

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Regardless of whether you have ever actually provided feedback, which, if either, of the following have you ever wanted to give your feedback about how their services can be improved? (Please select all that apply)

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Health services	41%	37%	46%	28%	35%	37%	44%	49%	46%	35%
Social care services	13%	12%	14%	7%	13%	12%	12%	17%	14%	12%
Neither of these	43%	48%	39%	44%	35%	49%	45%	44%	42%	45%
Don't know	13%	14%	12%	25%	24%	12%	10%	6%	9%	18%
<b>Net: Both health services and social care services</b>	<b>11%</b>	<b>10%</b>	<b>12%</b>	<b>4%</b>	<b>7%</b>	<b>10%</b>	<b>11%</b>	<b>16%</b>	<b>12%</b>	<b>10%</b>

Still thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Which, if either, of the following have you ever been given the opportunity to provide your feedback about? (Please select all that apply)

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
How health services can be improved	31%	29%	33%	27%	32%	28%	31%	33%	34%	27%
How social care services can be improved	6%	6%	5%	3%	9%	6%	3%	7%	5%	6%
Neither of these	56%	56%	55%	50%	46%	59%	59%	59%	55%	56%
Don't know	12%	14%	11%	23%	19%	13%	10%	7%	10%	15%
<b>Net: Both health services and social care services</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>2%</b>	<b>5%</b>	<b>6%</b>	<b>2%</b>	<b>6%</b>	<b>4%</b>	<b>5%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

Thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Regardless of whether you have ever actually provided feedback, which, if either, of the following have you ever wanted to give your feedback about how their services can be improved? (Please select all that apply)

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
Health services	41%	40%	42%	36%	52%	41%	42%	35%	38%	
Social care services	13%	15%	14%	7%	16%	12%	13%	12%	14%	
Neither of these	43%	46%	43%	48%	26%	47%	43%	44%	47%	
Don't know	13%	12%	11%	14%	18%	11%	13%	20%	12%	
<b>Net: Both health services and social care services</b>	<b>11%</b>	<b>13%</b>	<b>10%</b>	<b>5%</b>	<b>12%</b>	<b>10%</b>	<b>11%</b>	<b>12%</b>	<b>12%</b>	

Still thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

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<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
How health services can be improved	31%	31%	36%	24%	36%	31%	32%	29%	24%	
How social care services can be improved	6%	5%	7%	3%	7%	5%	6%	8%	6%	
Neither of these	56%	56%	52%	62%	49%	57%	55%	50%	64%	
Don't know	12%	13%	11%	12%	14%	11%	12%	21%	11%	
<b>Net: Both health services and social care services</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>	<b>2%</b>	<b>7%</b>	<b>3%</b>	<b>4%</b>	<b>8%</b>	<b>5%</b>	

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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

Thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

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Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Health services	41%	48%	35%	43%	44%	40%	36%	52%	44%	35%	42%	35%	38%
Social care services	13%	14%	16%	15%	14%	13%	7%	16%	11%	14%	13%	12%	14%
Neither of these	43%	36%	50%	46%	40%	46%	48%	26%	47%	46%	43%	44%	47%
Don't know	13%	16%	14%	8%	12%	10%	14%	18%	7%	17%	13%	20%	12%
<b>Net: Both health services and social care services</b>	<b>11%</b>	<b>14%</b>	<b>15%</b>	<b>12%</b>	<b>10%</b>	<b>9%</b>	<b>5%</b>	<b>12%</b>	<b>9%</b>	<b>11%</b>	<b>11%</b>	<b>12%</b>	<b>12%</b>

Still thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Which, if either, of the following have you ever been given the opportunity to provide your feedback about? (Please select all that apply)

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
How health services can be improved	31%	29%	27%	35%	41%	29%	24%	36%	30%	31%	32%	29%	24%
How social care services can be improved	6%	5%	5%	5%	9%	5%	3%	7%	5%	4%	6%	8%	6%
Neither of these	56%	51%	55%	60%	46%	58%	62%	49%	60%	52%	55%	50%	64%
Don't know	12%	19%	17%	4%	12%	11%	12%	14%	9%	14%	12%	21%	11%
<b>Net: Both health services and social care services</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>8%</b>	<b>3%</b>	<b>2%</b>	<b>7%</b>	<b>5%</b>	<b>1%</b>	<b>4%</b>	<b>8%</b>	<b>5%</b>

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Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### GP services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback	49%	50%	48%	39%	40%	38%	46%	63%	51%	46%	
No, I wouldn't know how to give feedback	47%	45%	48%	51%	52%	55%	52%	37%	45%	49%	
Not applicable - this service is not relevant to me	5%	5%	4%	11%	9%	6%	3%	1%	4%	5%	

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Dentistry services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback	35%	35%	34%	30%	27%	26%	34%	45%	37%	32%	
No, I wouldn't know how to give feedback	56%	55%	58%	57%	60%	61%	62%	49%	57%	56%	
Not applicable - this service is not relevant to me	9%	10%	8%	13%	13%	13%	5%	6%	6%	12%	

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Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**GP services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback	49%	48%	49%	45%	52%	51%	49%	51%	44%	
No, I wouldn't know how to give feedback	47%	47%	45%	52%	42%	46%	46%	46%	52%	
Not applicable - this service is not relevant to me	5%	5%	6%	3%	6%	3%	5%	4%	4%	

Please imagine that you wanted to provide your feedback about each of the following services...

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**Dentistry services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback	35%	36%	34%	27%	37%	35%	35%	37%	34%	
No, I wouldn't know how to give feedback	56%	55%	53%	68%	52%	57%	56%	57%	57%	
Not applicable - this service is not relevant to me	9%	9%	13%	6%	11%	8%	9%	6%	9%	

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Fieldwork Dates: 21st - 22nd October 2015  
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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### GP services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback	49%	50%	46%	50%	49%	49%	45%	52%	47%	56%	49%	51%	44%	
No, I wouldn't know how to give feedback	47%	47%	50%	45%	44%	47%	52%	42%	50%	40%	46%	46%	52%	
Not applicable - this service is not relevant to me	5%	4%	4%	6%	7%	4%	3%	6%	3%	3%	5%	4%	4%	

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Dentistry services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback	35%	36%	33%	38%	32%	37%	27%	37%	34%	39%	35%	37%	34%	
No, I wouldn't know how to give feedback	56%	58%	54%	55%	52%	54%	68%	52%	61%	51%	56%	57%	57%	
Not applicable - this service is not relevant to me	9%	6%	13%	7%	16%	9%	6%	11%	6%	10%	9%	6%	9%	

