M.N.O.Q.R		
I made a formal complaint to the service	9%	11%	9%	10%	8%	8%	7%	10%	9%	8%
Other	6%	2%	2%	4%	5%	8%	11%	2%	5%	10%
				P	J.K.P	J.K.L.P.Q	J.K.L.M.P.Q		J.K.P	J.K.L.M.P.Q
I didn't take any action	56%	55%	52%	59%	58%	58%	52%	53%	58%	54%
				O	O				K.O.P	
Can't remember	2%	4%	3%	2%	1%	1%	1%	3%	2%	1%
		M.N.O.Q.R	N.O.R	O.R				M.N.O.Q.R		
Net: Took any action	43%	41%	45%	39%	41%	42%	48%	43%	40%	45%
							L.M.Q			L.Q

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 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	2650	118	346	242	242	265	304	427	438	268
Base: All who have had a poor experience of NHS healthcare	2650	159	318	265	265	292	318	371	398	265
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)	30%	26%	33%	35%	29%	29%	28%	36%	25%	26%
I gave feedback to Healthwatch	4%	1%	5%	4%	3%	3%	4%	11%	3%	2%
I initiated legal action for compensation	2%	1%	3%	-	1%	4%	1%	4%	1%	1%
I made a formal complaint to the service	9%	16%	7%	6%	9%	11%	7%	10%	9%	5%
Other	6%	6%	5%	5%	8%	7%	6%	4%	8%	5%
I didn't take any action	56%	57%	53%	55%	55%	53%	60%	45%	59%	64%
Can't remember	2%	1%	2%	1%	2%	2%	1%	3%	2%	1%
Net: Took any action	43%	42%	45%	44%	43%	44%	39%	52%	39%	35%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 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
	2650	1483	1167	2159	68	284	95	44	491
Base: All who have had a poor experience of NHS healthcare	2650	1405	1246	2120	50	313	69	98	530
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)	30%	30%	30%	30%	38%	28%	36%	31%	31%
					*		*	*	
I gave feedback to Healthwatch	4%	4%	4%	4%	12%	5%	10%	2%	6%
					AD.AF.AH.AI*		AD*	*	AD
I initiated legal action for compensation	2%	2%	2%	2%	2%	2%	1%	2%	2%
					*		*	*	
I made a formal complaint to the service	9%	8%	9%	8%	10%	10%	16%	4%	10%
					*		AD.AH.AI*	*	
Other	6%	7%	5%	7%	2%	1%	1%	6%	2%
		AC		AF.AG.AI	*		*	*	
I didn't take any action	56%	56%	55%	56%	41%	57%	42%	53%	53%
				AE.AG	*	AE.AG.AI	*	*	AE.AG
Can't remember	2%	1%	2%	1%	3%	2%	9%	2%	3%
			AB		*		AD.AF.AI*	*	AD
Net: Took any action	43%	43%	43%	43%	56%	40%	49%	45%	44%
					AD.AF.AI*		*	*	

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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 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	2650	1459	1058	539	1046	1058	511	698	1402	1209
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)	30%	32%	27%	25%	31%	32%	36%	30%	28%	32%
I gave feedback to Healthwatch	4%	5%	3%	2%	3%	6%	3%	3%	5%	3%
I initiated legal action for compensation	2%	2%	1%	2%	2%	2%	3%	1%	2%	2%
I made a formal complaint to the service	9%	9%	7%	7%	9%	9%	12%	8%	7%	10%
Other	6%	5%	7%	6%	7%	5%	7%	7%	5%	7%
I didn't take any action	56%	54%	58%	60%	53%	56%	50%	54%	58%	52%
Can't remember	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%
Net: Took any action	43%	44%	40%	38%	45%	43%	49%	44%	40%	46%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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	BA	BB
	2650	411	534	1572	945	262	1014	1276	764	519	1283
Base: All who have had a poor experience of NHS healthcare	2650	420	525	1571	944	242	1000	1243	790	523	1313
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)	30%	38%	36%	26%	37%	39%	29%	31%	29%	29%	29%
I gave feedback to Healthwatch	4%	5%	8%	3%	7%	9%	4%	5%	3%	5%	3%
I initiated legal action for compensation	2%	3%	3%	1%	3%	5%	2%	2%	1%	2%	1%
I made a formal complaint to the service	9%	8%	11%	8%	10%	10%	7%	7%	9%	12%	10%
Other	6%	6%	5%	6%	6%	7%	6%	6%	6%	6%	6%
I didn't take any action	56%	49%	47%	60%	48%	47%	57%	55%	57%	54%	56%
Can't remember	2%	1%	1%	1%	1%	0%	1%	1%	1%	2%	2%
Net: Took any action	43%	50%	51%	38%	51%	52%	42%	44%	42%	44%	42%

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Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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

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
Unweighted base	2420	1061	1359	1038	1330	2	31	19	53	2339
Base: All who did not make a formal complaint	2421	941	1480	921	1448	2	32	18	54	2342
I didn't know who to contact	19%	20%	18%	20%	18%	39% **	18% **	8% **	25% *	19%
I didn't feel confident in writing a good complaint letter	5%	5%	5%	5%	5%	- **	8% **	3% **	10% *	5%
I didn't feel confident that the NHS would respond to my complaint effectively	33%	34%	32%	34%	32%	- **	53% **	26% **	60% *	32%
I didn't think my complaint would be used by the NHS to improve services	34%	33%	34%	34%	34%	- **	33% **	9% **	38% *	34%
The complaint system seemed too complicated for me	8%	10% B	7%	10% D	7%	- **	9% **	- **	15% *	8%
I was scared that complaining would affect my ongoing treatment from the NHS	20%	17%	23% A	16% C	23%	39% **	46% **	10% **	37% *	20%
I didn't believe the NHS would think my complaint was serious enough	30%	28%	31%	28%	31%	100% **	27% **	34% **	33% *	30%
I felt that giving feedback would be sufficient	13%	14%	13%	14%	13%	- **	3% **	- **	4% *	14% H
I felt legal action would be more effective	2%	1%	2%	1%	2%	- **	- **	10% **	- *	2%
Another reason	14%	12%	15%	12% C	15% C	- **	25% **	8% **	17% *	14%
Don't know	6%	4%	7% A	4% C	6% C	- **	10% **	27% **	6% *	6%

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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	18-24	25-34	35-44	45-54	55-64	65+	Net: 18-34	Net: 35-54	Net: 55+
Base: All who did not make a formal complaint	2421	236	386	381	490	389	540	622	871	928
I didn't know who to contact	19%	30%	22%	24%	20%	17%	10%	25%	21%	13%
		K.M.N.O.Q.R	O.R	N.O.R	O.R	O.R		M.N.O.R	O.R	O
I didn't feel confident in writing a good complaint letter	5%	10%	7%	6%	4%	6%	3%	8%	5%	4%
		M.O.Q.R	M.O.R	O		O		M.O.Q.R	O	
I didn't feel confident that the NHS would respond to my complaint effectively	33%	36%	36%	34%	34%	28%	29%	36%	34%	29%
		R	N.O.R	R	R			N.O.R	O.R	
I didn't think my complaint would be used by the NHS to improve services	34%	41%	33%	37%	33%	32%	30%	36%	35%	31%
		M.N.O.R		O.R				O.R		
The complaint system seemed too complicated for me	8%	13%	10%	9%	9%	7%	4%	11%	9%	5%
		N.O.R	O.R	O.R	O.R			N.O.R	O.R	
I was scared that complaining would affect my ongoing treatment from the NHS	20%	17%	22%	18%	20%	22%	22%	20%	19%	22%
I didn't believe the NHS would think my complaint was serious enough	30%	37%	34%	38%	26%	28%	23%	35%	31%	25%
		M.N.O.R	M.O.R	M.N.O.Q.R				M.N.O.R	M.O.R	
I felt that giving feedback would be sufficient	13%	11%	14%	11%	12%	11%	18%	13%	12%	15%
							J.L.M.N.P.Q.R			N
I felt legal action would be more effective	2%	6%	4%	1%	0%	0%	1%	4%	1%	0%
		L.M.N.O.Q.R	L.M.N.O.Q.R					L.M.N.O.Q.R		
Another reason	14%	3%	11%	14%	17%	18%	14%	8%	15%	16%
			J.P	J.P	J.K.P	J.K.P	J.P	J	J.K.P	J.K.P
Don't know	6%	8%	7%	8%	6%	4%	4%	7%	7%	4%
		O.R	O.R	N.O.R				O.R	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

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

	Unweighted base	S	T	U	V	W	X	Y	Z	AA
Unweighted base	2420	100	322	227	221	234	281	383	397	255
Base: All who did not make a formal complaint	2421	134	296	249	242	259	295	334	361	253
I didn't know who to contact	19%	16% *	22% V	19%	14%	21%	22% V	20%	18%	17%
I didn't feel confident in writing a good complaint letter	5%	6% *	6%	5%	4%	4%	5%	9% V.W.Z	5%	6%
I didn't feel confident that the NHS would respond to my complaint effectively	33%	43% W.Y.AA*	34%	32%	34%	30%	36% Y.AA	28%	33%	28%
I didn't think my complaint would be used by the NHS to improve services	34%	33% *	31%	40% T.W.AA	32%	29%	35% AA	34% AA	39% T.W.AA	25%
The complaint system seemed too complicated for me	8%	7% *	8%	9% W	6%	4%	10% W	13% T.V.W.Z	7%	9% W
I was scared that complaining would affect my ongoing treatment from the NHS	20%	19% *	20%	23% Y	20%	24% Y	21%	16%	20%	22%
I didn't believe the NHS would think my complaint was serious enough	30%	29% *	29%	28%	32%	29%	29%	28%	34%	28%
I felt that giving feedback would be sufficient	13%	13% *	15%	13%	13%	14%	10%	18% X.Z.AA	10%	12%
I felt legal action would be more effective	2%	1% *	2%	1%	2%	3%	1%	3% U.X	1%	1%
Another reason	14%	13% *	13%	11%	16% Y	13%	15% Y	9%	16% Y	18% U.Y
Don't know	6%	4% *	6%	5%	5%	7%	5%	5%	7%	6%

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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

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	2421	1292	1130	1944	45	280	58	94	477
I didn't know who to contact	19%	20%	18%	19%	19%	23%	27%	11%	21%
I didn't feel confident in writing a good complaint letter	5%	4%	7%	5%	8%	7%	5%	3%	6%
I didn't feel confident that the NHS would respond to my complaint effectively	33%	34%	31%	33%	27%	34%	24%	22%	30%
I didn't think my complaint would be used by the NHS to improve services	34%	35%	32%	33%	26%	39%	19%	36%	35%
The complaint system seemed too complicated for me	8%	9%	8%	8%	14%	12%	8%	8%	11%
I was scared that complaining would affect my ongoing treatment from the NHS	20%	18%	23%	22%	13%	16%	17%	11%	15%
I didn't believe the NHS would think my complaint was serious enough	30%	30%	29%	30%	17%	37%	24%	23%	31%
I felt that giving feedback would be sufficient	13%	14%	12%	12%	18%	14%	15%	23%	16%
I felt legal action would be more effective	2%	1%	2%	1%	7%	3%	4%	3%	3%
Another reason	14%	13%	14%	15%	12%	8%	5%	16%	10%
Don't know	6%	5%	7%	5%	5%	10%	17%	2%	9%

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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

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	2421	1321	982	507	953	955	461	640	1286	1102
I didn't know who to contact	19%	21%	16%	17%	19%	21%	17%	20%	19%	19%
I didn't feel confident in writing a good complaint letter	5%	5%	6%	9%	5%	4%	9%	5%	4%	7%
I didn't feel confident that the NHS would respond to my complaint effectively	33%	35%	30%	31%	31%	35%	34%	34%	31%	34%
I didn't think my complaint would be used by the NHS to improve services	34%	35%	32%	29%	34%	35%	29%	33%	35%	32%
The complaint system seemed too complicated for me	8%	9%	7%	8%	8%	8%	9%	9%	8%	9%
I was scared that complaining would affect my ongoing treatment from the NHS	20%	18%	23%	24%	20%	19%	32%	24%	14%	27%
I didn't believe the NHS would think my complaint was serious enough	30%	32%	28%	29%	30%	30%	27%	32%	29%	30%
I felt that giving feedback would be sufficient	13%	13%	13%	9%	14%	15%	13%	12%	14%	13%
I felt legal action would be more effective	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%
Another reason	14%	13%	13%	11%	13%	16%	15%	15%	12%	15%
Don't know	6%	6%	6%	8%	6%	5%	4%	4%	7%	4%

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Sample size: 2,650 adults

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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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB

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	BA	BB
Base: All who did not make a formal complaint	2421	385	469	1446	853	217	933	1150	722	459	1181
I didn't know who to contact	19%	16%	15%	21%	16%	15%	18%	18%	20%	23%	21%
				AS.AT.AV						AW.AX.AY	AW.AY
I didn't feel confident in writing a good complaint letter	5%	6%	7%	4%	6%	4%	4%	4%	5%	10%	7%
			AU		AU					AW.AX.AY.AZ.BE	AX.AY.AZ
I didn't feel confident that the NHS would respond to my complaint effectively	33%	31%	30%	34%	31%	31%	33%	32%	31%	35%	33%
I didn't think my complaint would be used by the NHS to improve services	34%	34%	32%	34%	33%	35%	33%	33%	34%	33%	34%
The complaint system seemed too complicated for me	8%	9%	10%	8%	10%	7%	6%	6%	10%	12%	10%
									AX.AY	AW.AX.AY	AX.AY
I was scared that complaining would affect my ongoing treatment from the NHS	20%	25%	22%	19%	23%	17%	17%	17%	22%	25%	23%
		AU			AU				AX.AY	AW.AX.AY	AW.AX.AY
I didn't believe the NHS would think my complaint was serious enough	30%	28%	28%	31%	28%	31%	30%	30%	29%	33%	30%
I felt that giving feedback would be sufficient	13%	14%	14%	13%	14%	22%	14%	16%	12%	10%	11%
						AX.AY.AZ.BA.BE	BA.BB	AZ.BA.BB			
I felt legal action would be more effective	2%	3%	3%	1%	3%	5%	1%	2%	1%	2%	1%
		AU	AU		AU	AX.AY.AZ.BA.BB		AZ.BB			
Another reason	14%	17%	13%	13%	15%	14%	14%	14%	14%	13%	14%
		AU									
Don't know	6%	4%	5%	5%	5%	3%	5%	5%	5%	6%	5%

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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 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	94	41	53	40	49	-	2	3	2	88
Base: All who are/were an unpaid carer	91	35	56	34	51	-	2	4	2	85
Myself	63%	61%	65%	60%	61%	-	100%	100%	100%	61%
		*	*	*	*	**	**	**	**	*
The person I care/cared for	37%	39%	35%	40%	39%	-	-	-	-	39%
		*	*	*	*	**	**	**	**	*

Did you seek help to make a complaint?

Unweighted base	230	104	126	102	119	-	4	5	5	219
Base: All who made a formal complaint	229	92	136	90	128	-	4	6	5	216
Yes	33%	33%	32%	33%	32%	-	-	59%	21%	32%
		*	*	*	*	**	**	**	**	*
No	67%	67%	68%	67%	68%	-	100%	41%	79%	68%
		*	*	*	*	**	**	**	**	*

Did you receive help to make a complaint?

Unweighted base	78	36	42	35	40	-	-	3	1	74
Base: All who sought help	75	31	44	30	41	-	-	4	1	70
Yes	70%	71%	69%	77%	67%	-	-	40%	-	72%
		*	*	*	*	**	**	**	**	*
No	30%	29%	31%	23%	33%	-	-	60%	100%	28%
		*	*	*	*	**	**	**	**	*

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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 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	94	11	21	19	12	16	15	32	31	31
Base: All who are/were an unpaid carer	91	9	19	20	14	15	15	28	34	30
Myself	63%	48%	59%	74%	66%	64%	61%	56%	70%	62%
		**	**	**	**	**	**	*	**	**
The person I care/cared for	37%	52%	41%	26%	34%	36%	39%	44%	30%	38%
		**	**	**	**	**	**	*	**	**

Did you seek help to make a complaint?

Unweighted base	230	31	41	42	33	38	45	72	75	83
Base: All who made a formal complaint	229	29	38	43	40	35	43	67	83	79
Yes	33%	55%	44%	32%	29%	29%	16%	49%	30%	22%
		**	O.R*	*	*	*	*	O.Q.R*	*	*
No	67%	45%	56%	68%	71%	71%	84%	51%	70%	78%
		**	*	*	*	*	K.P*	*	P*	K.P*

Did you receive help to make a complaint?