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Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**Maternity services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback	13%	12%	13%	11%	17%	18%	11%	10%	14%	11%	
No, I wouldn't know how to give feedback	32%	31%	33%	27%	41%	38%	31%	26%	31%	33%	
Not applicable - this service is not relevant to me	56%	57%	54%	63%	42%	44%	58%	64%	56%	56%	

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**Mental health services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback	19%	20%	19%	19%	18%	16%	23%	19%	19%	20%	
No, I wouldn't know how to give feedback	40%	38%	43%	39%	38%	45%	42%	38%	40%	41%	
Not applicable - this service is not relevant to me	40%	43%	38%	42%	45%	39%	34%	42%	41%	40%	

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Total	Region							
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Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**Maternity services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback	13%	13%	16%	8%	15%	11%	13%	9%	14%	
No, I wouldn't know how to give feedback	32%	31%	31%	37%	34%	30%	32%	25%	30%	
Not applicable - this service is not relevant to me	56%	55%	53%	55%	51%	58%	55%	66%	56%	

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Yes, I would know how to provide feedback	19%	19%	24%	18%	19%	16%	19%	18%	21%	
No, I wouldn't know how to give feedback	40%	41%	37%	43%	40%	41%	40%	38%	41%	
Not applicable - this service is not relevant to me	40%	39%	39%	39%	41%	43%	41%	43%	38%	

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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Maternity services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback	13%	15%	13%	12%	16%	15%	8%	15%	11%	11%	13%	9%	14%	
No, I wouldn't know how to give feedback	32%	41%	27%	32%	28%	35%	37%	34%	32%	27%	32%	25%	30%	
Not applicable - this service is not relevant to me	56%	44%	60%	57%	56%	50%	55%	51%	57%	61%	55%	66%	56%	

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Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Mental health services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback	19%	16%	20%	20%	23%	24%	18%	19%	15%	18%	19%	18%	21%	
No, I wouldn't know how to give feedback	40%	49%	36%	43%	35%	40%	43%	40%	42%	39%	40%	38%	41%	
Not applicable - this service is not relevant to me	40%	36%	44%	36%	42%	36%	39%	41%	42%	44%	41%	43%	38%	

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Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**GP services**

Unweighted base	2044	993	1051	219	242	298	492	793	1163	881
<b>Base: All GB adults for whom the service was relevant</b>	2039	971	1068	229	327	326	416	741	1131	908
Very willing	38%	35%	41%	21%	37%	29%	36%	49%	42%	34%
Fairly willing	44%	46%	43%	53%	43%	52%	45%	38%	44%	45%
Not very willing	10%	11%	8%	14%	10%	11%	11%	7%	9%	11%
Not at all willing	2%	3%	2%	3%	1%	1%	3%	3%	3%	2%
Don't know	5%	5%	6%	8%	9%	6%	4%	3%	3%	8%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>75%</b>	<b>80%</b>	<b>81%</b>	<b>81%</b>	<b>88%</b>	<b>86%</b>	<b>79%</b>
<b>Net: Not willing</b>	<b>12%</b>	<b>14%</b>	<b>10%</b>	<b>17%</b>	<b>11%</b>	<b>13%</b>	<b>14%</b>	<b>10%</b>	<b>12%</b>	<b>13%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**GP services**

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Very willing	37%	33%	40%	19%	34%	28%	35%	49%	40%	32%
Fairly willing	42%	44%	41%	47%	39%	49%	44%	38%	42%	43%
Not very willing	9%	11%	8%	12%	9%	11%	11%	7%	9%	10%
Not at all willing	2%	3%	2%	3%	1%	1%	3%	3%	2%	2%
Don't know	5%	4%	6%	7%	9%	6%	4%	3%	3%	8%
Not applicable - this service is not relevant to me	5%	5%	4%	11%	9%	6%	3%	1%	4%	5%
<b>Net: Willing</b>	<b>79%</b>	<b>77%</b>	<b>81%</b>	<b>67%</b>	<b>73%</b>	<b>76%</b>	<b>79%</b>	<b>87%</b>	<b>82%</b>	<b>75%</b>
<b>Net: Not willing</b>	<b>12%</b>	<b>13%</b>	<b>10%</b>	<b>16%</b>	<b>10%</b>	<b>12%</b>	<b>14%</b>	<b>10%</b>	<b>11%</b>	<b>12%</b>

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Base	North	Midlands	East	London	South	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2044	487	286	208	250	458	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	500	329	199	256	474	1758	103	178
Very willing	38%	34%	42%	39%	43%	36%	38%	43%	37%
Fairly willing	44%	47%	44%	41%	34%	49%	44%	40%	47%
Not very willing	10%	10%	10%	10%	13%	8%	10%	7%	9%
Not at all willing	2%	1%	1%	6%	3%	2%	2%	4%	2%
Don't know	5%	7%	4%	4%	6%	4%	5%	6%	5%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>83%</b>	<b>81%</b>	<b>85%</b>	<b>80%</b>	<b>78%</b>	<b>85%</b>	<b>82%</b>	<b>84%</b>	<b>84%</b>
<b>Net: Not willing</b>	<b>12%</b>	<b>12%</b>	<b>11%</b>	<b>15%</b>	<b>16%</b>	<b>11%</b>	<b>12%</b>	<b>11%</b>	<b>10%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Very willing	37%	33%	39%	38%	41%	35%	36%	42%	36%
Fairly willing	42%	44%	41%	40%	32%	47%	42%	39%	45%
Not very willing	9%	10%	9%	9%	13%	8%	10%	7%	8%
Not at all willing	2%	1%	1%	5%	3%	2%	2%	3%	2%
Don't know	5%	7%	3%	4%	6%	4%	5%	6%	5%
Not applicable - this service is not relevant to me	5%	5%	6%	3%	6%	3%	5%	4%	4%
<b>Net: Willing</b>	<b>79%</b>	<b>77%</b>	<b>80%</b>	<b>78%</b>	<b>73%</b>	<b>83%</b>	<b>79%</b>	<b>80%</b>	<b>81%</b>
<b>Net: Not willing</b>	<b>12%</b>	<b>11%</b>	<b>11%</b>	<b>15%</b>	<b>15%</b>	<b>10%</b>	<b>12%</b>	<b>10%</b>	<b>10%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