Unweighted base	78	18	18	14	9	11	8	36	23	19
Base: All who sought help	75	16	17	13	12	10	7	32	25	17
Yes	70%	75%	74%	70%	33%	82%	87%	75%	53%	84%
		**	**	**	**	**	**	*	**	**
No	30%	25%	26%	30%	67%	18%	13%	25%	47%	16%
		**	**	**	**	**	**	*	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	94	8	9	5	6	16	10	19	15	6
Base: All who are/were an unpaid carer	91	11	8	5	6	17	10	16	13	6
Myself	63%	86%	39%	100%	46%	69%	63%	67%	40%	66%
		**	**	**	**	**	**	**	**	**
The person I care/cared for	37%	14%	61%	-	54%	31%	37%	33%	60%	34%
		**	**	**	**	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	230	18	24	15	21	31	23	44	41	13
Base: All who made a formal complaint	229	25	22	16	23	33	23	37	37	12
Yes	33%	17%	41%	28%	28%	39%	39%	36%	32%	30%
		**	**	**	**	*	**	*	*	**
No	67%	83%	59%	72%	72%	61%	61%	64%	68%	70%
		**	**	**	**	*	**	*	*	**

Did you receive help to make a complaint?

Unweighted base	78	3	10	4	6	12	9	16	14	4
Base: All who sought help	75	4	9	5	6	13	9	13	12	4
Yes	70%	56%	100%	46%	64%	56%	36%	88%	90%	48%
		**	**	**	**	**	**	**	**	**
No	30%	44%	-	54%	36%	44%	64%	12%	10%	52%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

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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 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	94	59	35	72	4	10	8	-	22
Base: All who are/were an unpaid carer	91	55	36	71	3	11	6	-	20
Myself	63%	63%	64%	63%	71%	67%	58%	-	65%
		*	*	*	**	**	**	**	**
The person I care/cared for	37%	37%	36%	37%	29%	33%	42%	-	35%
		*	*	*	**	**	**	**	**

Did you seek help to make a complaint?

Unweighted base	230	122	108	178	7	28	15	2	52
Base: All who made a formal complaint	229	113	116	176	5	33	11	4	53
Yes	33%	36%	30%	30%	73%	38%	49%	-	41%
					**	**	**	**	*
No	67%	64%	70%	70%	27%	62%	51%	100%	59%
					**	**	**	**	*

Did you receive help to make a complaint?

Unweighted base	78	45	33	56	5	10	7	-	22
Base: All who sought help	75	40	34	53	4	12	5	-	21
Yes	70%	76%	62%	70%	57%	57%	100%	-	68%
		*	*	*	**	**	**	**	**
No	30%	24%	38%	30%	43%	43%	-	-	32%
		*	*	*	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	94	53	31	14	30	49	31	23	38	54
Base: All who are/were an unpaid carer	91	50	30	14	28	48	32	23	35	55
Myself	63%	64%	56%	62%	71%	60%	83%	62%	44%	75%
		*	**	**	**	*	**	**	*	AQ*
The person I care/cared for	37%	36%	44%	38%	29%	40%	17%	38%	56%	25%
		*	**	**	**	*	**	**	AR*	*

Did you seek help to make a complaint?

Unweighted base	230	131	80	40	92	97	65	56	105	121
Base: All who made a formal complaint	229	131	78	40	90	98	65	58	102	123
Yes	33%	33%	24%	19%	32%	38%	49%	19%	30%	35%
			*	*	*	AL*	AP.AQ.AR*	*	*	AP
No	67%	67%	76%	81%	68%	62%	51%	81%	70%	65%
			*	AN*	*	*	*	AO.AR*	AO*	AO

Did you receive help to make a complaint?

Unweighted base	78	45	21	9	31	37	33	11	32	44
Base: All who sought help	75	44	19	8	29	38	32	11	30	43
Yes	70%	74%	63%	57%	75%	69%	67%	68%	73%	68%
		*	**	**	*	*	*	**	*	*
No	30%	26%	37%	43%	25%	31%	33%	32%	27%	32%
		*	**	**	*	*	*	**	*	*

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Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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	94	36	58	-	94	14	28	42	23	28	51
Base: All who are/were an unpaid carer	91	35	56	-	91	13	27	40	22	29	50
Myself	63%	54%	69%	-	63%	50%	64%	60%	54%	74%	65%
		*	*	**	*	**	**	*	**	**	*
The person I care/cared for	37%	46%	31%	-	37%	50%	36%	40%	46%	26%	35%
		*	*	**	*	**	**	*	**	**	*

Did you seek help to make a complaint?

Unweighted base	230	36	58	124	94	29	67	96	68	62	130
Base: All who made a formal complaint	229	35	56	125	91	25	67	93	68	64	132
Yes	33%	36%	41%	26%	39%	42%	19%	25%	34%	37%	36%
		*	AU*		AU*	**	*	AX*	*	AX*	AX
No	67%	64%	59%	74%	61%	58%	81%	75%	66%	63%	64%
		*	*	AT.AV	*	**	AY.BA.BB*	*	*	*	*

Did you receive help to make a complaint?

Unweighted base	78	13	25	34	38	12	14	26	24	24	48
Base: All who sought help	75	13	23	32	36	11	13	23	23	24	47
Yes	70%	93%	70%	67%	78%	82%	93%	88%	65%	55%	60%
		**	**	*	*	**	**	**	**	**	*
No	30%	7%	30%	33%	22%	18%	7%	12%	35%	45%	40%
		**	**	*	*	**	**	**	**	**	*

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	57	27	30	28	28	-	-	1	-	56
Base: All who received help	52	22	30	23	28	-	-	1	-	51
My family or friends	47%	46%	48%	40%	55%	-	-	-	-	48%
		**	**	**	**	**	**	**	**	*
An advice agency like Citizens Advice	19%	11%	24%	14%	23%	-	-	-	-	19%
		**	**	**	**	**	**	**	**	*
My local Healthwatch	13%	11%	14%	11%	15%	-	-	-	-	13%
		**	**	**	**	**	**	**	**	*
Patient Advice and Liaison Service (PALS)	32%	30%	33%	32%	33%	-	-	-	-	33%
		**	**	**	**	**	**	**	**	*
An independent NHS complaints advocacy service (ICAS)	21%	15%	26%	14%	23%	-	-	100%	-	19%
		**	**	**	**	**	**	**	**	*
A health and care professional	19%	18%	20%	17%	21%	-	-	-	-	20%
		**	**	**	**	**	**	**	**	*
A lawyer	16%	30%	6%	29%	7%	-	-	-	-	17%
		**	**	**	**	**	**	**	**	*
Other	2%	5%	-	5%	-	-	-	-	-	2%
		**	**	**	**	**	**	**	**	*
Can't remember/prefer not to say	5%	8%	4%	8%	4%	-	-	-	-	6%
		**	**	**	**	**	**	**	**	*

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	57	14	14	10	3	9	7	28	13	16
Base: All who received help	52	12	12	9	4	8	6	24	13	15
My family or friends	47%	55%	65%	23%	72%	18%	56%	60%	37%	34%
		**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	19%	24%	44%	-	35%	-	-	34%	10%	-
		**	**	**	**	**	**	**	**	**
My local Healthwatch	13%	14%	21%	7%	-	22%	-	17%	5%	13%
		**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	32%	33%	29%	29%	37%	38%	28%	31%	31%	34%
		**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	21%	35%	14%	10%	28%	26%	16%	24%	15%	22%
		**	**	**	**	**	**	**	**	**
A health and care professional	19%	23%	42%	8%	-	14%	-	33%	6%	8%
		**	**	**	**	**	**	**	**	**
A lawyer	16%	26%	21%	10%	-	-	28%	24%	7%	12%
		**	**	**	**	**	**	**	**	**
Other	2%	-	-	11%	-	-	-	-	8%	-
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	5%	15%	8%	-	-	-	-	12%	-	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	57	2	10	2	4	7	3	14	13	2
Base: All who received help	52	2	9	2	4	7	3	12	11	2
My family or friends	47%	42%	50%	100%	50%	36%	67%	43%	41%	47%
		**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	19%	-	20%	-	28%	16%	42%	29%	-	47%
		**	**	**	**	**	**	**	**	**
My local Healthwatch	13%	-	9%	-	22%	-	-	20%	18%	47%
		**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	32%	42%	39%	-	22%	48%	-	15%	38%	100%
		**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	21%	59%	18%	-	-	13%	25%	39%	-	100%
		**	**	**	**	**	**	**	**	**
A health and care professional	19%	-	20%	-	51%	-	-	36%	10%	47%
		**	**	**	**	**	**	**	**	**
A lawyer	16%	-	9%	-	21%	39%	-	22%	6%	47%
		**	**	**	**	**	**	**	**	**
Other	2%	-	-	-	-	-	33%	-	-	-
		**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	5%	-	22%	-	-	-	-	-	8%	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	57	35	22	41	3	6	7	-	16
Base: All who received help	52	31	21	38	2	7	5	-	15
My family or friends	47%	58%	31%	39%	68%	68%	69%	-	68%
		*	**	*	**	**	**	**	**
An advice agency like Citizens Advice	19%	31%	-	17%	37%	34%	-	-	22%
		*	**	*	**	**	**	**	**
My local Healthwatch	13%	16%	9%	14%	70%	-	-	-	10%
		*	**	*	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	32%	39%	21%	31%	37%	34%	35%	-	35%
		*	**	*	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	21%	25%	16%	20%	37%	14%	29%	-	23%
		*	**	*	**	**	**	**	**
A health and care professional	19%	26%	9%	18%	37%	31%	-	-	21%
		*	**	*	**	**	**	**	**
A lawyer	16%	24%	5%	16%	37%	14%	11%	-	17%
		*	**	*	**	**	**	**	**
Other	2%	-	5%	-	-	15%	-	-	7%
		*	**	*	**	**	**	**	**
Can't remember/prefer not to say	5%	-	13%	7%	-	-	-	-	-
		*	**	*	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	57	35	14	6	24	27	23	8	25	31
Base: All who received help	52	32	12	4	22	26	21	7	22	29
My family or friends	47%	53%	46%	61%	44%	48%	43%	47%	54%	44%
		*	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	19%	26%	-	-	23%	18%	23%	-	22%	17%
		*	**	**	**	**	**	**	**	**
My local Healthwatch	13%	15%	-	-	11%	17%	3%	13%	23%	6%
		*	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	32%	35%	27%	38%	32%	30%	34%	-	42%	25%
		*	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	21%	21%	16%	17%	21%	22%	19%	13%	23%	17%
		*	**	**	**	**	**	**	**	**
A health and care professional	19%	25%	9%	-	7%	32%	12%	16%	28%	13%
		*	**	**	**	**	**	**	**	**
A lawyer	16%	21%	15%	17%	12%	19%	19%	-	20%	14%
		*	**	**	**	**	**	**	**	**
Other	2%	3%	-	-	-	4%	-	-	5%	-
		*	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	5%	3%	8%	-	8%	4%	4%	11%	5%	6%
		*	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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

Unweighted base	57	12	18	24	30	10	13	23	17	14	31
Base: All who received help	52	12	16	21	28	9	12	21	15	13	29
My family or friends	47%	68%	42%	37%	53%	43%	48%	46%	50%	56%	53%
		**	**	**	**	**	**	**	**	**	**
An advice agency like Citizens Advice	19%	33%	6%	22%	17%	39%	18%	27%	13%	17%	15%
		**	**	**	**	**	**	**	**	**	**
My local Healthwatch	13%	13%	28%	4%	22%	29%	21%	25%	5%	7%	6%
		**	**	**	**	**	**	**	**	**	**
Patient Advice and Liaison Service (PALS)	32%	36%	21%	38%	27%	38%	26%	31%	51%	18%	35%
		**	**	**	**	**	**	**	**	**	**
An independent NHS complaints advocacy service (ICAS)	21%	30%	27%	15%	28%	41%	13%	25%	12%	16%	14%
		**	**	**	**	**	**	**	**	**	**
A health and care professional	19%	40%	16%	12%	26%	52%	6%	25%	25%	7%	16%
		**	**	**	**	**	**	**	**	**	**
A lawyer	16%	29%	-	23%	12%	51%	-	21%	5%	18%	11%
		**	**	**	**	**	**	**	**	**	**
Other	2%	-	-	5%	-	-	9%	5%	-	-	-
		**	**	**	**	**	**	**	**	**	**
Can't remember/prefer not to say	5%	-	5%	4%	3%	-	9%	5%	-	13%	6%
		**	**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	104	126	102	119	-	4	5	5	219
Base: All who made a formal complaint	229	92	136	90	128	-	4	6	5	216
Within the last month	13%	11% *	14%	11% *	14%	- **	28% **	- **	22% **	13%
More than a month but less than three months	20%	20% *	20%	22% *	20%	- **	- **	- **	- **	21%
More than three months but less than six months	20%	16% *	22%	17% *	22%	- **	- **	24% **	- **	20%
More than six months ago	43%	49% *	40%	47% *	41%	- **	46% **	52% **	57% **	43%
Can't remember/prefer not to say	4%	4% *	5%	4% *	3%	- **	27% **	23% **	21% **	3%
Net: Within the last six months	52%	47% *	56%	50% *	56%	- **	28% **	24% **	22% **	54%

Have you received a full response from the NHS yet?

Unweighted base	230	104	126	102	119	-	4	5	5	219
Base: All who made a formal complaint	229	92	136	90	128	-	4	6	5	216
Yes	55%	52% *	57%	52% *	57%	- **	72% **	41% **	78% **	54%
No	42%	42% *	42%	43% *	42%	- **	28% **	41% **	22% **	43%
Can't remember	4%	7% B*	1%	6% *	1%	- **	- **	17% **	- **	3%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	31	41	42	33	38	45	72	75	83
Base: All who made a formal complaint	229	29	38	43	40	35	43	67	83	79
Within the last month	13%	10% **	16% *	20% *	7% *	14% *	9% *	13% *	14% *	11% *
More than a month but less than three months	20%	33% **	17% *	15% *	15% *	25% *	18% *	24% *	15% *	21% *
More than three months but less than six months	20%	17% **	23% *	18% *	13% *	22% *	25% *	20% *	16% *	24% *
More than six months ago	43%	37% **	41% *	42% *	65% K.N.P.R*	30% *	42% *	39% *	53% L.N.R*	37% *
Can't remember/prefer not to say	4%	3% **	3% *	6% *	- *	9% *	6% *	3% *	3% *	7% *
Net: Within the last six months	52%	60% **	57% *	53% *	35% *	61% M*	52% *	58% M*	44% *	56% M*

Have you received a full response from the NHS yet?

Unweighted base	230	31	41	42	33	38	45	72	75	83
Base: All who made a formal complaint	229	29	38	43	40	35	43	67	83	79
Yes	55%	50% **	64% *	53% *	57% *	44% *	57% *	58% *	55% *	51% *
No	42%	41% **	32% *	45% *	44% *	56% K*	36% *	36% *	44% *	45% *
Can't remember	4%	9% **	4% *	2% *	- *	- *	7% *	6% *	1% *	4% *

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	18	24	15	21	31	23	44	41	13
Base: All who made a formal complaint	229	25	22	16	23	33	23	37	37	12
Within the last month	13%	5% **	22% **	13% **	5% **	5% *	18% **	15% *	15% *	23% **
More than a month but less than three months	20%	15% **	20% **	21% **	24% **	19% *	12% **	22% *	21% *	22% **
More than three months but less than six months	20%	24% **	10% **	32% **	23% **	13% *	4% **	26% *	30% *	8% **
More than six months ago	43%	51% **	41% **	14% **	48% **	60% Y,Z*	62% **	35% *	34% *	39% **
Can't remember/prefer not to say	4%	6% **	8% **	20% **	- **	3% *	4% **	2% *	- *	9% **
Net: Within the last six months	52%	44% **	51% **	65% **	52% **	37% *	35% **	63% W*	66% W*	52% **

Have you received a full response from the NHS yet?