	Unweighted base	2044	96	209	182	154	132	208	250	276	182	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>		2039	99	211	190	178	152	199	256	295	179	1758	103	178
Very willing	38%	42%	31%	34%	39%	45%	39%	43%	36%	37%	38%	43%	37%	
Fairly willing	44%	44%	45%	49%	45%	42%	41%	34%	51%	46%	44%	40%	47%	
Not very willing	10%	5%	11%	12%	13%	6%	10%	13%	6%	12%	10%	7%	9%	
Not at all willing	2%	1%	2%	1%	2%	1%	6%	3%	3%	1%	2%	4%	2%	
Don't know	5%	8%	11%	3%	1%	6%	4%	6%	4%	4%	5%	6%	5%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Net: Willing</b>	<b>83%</b>	<b>85%</b>	<b>76%</b>	<b>84%</b>	<b>84%</b>	<b>87%</b>	<b>80%</b>	<b>78%</b>	<b>87%</b>	<b>83%</b>	<b>82%</b>	<b>84%</b>	<b>84%</b>	
<b>Net: Not willing</b>	<b>12%</b>	<b>6%</b>	<b>13%</b>	<b>13%</b>	<b>15%</b>	<b>7%</b>	<b>15%</b>	<b>16%</b>	<b>9%</b>	<b>13%</b>	<b>12%</b>	<b>11%</b>	<b>10%</b>	

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>		2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	37%	40%	30%	32%	36%	43%	38%	41%	35%	36%	36%	42%	36%	
Fairly willing	42%	42%	43%	47%	42%	40%	40%	32%	49%	44%	42%	39%	45%	
Not very willing	9%	5%	11%	11%	12%	6%	9%	13%	6%	12%	10%	7%	8%	
Not at all willing	2%	1%	2%	1%	2%	1%	5%	3%	3%	1%	2%	3%	2%	
Don't know	5%	8%	10%	3%	1%	6%	4%	6%	4%	4%	5%	6%	5%	
Not applicable - this service is not relevant to me	5%	4%	4%	6%	7%	4%	3%	6%	3%	3%	5%	4%	4%	
<b>Net: Willing</b>	<b>79%</b>	<b>82%</b>	<b>73%</b>	<b>79%</b>	<b>78%</b>	<b>83%</b>	<b>78%</b>	<b>73%</b>	<b>84%</b>	<b>80%</b>	<b>79%</b>	<b>80%</b>	<b>81%</b>	
<b>Net: Not willing</b>	<b>12%</b>	<b>6%</b>	<b>12%</b>	<b>12%</b>	<b>14%</b>	<b>7%</b>	<b>15%</b>	<b>15%</b>	<b>9%</b>	<b>13%</b>	<b>12%</b>	<b>10%</b>	<b>10%</b>	

# YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	1944	943	1001	209	229	276	478	752	1124	820
<b>Base: All GB adults for whom the service was relevant</b>	1941	922	1020	222	310	302	407	700	1100	841
Very willing	31%	28%	34%	17%	29%	26%	31%	39%	32%	29%
Fairly willing	46%	48%	44%	46%	48%	50%	47%	42%	47%	43%
Not very willing	13%	15%	11%	23%	13%	13%	14%	10%	12%	14%
Not at all willing	3%	3%	3%	4%	1%	3%	3%	4%	3%	3%
Don't know	7%	6%	8%	10%	9%	8%	6%	6%	5%	10%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>77%</b>	<b>75%</b>	<b>78%</b>	<b>63%</b>	<b>77%</b>	<b>76%</b>	<b>78%</b>	<b>80%</b>	<b>80%</b>	<b>73%</b>
<b>Net: Not willing</b>	<b>16%</b>	<b>19%</b>	<b>14%</b>	<b>27%</b>	<b>14%</b>	<b>15%</b>	<b>16%</b>	<b>14%</b>	<b>16%</b>	<b>17%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Very willing	28%	25%	31%	15%	25%	22%	29%	36%	30%	26%
Fairly willing	41%	43%	40%	40%	42%	44%	45%	39%	44%	38%
Not very willing	12%	14%	10%	20%	11%	11%	13%	9%	11%	13%
Not at all willing	3%	3%	3%	3%	1%	2%	3%	4%	3%	3%
Don't know	6%	5%	7%	9%	7%	7%	5%	5%	5%	9%
Not applicable - this service is not relevant to me	9%	10%	8%	13%	13%	13%	5%	6%	6%	12%
<b>Net: Willing</b>	<b>70%</b>	<b>68%</b>	<b>71%</b>	<b>54%</b>	<b>67%</b>	<b>66%</b>	<b>74%</b>	<b>75%</b>	<b>75%</b>	<b>64%</b>
<b>Net: Not willing</b>	<b>15%</b>	<b>17%</b>	<b>13%</b>	<b>23%</b>	<b>12%</b>	<b>13%</b>	<b>16%</b>	<b>13%</b>	<b>15%</b>	<b>15%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