Unweighted base	230	18	24	15	21	31	23	44	41	13
Base: All who made a formal complaint	229	25	22	16	23	33	23	37	37	12
Yes	55%	50% **	59% **	41% **	57% **	53% *	63% **	59% *	51% *	53% **
No	42%	46% **	37% **	59% **	39% **	47% *	37% **	34% *	44% *	38% **
Can't remember	4%	5% **	4% **	- **	4% **	- *	- **	6% *	5% *	9% **

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	122	108	178	7	28	15	2	52
Base: All who made a formal complaint	229	113	116	176	5	33	11	4	53
Within the last month	13%	13%	12%	12%	-	19%	14%	-	15%
					**	**	**	**	*
More than a month but less than three months	20%	23%	17%	20%	15%	17%	29%	-	18%
					**	**	**	**	*
More than three months but less than six months	20%	23%	17%	18%	59%	20%	17%	48%	25%
					**	**	**	**	*
More than six months ago	43%	39%	47%	44%	27%	45%	33%	52%	41%
					**	**	**	**	*
Can't remember/prefer not to say	4%	1%	7%	5%	-	-	8%	-	2%
			AB		**	**	**	**	*
Net: Within the last six months	52%	59%	45%	51%	74%	55%	60%	48%	58%
		AC			**	**	**	**	*

Have you received a full response from the NHS yet?

Unweighted base	230	122	108	178	7	28	15	2	52
Base: All who made a formal complaint	229	113	116	176	5	33	11	4	53
Yes	55%	59%	50%	57%	54%	36%	75%	52%	47%
					**	**	**	**	*
No	42%	39%	44%	40%	32%	58%	25%	48%	48%
					**	**	**	**	*
Can't remember	4%	2%	5%	3%	14%	6%	-	-	5%
					**	**	**	**	*

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	131	80	40	92	97	65	56	105	121
Base: All who made a formal complaint	229	131	78	40	90	98	65	58	102	123
Within the last month	13%	15%	10%	9%	11%	16%	13%	8%	16%	11%
More than a month but less than three months	20%	21%	18%	18%	21%	20%	21%	19%	19%	20%
More than three months but less than six months	20%	19%	20%	22%	21%	18%	17%	17%	24%	17%
More than six months ago	43%	41%	47%	48%	43%	42%	40%	53%	39%	46%
Can't remember/prefer not to say	4%	4%	5%	3%	5%	5%	9%	3%	3%	6%
Net: Within the last six months	52%	55%	49%	49%	53%	54%	51%	44%	58%	48%

Have you received a full response from the NHS yet?

Unweighted base	230	131	80	40	92	97	65	56	105	121
Base: All who made a formal complaint	229	131	78	40	90	98	65	58	102	123
Yes	55%	56%	52%	42%	50%	64%	52%	60%	54%	56%
No	42%	43%	42%	53%	45%	35%	44%	38%	43%	41%
Can't remember	4%	1%	6%	5%	5%	2%	4%	2%	4%	3%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB

How long ago did you make the complaint?

Unweighted base	230	36	58	124	94	29	67	96	68	62	130
Base: All who made a formal complaint	229	35	56	125	91	25	67	93	68	64	132
Within the last month	13%	22% *	14% *	10%	17% *	37% **	12% *	19% AX, BB*	8% *	9% *	9%
More than a month but less than three months	20%	17% *	21% *	21%	19% *	16% **	26% *	24% *	21% *	14% *	18%
More than three months but less than six months	20%	16% *	21% *	21%	19% *	14% **	18% *	17% *	24% *	19% *	22%
More than six months ago	43%	39% *	40% *	45%	40% *	30% **	40% *	38% *	43% *	50% *	46%
Can't remember/prefer not to say	4%	6% *	4% *	4%	5% *	3% **	3% *	3% *	4% *	7% *	6%
Net: Within the last six months	52%	55% *	56% *	52%	55% *	67% **	57% *	59% BA*	53% *	42% *	48%

Have you received a full response from the NHS yet?

Unweighted base	230	36	58	124	94	29	67	96	68	62	130
Base: All who made a formal complaint	229	35	56	125	91	25	67	93	68	64	132
Yes	55%	63% *	65% AU*	47%	64% AU*	80% **	59% *	64% BA, BB*	53% *	44% *	48%
No	42%	34% *	32% *	50% AT, AV	33% *	20% **	41% *	36% *	42% *	51% *	46%
Can't remember	4%	3% *	3% *	3%	3% *	- **	- *	- *	5% AY*	6% AY*	5% AY

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	104	126	102	119	-	4	5	5	219
Base: All who made a formal complaint	229	92	136	90	128	-	4	6	5	216
I received a written or verbal apology from the NHS	19%	18% *	20%	18% *	20%	-	-	23%	-	20%
The NHS agreed to make changes to help prevent similar experiences in the future	15%	16% *	14%	17% *	14%	-	-	-	-	16%
I received a written or verbal explanation from the NHS about what happened	26%	23% *	28%	24% *	29%	-	-	-	-	26%
The NHS agreed to speed up an action about my care	11%	13% *	9%	11% *	10%	-	-	17%	-	11%
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	6%	7% *	5%	8% *	5%	-	-	-	-	6%
The NHS offered to relook at my care	10%	14% *	8%	14% *	9%	-	-	-	-	11%
The NHS said they did not uphold my complaint	12%	10% *	12%	8% *	13%	-	46%	18%	57%	11%
I'm still waiting on the outcome of the complaint	28%	26% *	30%	26% *	29%	-	28%	41%	22%	28%
Don't know/can't remember	8%	10% *	6%	11% *	6%	-	27%	-	21%	8%
Net: Any action	53%	53% *	52%	55% *	53%	-	-	41%	-	53%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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
	230	31	41	42	33	38	45	72	75	83
Base: All who made a formal complaint	229	29	38	43	40	35	43	67	83	79
I received a written or verbal apology from the NHS	19%	23% **	22% *	19% *	12% *	21% *	19% *	22% *	16% *	20% *
The NHS agreed to make changes to help prevent similar experiences in the future	15%	18% **	21% *	16% *	7% *	19% *	11% *	20% *	11% *	15% *
I received a written or verbal explanation from the NHS about what happened	26%	26% **	32% *	29% *	22% *	17% *	27% *	30% *	26% *	22% *
The NHS agreed to speed up an action about my care	11%	31% **	14% *	10% *	6% *	2% *	6% *	22% M.N.O.Q.R*	8% *	4% *
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	6%	15% **	19% M.N.O.Q.R*	6% R*	- *	- *	- *	17% M.N.O.Q.R*	3% *	- *
The NHS offered to relook at my care	10%	29% **	12% *	11% *	2% *	13% *	2% *	19% M.O.Q.R*	7% *	7% O*
The NHS said they did not uphold my complaint	12%	5% **	12% *	16% *	19% *	6% *	9% *	9% *	18% *	7% *
I'm still waiting on the outcome of the complaint	28%	10% **	18% *	32% P*	29% *	42% K.P*	32% P*	15% *	31% P*	37% K.P*
Don't know/can't remember	8%	8% **	7% *	8% *	9% *	3% *	11% *	7% *	9% *	7% *
Net: Any action	53%	77% **	62% *	44% *	42% *	49% *	48% *	69% L.M.O.Q.R*	43% *	49% *

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	18	24	15	21	31	23	44	41	13
Base: All who made a formal complaint	229	25	22	16	23	33	23	37	37	12
I received a written or verbal apology from the NHS	19%	27% **	19% **	7% **	15% **	23% *	30% **	22% *	12% *	7% **
The NHS agreed to make changes to help prevent similar experiences in the future	15%	11% **	27% **	- **	- **	16% *	39% **	17% *	11% *	7% **
I received a written or verbal explanation from the NHS about what happened	26%	23% **	35% **	15% **	39% **	10% *	29% **	24% *	33% W*	20% **
The NHS agreed to speed up an action about my care	11%	11% **	15% **	6% **	- **	14% *	13% **	12% *	6% *	22% **
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	6%	9% **	8% **	- **	- **	3% *	14% **	11% *	2% *	7% **
The NHS offered to relook at my care	10%	4% **	12% **	- **	14% **	10% *	17% **	17% *	7% *	7% **
The NHS said they did not uphold my complaint	12%	7% **	9% **	7% **	9% **	19% *	18% **	11% *	8% *	17% **
I'm still waiting on the outcome of the complaint	28%	22% **	37% **	39% **	28% **	29% *	17% **	19% *	34% *	38% **
Don't know/can't remember	8%	17% **	4% **	26% **	4% **	2% *	4% **	7% *	5% *	9% **
Net: Any action	53%	54% **	51% **	28% **	58% **	50% *	60% **	63% *	52% *	35% **