	Unweighted base	1944	462	267	201	238	434	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>		1941	477	306	193	244	452	1671	101	169
Very willing	31%	28%	36%	32%	32%	31%	31%	32%	32%	29%
Fairly willing	46%	51%	43%	41%	38%	46%	45%	44%	50%	50%
Not very willing	13%	12%	13%	13%	18%	13%	13%	7%	13%	13%
Not at all willing	3%	2%	3%	6%	4%	3%	3%	5%	2%	2%
Don't know	7%	7%	5%	7%	7%	7%	7%	12%	6%	6%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>77%</b>	<b>79%</b>	<b>79%</b>	<b>74%</b>	<b>70%</b>	<b>77%</b>	<b>76%</b>	<b>76%</b>	<b>79%</b>	<b>79%</b>
<b>Net: Not willing</b>	<b>16%</b>	<b>14%</b>	<b>16%</b>	<b>20%</b>	<b>23%</b>	<b>16%</b>	<b>17%</b>	<b>12%</b>	<b>15%</b>	<b>15%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Very willing	28%	25%	31%	31%	29%	28%	28%	30%	27%	27%
Fairly willing	41%	46%	38%	39%	34%	43%	41%	41%	45%	45%
Not very willing	12%	11%	11%	13%	16%	12%	12%	7%	12%	12%
Not at all willing	3%	2%	3%	6%	4%	3%	3%	5%	2%	2%
Don't know	6%	7%	4%	6%	7%	7%	6%	11%	5%	5%
Not applicable - this service is not relevant to me	9%	9%	13%	6%	11%	8%	9%	6%	9%	9%
<b>Net: Willing</b>	<b>70%</b>	<b>72%</b>	<b>69%</b>	<b>69%</b>	<b>62%</b>	<b>71%</b>	<b>69%</b>	<b>72%</b>	<b>72%</b>	<b>72%</b>
<b>Net: Not willing</b>	<b>15%</b>	<b>13%</b>	<b>14%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>15%</b>	<b>12%</b>	<b>14%</b>	<b>14%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	1944	93	192	177	142	125	201	238	265	169	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	97	192	188	162	145	193	244	285	167	1671	101	169
Very willing	31%	33%	30%	23%	33%	39%	32%	32%	30%	31%	31%	32%	29%
Fairly willing	46%	51%	45%	58%	47%	39%	41%	38%	46%	47%	45%	44%	50%
Not very willing	13%	4%	14%	14%	14%	12%	13%	18%	12%	14%	13%	7%	13%
Not at all willing	3%	1%	2%	2%	4%	1%	6%	4%	3%	2%	3%	5%	2%
Don't know	7%	11%	9%	4%	2%	9%	7%	7%	8%	5%	7%	12%	6%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>77%</b>	<b>84%</b>	<b>75%</b>	<b>80%</b>	<b>80%</b>	<b>78%</b>	<b>74%</b>	<b>70%</b>	<b>76%</b>	<b>79%</b>	<b>76%</b>	<b>76%</b>	<b>79%</b>
<b>Net: Not willing</b>	<b>16%</b>	<b>5%</b>	<b>16%</b>	<b>16%</b>	<b>18%</b>	<b>13%</b>	<b>20%</b>	<b>23%</b>	<b>15%</b>	<b>16%</b>	<b>17%</b>	<b>12%</b>	<b>15%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	28%	31%	26%	21%	27%	36%	31%	29%	29%	28%	28%	30%	27%
Fairly willing	41%	48%	39%	54%	40%	36%	39%	34%	43%	43%	41%	41%	45%
Not very willing	12%	4%	12%	13%	12%	11%	13%	16%	11%	13%	12%	7%	12%
Not at all willing	3%	1%	2%	2%	4%	1%	6%	4%	3%	2%	3%	5%	2%
Don't know	6%	10%	8%	4%	2%	8%	6%	7%	8%	4%	6%	11%	5%
Not applicable - this service is not relevant to me	9%	6%	13%	7%	16%	9%	6%	11%	6%	10%	9%	6%	9%
<b>Net: Willing</b>	<b>70%</b>	<b>79%</b>	<b>65%</b>	<b>75%</b>	<b>67%</b>	<b>71%</b>	<b>69%</b>	<b>62%</b>	<b>72%</b>	<b>71%</b>	<b>69%</b>	<b>72%</b>	<b>72%</b>
<b>Net: Not willing</b>	<b>15%</b>	<b>5%</b>	<b>14%</b>	<b>15%</b>	<b>15%</b>	<b>12%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>12%</b>	<b>14%</b>

# YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

## Maternity services

	Unweighted base	858	407	451	80	134	175	201	268	487	371
<b>Base: All GB adults for whom the service was relevant</b>		945	439	507	96	208	193	180	268	523	423
Very willing	21%	16%	25%	9%	23%	21%	25%	20%	22%	19%	
Fairly willing	34%	38%	31%	39%	40%	47%	30%	22%	32%	37%	
Not very willing	16%	18%	14%	21%	13%	14%	17%	18%	18%	14%	
Not at all willing	11%	10%	11%	9%	3%	5%	12%	20%	11%	10%	
Don't know	18%	16%	19%	22%	20%	13%	15%	20%	16%	20%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	
<b>Net: Willing</b>	<b>55%</b>	<b>55%</b>	<b>55%</b>	<b>48%</b>	<b>64%</b>	<b>67%</b>	<b>55%</b>	<b>42%</b>	<b>55%</b>	<b>56%</b>	
<b>Net: Not willing</b>	<b>27%</b>	<b>29%</b>	<b>26%</b>	<b>30%</b>	<b>16%</b>	<b>19%</b>	<b>29%</b>	<b>38%</b>	<b>29%</b>	<b>24%</b>	

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

## Maternity services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Very willing	9%	7%	11%	3%	14%	12%	11%	7%	10%	8%	
Fairly willing	15%	16%	14%	15%	23%	26%	13%	8%	14%	16%	
Not very willing	7%	8%	7%	8%	8%	8%	7%	6%	8%	6%	
Not at all willing	5%	4%	5%	3%	2%	3%	5%	7%	5%	4%	
Don't know	8%	7%	9%	8%	12%	7%	6%	7%	7%	9%	
Not applicable - this service is not relevant to me	56%	57%	54%	63%	42%	44%	58%	64%	56%	56%	
<b>Net: Willing</b>	<b>24%</b>	<b>23%</b>	<b>25%</b>	<b>18%</b>	<b>37%</b>	<b>37%</b>	<b>23%</b>	<b>15%</b>	<b>24%</b>	<b>25%</b>	
<b>Net: Not willing</b>	<b>12%</b>	<b>12%</b>	<b>12%</b>	<b>11%</b>	<b>10%</b>	<b>11%</b>	<b>12%</b>	<b>14%</b>	<b>13%</b>	<b>11%</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Maternity services

	Unweighted base	858	212	129	82	115	181	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	234	164	92	134	203	828	36	82	
Very willing	21%	19%	23%	16%	30%	19%	21%	19%	18%	
Fairly willing	34%	37%	32%	35%	24%	37%	34%	47%	36%	
Not very willing	16%	14%	21%	14%	19%	16%	17%	7%	17%	
Not at all willing	11%	10%	10%	11%	13%	11%	11%	6%	15%	
Don't know	18%	20%	15%	25%	14%	17%	18%	21%	14%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Willing</b>	<b>55%</b>	<b>56%</b>	<b>55%</b>	<b>50%</b>	<b>54%</b>	<b>56%</b>	<b>55%</b>	<b>66%</b>	<b>53%</b>	
<b>Net: Not willing</b>	<b>27%</b>	<b>24%</b>	<b>30%</b>	<b>25%</b>	<b>32%</b>	<b>27%</b>	<b>27%</b>	<b>13%</b>	<b>32%</b>	