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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
Unweighted base	230	122	108	178	7	28	15	2	52
Base: All who made a formal complaint	229	113	116	176	5	33	11	4	53
I received a written or verbal apology from the NHS	19%	27%	11%	21%	41%	7%	14%	-	11%
		AC			**	**	**	**	*
The NHS agreed to make changes to help prevent similar experiences in the future	15%	19%	11%	15%	29%	10%	30%	-	15%
					**	**	**	**	*
I received a written or verbal explanation from the NHS about what happened	26%	30%	22%	26%	41%	21%	37%	-	25%
					**	**	**	**	*
The NHS agreed to speed up an action about my care	11%	15%	6%	9%	28%	12%	25%	-	15%
		AC			**	**	**	**	*
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	6%	10%	2%	6%	15%	3%	9%	-	5%
		AC			**	**	**	**	*
The NHS offered to relook at my care	10%	12%	9%	8%	28%	10%	24%	48%	17%
					**	**	**	**	*
The NHS said they did not uphold my complaint	12%	10%	13%	11%	14%	9%	15%	52%	14%
					**	**	**	**	*
I'm still waiting on the outcome of the complaint	28%	29%	27%	30%	32%	28%	5%	-	22%
					**	**	**	**	*
Don't know/can't remember	8%	1%	15%	8%	-	9%	7%	-	7%
			AB		**	**	**	**	*
Net: Any action	53%	60%	45%	51%	54%	53%	72%	48%	57%
		AC			**	**	**	**	*

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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
	230	131	80	40	92	97	65	56	105	121
Base: All who made a formal complaint	229	131	78	40	90	98	65	58	102	123
I received a written or verbal apology from the NHS	19%	21%	16%*	13%*	21%*	20%*	18%*	15%*	22%*	16%
The NHS agreed to make changes to help prevent similar experiences in the future	15%	16%	12%*	11%*	14%*	17%*	14%*	10%*	19%*	12%
I received a written or verbal explanation from the NHS about what happened	26%	31%	18%*	21%*	20%*	33%*	17%*	13%*	39%*	15%
The NHS agreed to speed up an action about my care	11%	13%	5%*	10%*	8%*	13%*	8%*	9%*	13%*	9%
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	6%	10%	-*	2%*	3%*	10%*	9%*	-*	8%*	5%
The NHS offered to relook at my care	10%	13%	4%*	12%*	7%*	14%*	12%*	9%*	11%*	10%
The NHS said they did not uphold my complaint	12%	9%	16%*	2%*	14%*	13%*	11%*	22%*	5%*	16%
I'm still waiting on the outcome of the complaint	28%	28%	29%*	28%*	33%*	24%*	33%*	22%*	29%*	28%
Don't know/can't remember	8%	6%	12%*	13%*	8%*	5%*	11%*	10%*	5%*	11%
Net: Any action	53%	57%	43%*	57%*	45%*	57%*	45%*	46%*	62%*	46%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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

Unweighted base	230	36	58	124	94	29	67	96	68	62	130
Base: All who made a formal complaint	229	35	56	125	91	25	67	93	68	64	132
I received a written or verbal apology from the NHS	19%	19% *	30% AU*	16%	26% *	47% **	22% BA*	29% BA, BB*	18% BA*	6% *	12% BA
The NHS agreed to make changes to help prevent similar experiences in the future	15%	15% *	27% AU*	10%	22% AU*	39% **	19% AZ, BB*	25% AZ, BA, BB*	7% *	10% *	8%
I received a written or verbal explanation from the NHS about what happened	26%	22% *	27% *	25%	25% *	26% **	37% BA, BB*	34% BA, BB*	28% BA*	12% *	20% BA
The NHS agreed to speed up an action about my care	11%	15% *	17% AU*	6%	17% AU*	24% **	13% *	16% BB*	7% *	6% *	6%
The NHS agreed to issue a payment or refund of NHS charges related to my care (for example dental charges)	6%	16% AU*	11% AU*	2%	13% AU*	25% **	7% *	12% AZ, BA, BB*	2% *	3% *	2%
The NHS offered to relook at my care	10%	16% *	9% *	8%	12% *	21% **	7% *	11% *	9% *	12% *	10%
The NHS said they did not uphold my complaint	12%	9% *	15% *	12%	13% *	4% **	10% *	8% *	13% *	15% *	14%
I'm still waiting on the outcome of the complaint	28%	30% *	23% *	31%	25% *	27% **	23% *	24% *	33% *	29% *	31%
Don't know/can't remember	8%	9% *	2% *	9%	5% *	- **	7% *	5% *	6% *	14% *	10%
Net: Any action	53%	53% *	60% *	48%	57% *	70% **	60% BA*	63% BA, BB*	48% *	42% *	45%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	25	9	16	7	15	-	2	1	3	22
Base: All for whom the NHS did not uphold their complaint	27	10	17	8	16	-	2	1	3	24
I am making a complaint to the PHSO	7%	-	11%	-	12%	-	-	-	-	8%
	**	**	**	**	**	**	**	**	**	**
I am taking legal action	8%	12%	6%	15%	6%	-	-	-	-	9%
	**	**	**	**	**	**	**	**	**	**
I am sharing my story publicly	9%	11%	8%	14%	8%	-	-	-	-	10%
	**	**	**	**	**	**	**	**	**	**
I'm taking no further action	40%	39%	41%	49%	43%	-	-	-	-	45%
	**	**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	32%	28%	34%	21%	30%	-	49%	100%	68%	27%
	**	**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	4%	10%	-	-	-	-	51%	-	32%	-
	**	**	**	**	**	**	**	**	**	**
Net: Any action	24%	23%	25%	29%	27%	-	-	-	-	27%
	**	**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	25	2	5	7	6	2	3	7	13	5
Base: All for whom the NHS did not uphold their complaint	27	2	5	7	8	2	4	6	15	6
I am making a complaint to the PHSO	7%	-	-	14%	-	48%	-	-	7%	16%
		**	**	**	**	**	**	**	**	**
I am taking legal action	8%	-	-	-	15%	52%	-	-	8%	18%
		**	**	**	**	**	**	**	**	**
I am sharing my story publicly	9%	-	-	-	31%	-	-	-	17%	-
		**	**	**	**	**	**	**	**	**
I'm taking no further action	40%	52%	45%	46%	24%	-	72%	47%	34%	48%
		**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	32%	48%	55%	26%	31%	-	28%	53%	28%	19%
		**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	4%	-	-	15%	-	-	-	-	7%	-
		**	**	**	**	**	**	**	**	**
Net: Any action	24%	-	-	14%	45%	100%	-	-	31%	34%
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	25	1	1	1	2	6	4	5	3	2
Base: All for whom the NHS did not uphold their complaint	27	2	2	1	2	6	4	4	3	2
I am making a complaint to the PHSO	7%	-	-	-	-	-	-	23%	33%	-
		**	**	**	**	**	**	**	**	**
I am taking legal action	8%	-	-	-	-	18%	24%	-	-	-
		**	**	**	**	**	**	**	**	**
I am sharing my story publicly	9%	-	-	-	-	22%	25%	-	-	-
		**	**	**	**	**	**	**	**	**
I'm taking no further action	40%	100%	100%	100%	48%	13%	-	20%	35%	100%
		**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	32%	-	-	-	52%	31%	51%	57%	33%	-
		**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	4%	-	-	-	-	16%	-	-	-	-
		**	**	**	**	**	**	**	**	**
Net: Any action	24%	-	-	-	-	40%	49%	23%	33%	-
		**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	25	12	13	19	1	2	2	1	6
Base: All for whom the NHS did not uphold their complaint	27	11	15	19	1	3	2	2	7
I am making a complaint to the PHSO	7%	-	12%	10%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
I am taking legal action	8%	19%	-	5%	-	38%	-	-	15%
	**	**	**	**	**	**	**	**	**
I am sharing my story publicly	9%	-	16%	13%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
I'm taking no further action	40%	26%	50%	31%	-	62%	49%	100%	63%
	**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	32%	55%	16%	36%	100%	-	51%	-	22%
	**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	4%	-	6%	5%	-	-	-	-	-
	**	**	**	**	**	**	**	**	**
Net: Any action	24%	19%	28%	28%	-	38%	-	-	15%
	**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	25	11	12	1	12	12	7	11	5	18
Base: All for whom the NHS did not uphold their complaint	27	12	13	1	13	13	7	13	5	20
I am making a complaint to the PHSO	7%	-	7%	-	15%	-	13%	7%	-	9%
	**	**	**	**	**	**	**	**	**	**
I am taking legal action	8%	18%	-	-	9%	8%	14%	-	-	5%
	**	**	**	**	**	**	**	**	**	**
I am sharing my story publicly	9%	9%	10%	-	-	19%	19%	8%	-	12%
	**	**	**	**	**	**	**	**	**	**
I'm taking no further action	40%	33%	52%	100%	32%	44%	12%	69%	21%	48%
	**	**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	32%	40%	30%	-	37%	30%	28%	16%	79%	20%
	**	**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	4%	-	-	-	8%	-	14%	-	-	5%
	**	**	**	**	**	**	**	**	**	**
Net: Any action	24%	27%	18%	-	24%	26%	47%	16%	-	27%
	**	**	**	**	**	**	**	**	**	**

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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

Unweighted base	25	3	9	13	12	1	6	7	8	9	17
Base: All for whom the NHS did not uphold their complaint	27	3	9	15	12	1	6	7	9	9	18
I am making a complaint to the PHSO	7%	-	11%	6%	8%	-	15%	13%	-	-	-
	**	**	**	**	**	**	**	**	**	**	**
I am taking legal action	8%	-	12%	8%	9%	-	-	-	-	23%	12%
	**	**	**	**	**	**	**	**	**	**	**
I am sharing my story publicly	9%	-	16%	7%	12%	-	-	-	12%	15%	13%
	**	**	**	**	**	**	**	**	**	**	**
I'm taking no further action	40%	69%	31%	39%	41%	-	58%	51%	56%	21%	38%
	**	**	**	**	**	**	**	**	**	**	**
I'm still considering what further action to take	32%	31%	19%	40%	22%	100%	28%	37%	32%	31%	32%
	**	**	**	**	**	**	**	**	**	**	**
Don't know/prefer not to say	4%	-	11%	-	8%	-	-	-	-	10%	5%
	**	**	**	**	**	**	**	**	**	**	**
Net: Any action	24%	-	38%	21%	28%	-	15%	13%	12%	38%	25%
	**	**	**	**	**	**	**	**	**	**	**

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Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	104	126	102	119	-	4	5	5	219
Base: All who made a formal complaint	229	92	136	90	128	-	4	6	5	216
Very satisfied	11%	10% *	12%	11% *	12%	- **	- **	- **	- **	12%
Somewhat satisfied	12%	13% *	12%	13% *	13%	- **	- **	- **	- **	13%
Neither satisfied nor dissatisfied	15%	18% *	14%	18% *	14%	- **	- **	17% **	- **	16%
Somewhat dissatisfied	19%	18% *	20%	19% *	19%	- **	27% **	24% **	21% **	19%
Very dissatisfied	37%	35% *	39%	34% *	38%	- **	73% **	58% **	79% **	36%
Don't know	5%	5% *	5%	5% *	5%	- **	- **	- **	- **	5%
Net: Satisfied	24%	24% *	24%	24% *	25%	- **	- **	- **	- **	25%
Net: Dissatisfied	56%	54% *	58%	53% *	56%	- **	100% **	83% **	100% **	54%

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	31	41	42	33	38	45	72	75	83
Base: All who made a formal complaint	229	29	38	43	40	35	43	67	83	79
Very satisfied	11%	18% **	28% <i>L.M.N.O.Q.R*</i>	10% *	3% *	5% *	7% *	23% <i>M.N.O.Q.R*</i>	6% *	6% *
Somewhat satisfied	12%	27% **	8% *	12% *	11% *	8% *	12% *	16% <i>K*</i>	12% *	10% *
Neither satisfied nor dissatisfied	15%	22% **	12% *	5% *	18% *	23% <i>L*</i>	15% *	16% *	11% <i>L*</i>	19% <i>L*</i>
Somewhat dissatisfied	19%	13% **	27% *	26% <i>Q*</i>	9% *	10% *	28% <i>M.N*</i>	21% *	17% *	20% <i>N*</i>
Very dissatisfied	37%	17% **	27% *	43% <i>P*</i>	52% <i>K.P*</i>	47% <i>P*</i>	33% *	22% *	47% <i>K.P*</i>	39% <i>P*</i>
Don't know	5%	3% **	- *	4% *	8% *	8% *	5% *	1% *	6% *	6% *
Net: Satisfied	24%	45% **	35% <i>M.N.Q.R*</i>	22% *	14% *	12% *	19% *	40% <i>M.N.O.Q.R*</i>	18% *	16% *
Net: Dissatisfied	56%	29% **	53% *	69% <i>P*</i>	60% *	57% *	61% *	43% *	65% <i>P*</i>	59% *

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	18	24	15	21	31	23	44	41	13
Base: All who made a formal complaint	229	25	22	16	23	33	23	37	37	12
Very satisfied	11%	11% **	15% **	6% **	- **	15% *	17% **	18% *	8% *	- **
Somewhat satisfied	12%	11% **	20% **	- **	4% **	17% *	13% **	15% *	14% *	7% **
Neither satisfied nor dissatisfied	15%	18% **	8% **	6% **	19% **	14% *	4% **	21% *	17% *	30% **
Somewhat dissatisfied	19%	27% **	23% **	34% **	24% **	3% *	22% **	22% W*	15% *	9% **
Very dissatisfied	37%	29% **	20% **	41% **	50% **	51% Y*	43% **	21% *	41% *	47% **
Don't know	5%	5% **	14% **	13% **	4% **	- *	- **	3% *	5% *	8% **
Net: Satisfied	24%	22% **	35% **	6% **	4% **	31% *	30% **	34% *	22% *	7% **
Net: Dissatisfied	56%	56% **	43% **	74% **	74% **	54% *	66% **	43% *	56% *	56% **

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	122	108	178	7	28	15	2	52
Base: All who made a formal complaint	229	113	116	176	5	33	11	4	53
Very satisfied	11%	16% AC	6%	11%	- **	3% **	47% **	- **	12% *
Somewhat satisfied	12%	14%	11%	10%	41% **	21% **	21% **	- **	22% AD*
Neither satisfied nor dissatisfied	15%	13%	18%	14%	27% **	23% **	- **	48% **	20% *
Somewhat dissatisfied	19%	17%	21%	19%	15% **	23% **	12% **	- **	18% *
Very dissatisfied	37%	36%	39%	41%	17% **	27% **	21% **	52% **	26% *
Don't know	5%	4%	5%	6%	- **	3% **	- **	- **	2% *
Net: Satisfied	24%	30% AC	17%	21%	41% **	24% **	68% **	- **	33% *
Net: Dissatisfied	56%	53%	60%	60%	32% **	50% **	32% **	52% **	45% *

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	131	80	40	92	97	65	56	105	121
Base: All who made a formal complaint	229	131	78	40	90	98	65	58	102	123
Very satisfied	11%	17%	4%	8%	12%	12%	13%	8%	12%	11%
		AK	*	*	*	*	*	*	*	*
Somewhat satisfied	12%	12%	11%	6%	14%	13%	9%	13%	15%	11%
			*	*	*	*	*	*	*	*
Neither satisfied nor dissatisfied	15%	12%	16%	21%	18%	10%	10%	21%	14%	15%
			*	*	*	*	*	*	*	*
Somewhat dissatisfied	19%	18%	20%	17%	17%	22%	25%	10%	21%	18%
			*	*	*	*	AP.AR*	*	*	AP
Very dissatisfied	37%	37%	40%	35%	35%	40%	36%	45%	33%	40%
			*	*	*	*	*	*	*	*
Don't know	5%	4%	8%	13%	4%	2%	6%	3%	5%	5%
			*	AN*	*	*	*	*	*	*
Net: Satisfied	24%	29%	15%	14%	26%	26%	22%	21%	27%	21%
		AK	*	*	*	*	*	*	*	*
Net: Dissatisfied	56%	55%	61%	53%	52%	63%	62%	54%	54%	58%
			*	*	*	*	*	*	*	*

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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