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Maternity services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
Very willing	9%	9%	11%	7%	15%	8%	10%	6%	8%	
Fairly willing	15%	16%	15%	16%	12%	15%	15%	16%	16%	
Not very willing	7%	6%	10%	6%	9%	7%	7%	2%	8%	
Not at all willing	5%	4%	4%	5%	6%	5%	5%	2%	7%	
Don't know	8%	9%	7%	11%	7%	7%	8%	7%	6%	
Not applicable - this service is not relevant to me	56%	55%	53%	55%	51%	58%	55%	66%	56%	
<b>Net: Willing</b>	<b>24%</b>	<b>25%</b>	<b>26%</b>	<b>23%</b>	<b>27%</b>	<b>23%</b>	<b>25%</b>	<b>22%</b>	<b>24%</b>	
<b>Net: Not willing</b>	<b>12%</b>	<b>11%</b>	<b>14%</b>	<b>11%</b>	<b>16%</b>	<b>11%</b>	<b>12%</b>	<b>4%</b>	<b>14%</b>	

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Maternity services**

Unweighted base	858	52	87	73	71	58	82	115	111	70	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	58	89	87	85	79	92	134	131	72	828	36	82
Very willing	21%	23%	19%	16%	27%	19%	16%	30%	22%	13%	21%	19%	18%
Fairly willing	34%	41%	31%	41%	30%	34%	35%	24%	42%	27%	34%	47%	36%
Not very willing	16%	14%	18%	9%	24%	18%	14%	19%	12%	22%	17%	7%	17%
Not at all willing	11%	7%	3%	18%	11%	8%	11%	13%	8%	16%	11%	6%	15%
Don't know	18%	15%	29%	16%	8%	21%	25%	14%	15%	22%	18%	21%	14%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>55%</b>	<b>64%</b>	<b>50%</b>	<b>57%</b>	<b>57%</b>	<b>53%</b>	<b>50%</b>	<b>54%</b>	<b>65%</b>	<b>40%</b>	<b>55%</b>	<b>66%</b>	<b>53%</b>
<b>Net: Not willing</b>	<b>27%</b>	<b>21%</b>	<b>22%</b>	<b>27%</b>	<b>35%</b>	<b>26%</b>	<b>25%</b>	<b>32%</b>	<b>20%</b>	<b>38%</b>	<b>27%</b>	<b>13%</b>	<b>32%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Maternity services**

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	9%	13%	8%	7%	12%	10%	7%	15%	10%	5%	10%	6%	8%
Fairly willing	15%	23%	12%	18%	13%	17%	16%	12%	18%	10%	15%	16%	16%
Not very willing	7%	8%	7%	4%	11%	9%	6%	9%	5%	8%	7%	2%	8%
Not at all willing	5%	4%	1%	8%	5%	4%	5%	6%	3%	6%	5%	2%	7%
Don't know	8%	8%	12%	7%	4%	11%	11%	7%	6%	8%	8%	7%	6%
Not applicable - this service is not relevant to me	56%	44%	60%	57%	56%	50%	55%	51%	57%	61%	55%	66%	56%
<b>Net: Willing</b>	<b>24%</b>	<b>36%</b>	<b>20%</b>	<b>25%</b>	<b>25%</b>	<b>26%</b>	<b>23%</b>	<b>27%</b>	<b>28%</b>	<b>16%</b>	<b>25%</b>	<b>22%</b>	<b>24%</b>
<b>Net: Not willing</b>	<b>12%</b>	<b>12%</b>	<b>9%</b>	<b>12%</b>	<b>15%</b>	<b>13%</b>	<b>11%</b>	<b>16%</b>	<b>9%</b>	<b>15%</b>	<b>12%</b>	<b>4%</b>	<b>14%</b>

# YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

	Unweighted base	1267	611	656	142	146	195	327	457	698	569
<b>Base: All GB adults for whom the service was relevant</b>	1271	588	683	149	197	212	281	432	690	581	
Very willing	28%	22%	33%	27%	26%	21%	32%	30%	27%	28%	
Fairly willing	35%	37%	32%	40%	38%	42%	35%	27%	33%	36%	
Not very willing	16%	21%	12%	14%	15%	16%	15%	18%	17%	14%	
Not at all willing	6%	6%	7%	7%	2%	4%	5%	10%	7%	5%	
Don't know	15%	14%	16%	12%	19%	18%	13%	15%	15%	16%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	
<b>Net: Willing</b>	<b>62%</b>	<b>59%</b>	<b>65%</b>	<b>67%</b>	<b>63%</b>	<b>62%</b>	<b>67%</b>	<b>57%</b>	<b>60%</b>	<b>65%</b>	
<b>Net: Not willing</b>	<b>22%</b>	<b>27%</b>	<b>19%</b>	<b>21%</b>	<b>17%</b>	<b>20%</b>	<b>20%</b>	<b>28%</b>	<b>25%</b>	<b>20%</b>	

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961	
Very willing	17%	12%	20%	16%	14%	13%	21%	17%	16%	17%	
Fairly willing	21%	22%	20%	24%	21%	25%	23%	16%	20%	22%	
Not very willing	10%	12%	7%	8%	8%	10%	10%	11%	10%	9%	
Not at all willing	4%	3%	4%	4%	1%	3%	4%	6%	4%	3%	
Don't know	9%	8%	10%	7%	11%	11%	9%	8%	9%	9%	
Not applicable - this service is not relevant to me	40%	43%	38%	42%	45%	39%	34%	42%	41%	40%	
<b>Net: Willing</b>	<b>37%</b>	<b>34%</b>	<b>40%</b>	<b>39%</b>	<b>35%</b>	<b>38%</b>	<b>44%</b>	<b>33%</b>	<b>36%</b>	<b>39%</b>	
<b>Net: Not willing</b>	<b>13%</b>	<b>16%</b>	<b>11%</b>	<b>12%</b>	<b>10%</b>	<b>12%</b>	<b>13%</b>	<b>16%</b>	<b>15%</b>	<b>12%</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	North	Midlands	East	London	South	England	Wales	Scotland
Base								