Unweighted base	230	36	58	124	94	29	67	96	68	62	130
Base: All who made a formal complaint	229	35	56	125	91	25	67	93	68	64	132
Very satisfied	11%	17%	18%	6%	18%	31%	13%	18%	7%	6%	7%
		AU*	AU*		AU*	**	*	AX.AZ.BA.BB*	*	*	
Somewhat satisfied	12%	14%	15%	10%	15%	25%	18%	20%	9%	6%	8%
		*	*		*	**	BB*	BA.BB*	*	*	
Neither satisfied nor dissatisfied	15%	6%	17%	16%	13%	4%	14%	11%	16%	19%	18%
		*	*		*	**	*	*	*	*	
Somewhat dissatisfied	19%	21%	15%	20%	18%	10%	27%	22%	20%	14%	17%
		*	*		*	**	*	*	*	*	
Very dissatisfied	37%	35%	30%	43%	32%	29%	25%	26%	44%	45%	45%
		*	*		*	**	*	*	AX.AY*	AX.AY*	AX.AY
Don't know	5%	7%	5%	5%	6%	-	3%	2%	4%	8%	6%
		*	*		*	**	*	*	*	*	
Net: Satisfied	24%	31%	33%	17%	32%	56%	31%	38%	16%	13%	14%
		*	AU*		AU*	**	AZ.BA.BB*	AX.AZ.BA.BB*	*	*	
Net: Dissatisfied	56%	56%	45%	63%	49%	39%	52%	48%	64%	60%	62%
		*	*	AT	*	**	*	*	*	*	AY

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	104	126	102	119	-	4	5	5	219
Base: All who made a formal complaint	229	92	136	90	128	-	4	6	5	216
Very positive	8%	7% *	8%	8% *	8%	-	-	-	-	8%
Somewhat positive	14%	16% *	13%	15% *	14%	-	-	-	-	15%
Neutral	21%	22% *	21%	23% *	20%	-	27%	17%	21%	22%
Somewhat negative	23%	20% *	24%	21% *	23%	-	28%	41%	22%	22%
Very negative	33%	33% *	34%	31% *	34%	-	46%	41%	57%	32%
Don't know	1%	2% *	1%	2% *	1%	-	-	-	-	1%
Net: Positive	21%	23% *	21%	23% *	22%	-	-	-	-	23%
Net: Negative	56%	53% *	58%	52% *	57%	-	73%	83%	79%	55%

Cell Contents (Column Percentages, Statistical Test Results), Statistics (Column Proportions, (95%): A/B, C/D/E/F/G, H/I, J/K/L/M/N/O/P/Q/R, S/T/U/V/W/X/Y/Z/AA, AB/AC, ,

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	31	41	42	33	38	45	72	75	83
Base: All who made a formal complaint	229	29	38	43	40	35	43	67	83	79
Very positive	8%	6% **	25% L.M.N.O.Q.R*	7% *	3% *	- *	5% *	17% M.N.Q.R*	5% *	3% *
Somewhat positive	14%	34% **	16% *	12% *	6% *	9% *	10% *	24% M.Q.R*	9% *	10% *
Neutral	21%	26% **	21% *	17% *	18% *	28% *	20% *	23% *	18% *	24% *
Somewhat negative	23%	18% **	11% *	25% *	23% *	21% *	34% K.P*	14% *	24% *	28% K.P*
Very negative	33%	13% **	27% *	36% *	47% P*	42% P*	31% *	21% *	41% P*	36% P*
Don't know	1%	3% **	- *	2% *	2% *	- *	- *	1% *	2% *	- *
Net: Positive	21%	40% **	41% L.M.N.O.Q.R*	20% *	9% *	9% *	15% *	41% L.M.N.O.Q.R*	14% *	12% *
Net: Negative	56%	31% **	38% *	61% K.P*	70% K.P*	63% K.P*	65% K.P*	35% *	66% K.P*	64% K.P*

Cell Contents (CAD/AE/AF/AG/AH/AI, AJ/AK, AL/AM/AN, AO/AP/AQ/AR, AS/AT/AU/AV, AW/AX/AY/AZ/BA/BB, Minimum Base: 30 (**), Small Base: 100 (**))

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	18	24	15	21	31	23	44	41	13
Base: All who made a formal complaint	229	25	22	16	23	33	23	37	37	12
Very positive	8%	11% **	11% **	- **	- **	11% *	10% **	14% *	4% *	- **
Somewhat positive	14%	5% **	26% **	6% **	9% **	18% *	16% **	19% *	11% *	7% **
Neutral	21%	27% **	31% **	27% **	20% **	12% *	4% **	24% *	21% *	39% **
Somewhat negative	23%	41% **	8% **	32% **	27% **	8% *	32% **	13% *	25% *	33% **
Very negative	33%	16% **	24% **	35% **	44% **	51% Y*	38% **	25% *	36% *	22% **
Don't know	1%	- **	- **	- **	- **	- *	- **	5% *	2% *	- **
Net: Positive	21%	16% **	36% **	6% **	9% **	29% *	26% **	33% *	15% *	7% **
Net: Negative	56%	57% **	33% **	67% **	71% **	59% *	70% **	38% *	62% Y*	54% **

Cell Contents (C)

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	122	108	178	7	28	15	2	52
Base: All who made a formal complaint	229	113	116	176	5	33	11	4	53
Very positive	8%	12%	3%	7%	-	3%	34%	-	9%
		AC			**	**	**	**	*
Somewhat positive	14%	17%	11%	15%	26%	8%	13%	-	10%
				**	**	**	**	**	*
Neutral	21%	20%	23%	20%	57%	26%	11%	48%	27%
				**	**	**	**	**	*
Somewhat negative	23%	19%	26%	23%	-	28%	22%	-	22%
				**	**	**	**	**	*
Very negative	33%	31%	36%	35%	17%	29%	21%	52%	28%
				**	**	**	**	**	*
Don't know	1%	2%	1%	1%	-	6%	-	-	3%
				**	**	**	**	**	*
Net: Positive	21%	29%	14%	22%	26%	11%	47%	-	19%
		AC		**	**	**	**	**	*
Net: Negative	56%	49%	62%	58%	17%	57%	43%	52%	50%
				**	**	**	**	**	*

Cell Contents (C)

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	230	131	80	40	92	97	65	56	105	121
Base: All who made a formal complaint	229	131	78	40	90	98	65	58	102	123
Very positive	8%	12%	3%	-	8%	11%	10%	2%	10%	6%
		AK	*	*	*	AL*	*	*	*	AP
Somewhat positive	14%	16%	10%	14%	17%	10%	11%	13%	16%	12%
			*	*	*	*	*	*	*	*
Neutral	21%	20%	22%	32%	18%	19%	20%	21%	22%	20%
			*	*	*	*	*	*	*	*
Somewhat negative	23%	18%	32%	30%	23%	20%	20%	29%	20%	24%
			AJ*	*	*	*	*	*	*	*
Very negative	33%	32%	33%	24%	33%	38%	38%	34%	31%	36%
			*	*	*	*	*	*	*	*
Don't know	1%	2%	-	-	1%	2%	-	2%	2%	1%
			*	*	*	*	*	*	*	*
Net: Positive	21%	27%	13%	14%	25%	21%	22%	15%	26%	19%
		AK	*	*	*	*	*	*	*	*
Net: Negative	56%	50%	65%	54%	55%	58%	58%	62%	51%	60%
			AJ*	*	*	*	*	*	*	*

Cell Contents (C)

YouGov Survey Results

Sample size: 2,650 adults

Fieldwork Dates: 17th - 29th 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	Net: Plenty/enough to spend on necessities	Enough for necessities but no more	Not enough for necessities and sometimes run out	Net: Just enough/not enough to spend on necessities	
	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	

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

Unweighted base	230	36	58	124	94	29	67	96	68	62	130
Base: All who made a formal complaint	229	35	56	125	91	25	67	93	68	64	132
Very positive	8%	13% *	11% *	5%	12% AU*	28% **	6% *	12% AX.BA.BB*	7% *	2% *	5%
Somewhat positive	14%	14% *	20% *	11%	18% *	21% **	19% *	20% AZ.BB*	8% *	12% *	10%
Neutral	21%	17% *	20% *	22%	19% *	15% **	21% *	19% *	22% *	23% *	23%
Somewhat negative	23%	27% *	18% *	23%	22% *	10% **	28% *	23% *	29% *	15% *	22%
Very negative	33%	29% *	29% *	39%	29% *	26% **	26% *	26% *	32% *	45% AX.AY*	38%
Don't know	1%	- *	2% *	1%	1% *	- **	- *	- *	1% *	3% *	2%
Net: Positive	21%	27% *	31% AU*	15%	30% AU*	49% **	26% *	32% AX.AZ.BA.BB*	15% *	14% *	15%
Net: Negative	56%	56% *	47% *	62%	50% *	36% **	54% *	49% *	61% *	60% *	60%

Cell Contents (C)