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

	Unweighted base	1267	303	182	125	161	272	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	318	212	125	161	279	1096	60	115	
Very willing	28%	26%	27%	25%	30%	27%	27%	39%	29%	
Fairly willing	35%	39%	36%	38%	26%	32%	35%	28%	38%	
Not very willing	16%	16%	19%	15%	16%	16%	17%	10%	13%	
Not at all willing	6%	5%	6%	10%	11%	4%	6%	9%	8%	
Don't know	15%	14%	12%	12%	17%	21%	16%	14%	13%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Willing</b>	<b>62%</b>	<b>65%</b>	<b>63%</b>	<b>63%</b>	<b>56%</b>	<b>59%</b>	<b>62%</b>	<b>67%</b>	<b>67%</b>	
<b>Net: Not willing</b>	<b>22%</b>	<b>20%</b>	<b>25%</b>	<b>25%</b>	<b>27%</b>	<b>20%</b>	<b>23%</b>	<b>20%</b>	<b>21%</b>	

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
Very willing	17%	16%	16%	16%	18%	15%	16%	22%	18%	
Fairly willing	21%	24%	22%	23%	15%	18%	21%	16%	23%	
Not very willing	10%	10%	12%	9%	10%	9%	10%	6%	8%	
Not at all willing	4%	3%	4%	6%	6%	2%	4%	5%	5%	
Don't know	9%	9%	7%	7%	10%	12%	9%	8%	8%	
Not applicable - this service is not relevant to me	40%	39%	39%	39%	41%	43%	41%	43%	38%	
<b>Net: Willing</b>	<b>37%</b>	<b>40%</b>	<b>38%</b>	<b>39%</b>	<b>33%</b>	<b>34%</b>	<b>37%</b>	<b>38%</b>	<b>41%</b>	
<b>Net: Not willing</b>	<b>13%</b>	<b>12%</b>	<b>15%</b>	<b>15%</b>	<b>16%</b>	<b>12%</b>	<b>14%</b>	<b>11%</b>	<b>13%</b>	

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Mental health services**

Unweighted base	1267	64	124	115	100	82	125	161	161	111	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	66	124	128	111	101	125	161	175	105	1096	60	115
Very willing	28%	34%	22%	27%	26%	28%	25%	30%	26%	28%	27%	39%	29%
Fairly willing	35%	38%	35%	44%	42%	29%	38%	26%	32%	33%	35%	28%	38%
Not very willing	16%	3%	21%	17%	18%	20%	15%	16%	15%	18%	17%	10%	13%
Not at all willing	6%	5%	5%	4%	8%	4%	10%	11%	3%	5%	6%	9%	8%
Don't know	15%	20%	18%	8%	5%	19%	12%	17%	24%	17%	16%	14%	13%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>62%</b>	<b>72%</b>	<b>57%</b>	<b>71%</b>	<b>68%</b>	<b>57%</b>	<b>63%</b>	<b>56%</b>	<b>58%</b>	<b>60%</b>	<b>62%</b>	<b>67%</b>	<b>67%</b>
<b>Net: Not willing</b>	<b>22%</b>	<b>8%</b>	<b>25%</b>	<b>22%</b>	<b>27%</b>	<b>24%</b>	<b>25%</b>	<b>27%</b>	<b>19%</b>	<b>23%</b>	<b>23%</b>	<b>20%</b>	<b>21%</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Mental health services**

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	17%	22%	12%	17%	15%	18%	16%	18%	15%	16%	16%	22%	18%
Fairly willing	21%	24%	19%	28%	24%	19%	23%	15%	18%	18%	21%	16%	23%
Not very willing	10%	2%	12%	11%	11%	13%	9%	10%	9%	10%	10%	6%	8%
Not at all willing	4%	3%	3%	3%	5%	2%	6%	6%	2%	3%	4%	5%	5%
Don't know	9%	13%	10%	5%	3%	12%	7%	10%	14%	9%	9%	8%	8%
Not applicable - this service is not relevant to me	40%	36%	44%	36%	42%	36%	39%	41%	42%	44%	41%	43%	38%
<b>Net: Willing</b>	<b>37%</b>	<b>46%</b>	<b>32%</b>	<b>45%</b>	<b>39%</b>	<b>36%</b>	<b>39%</b>	<b>33%</b>	<b>33%</b>	<b>34%</b>	<b>37%</b>	<b>38%</b>	<b>41%</b>
<b>Net: Not willing</b>	<b>13%</b>	<b>5%</b>	<b>14%</b>	<b>14%</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>16%</b>	<b>11%</b>	<b>13%</b>	<b>14%</b>	<b>11%</b>	<b>13%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

	Unweighted base	2044	993	1051	219	242	298	492	793	1163	881
<b>Base: All GB adults for whom the service was relevant</b>		2039	971	1068	229	327	326	416	741	1131	908
Much more willing	39%	35%	42%	32%	35%	32%	40%	45%	42%	35%	
A little more willing	29%	30%	28%	34%	27%	36%	29%	25%	28%	30%	
It would make no difference	26%	29%	23%	24%	28%	26%	25%	26%	25%	27%	
A little less willing	1%	1%	1%	2%	1%	1%	0%	1%	1%	1%	
Much less willing	1%	0%	1%	0%	0%	1%	1%	1%	1%	1%	
Don't know	5%	5%	5%	8%	9%	5%	5%	3%	3%	7%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	
<b>Net: More Willing</b>	<b>68%</b>	<b>65%</b>	<b>70%</b>	<b>66%</b>	<b>61%</b>	<b>68%</b>	<b>69%</b>	<b>70%</b>	<b>70%</b>	<b>65%</b>	
<b>Net: Less willing</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Much more willing	37%	33%	41%	28%	32%	30%	39%	45%	41%	33%	
A little more willing	28%	28%	27%	31%	25%	34%	28%	24%	27%	28%	
It would make no difference	25%	27%	22%	21%	26%	24%	25%	25%	24%	25%	
A little less willing	1%	1%	1%	2%	1%	1%	0%	1%	1%	1%	
Much less willing	1%	0%	1%	0%	0%	1%	1%	1%	1%	1%	
Don't know	5%	5%	4%	7%	8%	4%	5%	3%	3%	7%	
Not applicable - this service is not relevant to me	5%	5%	4%	11%	9%	6%	3%	1%	4%	5%	
<b>Net: More Willing</b>	<b>65%</b>	<b>61%</b>	<b>68%</b>	<b>59%</b>	<b>56%</b>	<b>64%</b>	<b>67%</b>	<b>70%</b>	<b>68%</b>	<b>61%</b>	
<b>Net: Less willing</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**GP services**

	Unweighted base	2044	487	286	208	250	458	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>		2039	500	329	199	256	474	1758	103	178
Much more willing		39%	39%	34%	40%	41%	40%	39%	39%	39%
A little more willing		29%	29%	32%	28%	23%	29%	29%	25%	33%
It would make no difference		26%	24%	29%	26%	27%	25%	26%	30%	22%
A little less willing		1%	1%	0%	0%	2%	1%	1%	-	0%
Much less willing		1%	0%	0%	2%	0%	1%	1%	1%	1%
Don't know		5%	6%	5%	4%	6%	4%	5%	5%	5%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>68%</b>	<b>68%</b>	<b>66%</b>	<b>69%</b>	<b>64%</b>	<b>69%</b>	<b>67%</b>	<b>64%</b>	<b>72%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**GP services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		37%	37%	32%	39%	39%	38%	37%	38%	38%
A little more willing		28%	28%	30%	27%	21%	28%	27%	24%	31%
It would make no difference		25%	23%	27%	25%	26%	25%	25%	29%	21%
A little less willing		1%	1%	0%	0%	2%	1%	1%	-	0%
Much less willing		1%	0%	0%	2%	0%	1%	1%	1%	1%
Don't know		5%	6%	5%	3%	6%	4%	5%	5%	5%
Not applicable - this service is not relevant to me		5%	5%	6%	3%	6%	3%	5%	4%	4%
<b>Net: More Willing</b>		<b>65%</b>	<b>65%</b>	<b>62%</b>	<b>67%</b>	<b>60%</b>	<b>67%</b>	<b>64%</b>	<b>62%</b>	<b>69%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**GP services**

<b>Unweighted base</b>	2044	96	209	182	154	132	208	250	276	182	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	99	211	190	178	152	199	256	295	179	1758	103	178
Much more willing	39%	50%	41%	31%	32%	36%	40%	41%	41%	37%	39%	39%	39%
A little more willing	29%	22%	25%	37%	31%	34%	28%	23%	25%	36%	29%	25%	33%
It would make no difference	26%	19%	24%	27%	32%	24%	26%	27%	28%	22%	26%	30%	22%
A little less willing	1%	1%	1%	1%	0%	-	0%	2%	1%	0%	1%	-	0%
Much less willing	1%	-	1%	-	0%	-	2%	0%	2%	-	1%	1%	1%
Don't know	5%	8%	8%	3%	4%	6%	4%	6%	3%	5%	5%	5%	5%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>68%</b>	<b>73%</b>	<b>67%</b>	<b>68%</b>	<b>63%</b>	<b>69%</b>	<b>69%</b>	<b>64%</b>	<b>66%</b>	<b>73%</b>	<b>67%</b>	<b>64%</b>	<b>72%</b>
<b>Net: Less willing</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**GP services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	37%	49%	39%	29%	30%	34%	39%	39%	40%	35%	37%	38%	38%
A little more willing	28%	21%	24%	35%	29%	32%	27%	21%	24%	35%	27%	24%	31%
It would make no difference	25%	18%	22%	26%	30%	23%	25%	26%	27%	21%	25%	29%	21%
A little less willing	1%	1%	1%	1%	0%	-	0%	2%	1%	0%	1%	-	0%
Much less willing	1%	-	1%	-	0%	-	2%	0%	2%	-	1%	1%	1%
Don't know	5%	8%	7%	3%	3%	6%	3%	6%	3%	5%	5%	5%	5%
Not applicable - this service is not relevant to me	5%	4%	4%	6%	7%	4%	3%	6%	3%	3%	5%	4%	4%
<b>Net: More Willing</b>	<b>65%</b>	<b>70%</b>	<b>64%</b>	<b>65%</b>	<b>59%</b>	<b>66%</b>	<b>67%</b>	<b>60%</b>	<b>64%</b>	<b>70%</b>	<b>64%</b>	<b>62%</b>	<b>69%</b>
<b>Net: Less willing</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Dentistry services**

	Unweighted base	1944	943	1001	209	229	276	478	752	1124	820
<b>Base: All GB adults for whom the service was relevant</b>		1941	922	1020	222	310	302	407	700	1100	841
Much more willing		35%	30%	39%	30%	32%	26%	37%	40%	37%	32%
A little more willing		29%	31%	27%	36%	28%	37%	28%	23%	30%	27%
It would make no difference		28%	31%	26%	24%	29%	28%	28%	30%	28%	29%
A little less willing		1%	2%	1%	1%	1%	1%	1%	1%	0%	2%
Much less willing		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know		6%	6%	7%	8%	9%	7%	6%	5%	4%	10%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>63%</b>	<b>61%</b>	<b>66%</b>	<b>66%</b>	<b>60%</b>	<b>63%</b>	<b>65%</b>	<b>63%</b>	<b>67%</b>	<b>59%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Dentistry services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Much more willing		32%	27%	36%	26%	28%	23%	35%	38%	35%	28%
A little more willing		26%	28%	24%	31%	24%	32%	27%	21%	28%	24%
It would make no difference		26%	28%	24%	21%	25%	25%	27%	28%	26%	25%
A little less willing		1%	1%	0%	1%	1%	1%	1%	1%	0%	2%
Much less willing		1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
Don't know		6%	5%	6%	7%	8%	6%	5%	4%	3%	9%
Not applicable - this service is not relevant to me		9%	10%	8%	13%	13%	13%	5%	6%	6%	12%
<b>Net: More Willing</b>		<b>58%</b>	<b>55%</b>	<b>60%</b>	<b>57%</b>	<b>52%</b>	<b>55%</b>	<b>62%</b>	<b>59%</b>	<b>63%</b>	<b>52%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>2%</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Dentistry services**

	Unweighted base	1944	462	267	201	238	434	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>		1941	477	306	193	244	452	1671	101	169
Much more willing		35%	36%	32%	36%	34%	37%	35%	24%	37%
A little more willing		29%	29%	31%	25%	24%	28%	28%	31%	32%
It would make no difference		28%	25%	31%	30%	31%	28%	29%	35%	23%
A little less willing		1%	1%	1%	0%	1%	1%	1%	-	1%
Much less willing		1%	1%	-	1%	2%	1%	1%	1%	1%
Don't know		6%	7%	5%	7%	8%	5%	6%	8%	6%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>63%</b>	<b>66%</b>	<b>63%</b>	<b>61%</b>	<b>58%</b>	<b>65%</b>	<b>63%</b>	<b>55%</b>	<b>69%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Dentistry services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		32%	33%	28%	34%	30%	34%	32%	22%	34%
A little more willing		26%	27%	27%	23%	21%	26%	25%	29%	29%
It would make no difference		26%	23%	27%	29%	27%	26%	26%	33%	21%
A little less willing		1%	1%	1%	0%	1%	1%	1%	-	1%
Much less willing		1%	1%	-	1%	2%	1%	1%	1%	1%
Don't know		6%	6%	5%	6%	7%	4%	6%	8%	5%
Not applicable - this service is not relevant to me		9%	9%	13%	6%	11%	8%	9%	6%	9%
<b>Net: More Willing</b>		<b>58%</b>	<b>60%</b>	<b>55%</b>	<b>58%</b>	<b>51%</b>	<b>60%</b>	<b>57%</b>	<b>52%</b>	<b>63%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>

# YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

## Dentistry services

<b>Unweighted base</b>	1944	93	192	177	142	125	201	238	265	169	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	97	192	188	162	145	193	244	285	167	1671	101	169
Much more willing	35%	43%	39%	30%	30%	33%	36%	34%	37%	36%	35%	24%	37%
A little more willing	29%	25%	26%	35%	32%	30%	25%	24%	25%	32%	28%	31%	32%
It would make no difference	28%	21%	26%	27%	32%	30%	30%	31%	30%	25%	29%	35%	23%
A little less willing	1%	1%	1%	1%	1%	-	0%	1%	1%	2%	1%	-	1%
Much less willing	1%	-	1%	1%	-	-	1%	2%	2%	1%	1%	1%	1%
Don't know	6%	11%	6%	6%	4%	6%	7%	8%	5%	5%	6%	8%	6%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>63%</b>	<b>68%</b>	<b>66%</b>	<b>65%</b>	<b>63%</b>	<b>63%</b>	<b>61%</b>	<b>58%</b>	<b>63%</b>	<b>68%</b>	<b>63%</b>	<b>55%</b>	<b>69%</b>
<b>Net: Less willing</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>-</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

## Dentistry services

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	32%	41%	34%	28%	26%	30%	34%	30%	35%	32%	32%	22%	34%
A little more willing	26%	23%	23%	33%	27%	27%	23%	21%	24%	29%	25%	29%	29%
It would make no difference	26%	20%	23%	25%	27%	28%	29%	27%	28%	22%	26%	33%	21%
A little less willing	1%	1%	1%	1%	1%	-	0%	1%	1%	2%	1%	-	1%
Much less willing	1%	-	1%	1%	-	-	1%	2%	2%	1%	1%	1%	1%
Don't know	6%	10%	5%	6%	3%	6%	6%	7%	4%	4%	6%	8%	5%
Not applicable - this service is not relevant to me	9%	6%	13%	7%	16%	9%	6%	11%	6%	10%	9%	6%	9%
<b>Net: More Willing</b>	<b>58%</b>	<b>64%</b>	<b>57%</b>	<b>60%</b>	<b>53%</b>	<b>58%</b>	<b>58%</b>	<b>51%</b>	<b>59%</b>	<b>61%</b>	<b>57%</b>	<b>52%</b>	<b>63%</b>
<b>Net: Less willing</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>-</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

	Unweighted base	858	407	451	80	134	175	201	268	487	371
<b>Base: All GB adults for whom the service was relevant</b>		945	439	507	96	208	193	180	268	523	423
Much more willing		28%	21%	34%	19%	34%	23%	29%	30%	32%	24%
A little more willing		25%	28%	22%	41%	23%	37%	21%	15%	26%	24%
It would make no difference		28%	32%	25%	18%	28%	28%	30%	32%	28%	29%
A little less willing		3%	5%	1%	5%	1%	4%	2%	3%	2%	4%
Much less willing		3%	2%	3%	-	-	1%	3%	6%	2%	3%
Don't know		13%	11%	14%	18%	14%	7%	13%	13%	10%	17%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>53%</b>	<b>49%</b>	<b>57%</b>	<b>59%</b>	<b>57%</b>	<b>60%</b>	<b>51%</b>	<b>45%</b>	<b>57%</b>	<b>48%</b>
<b>Net: Less willing</b>		<b>6%</b>	<b>7%</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>	<b>5%</b>	<b>6%</b>	<b>10%</b>	<b>5%</b>	<b>7%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Much more willing		13%	9%	16%	7%	20%	13%	12%	11%	14%	11%
A little more willing		11%	12%	10%	15%	14%	20%	9%	5%	11%	11%
It would make no difference		13%	14%	12%	7%	16%	16%	13%	11%	13%	13%
A little less willing		1%	2%	0%	2%	1%	2%	1%	1%	1%	2%
Much less willing		1%	1%	1%	-	-	1%	1%	2%	1%	1%
Don't know		6%	5%	6%	7%	8%	4%	6%	5%	4%	7%
Not applicable - this service is not relevant to me		56%	57%	54%	63%	42%	44%	58%	64%	56%	56%
<b>Net: More Willing</b>		<b>24%</b>	<b>21%</b>	<b>26%</b>	<b>22%</b>	<b>33%</b>	<b>33%</b>	<b>21%</b>	<b>16%</b>	<b>26%</b>	<b>21%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

	Unweighted base	858	212	129	82	115	181	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>		945	234	164	92	134	203	828	36	82
Much more willing		28%	28%	28%	28%	30%	32%	29%	18%	21%
A little more willing		25%	29%	18%	29%	19%	25%	24%	36%	29%
It would make no difference		28%	24%	36%	27%	25%	26%	27%	42%	33%
A little less willing		3%	3%	6%	1%	4%	2%	3%	-	-
Much less willing		3%	2%	0%	2%	6%	2%	2%	-	6%
Don't know		13%	13%	12%	14%	16%	12%	13%	4%	11%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>53%</b>	<b>58%</b>	<b>45%</b>	<b>57%</b>	<b>49%</b>	<b>57%</b>	<b>54%</b>	<b>54%</b>	<b>50%</b>
<b>Net: Less willing</b>		<b>6%</b>	<b>5%</b>	<b>7%</b>	<b>2%</b>	<b>10%</b>	<b>4%</b>	<b>6%</b>	<b>-</b>	<b>6%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		13%	13%	13%	12%	15%	13%	13%	6%	9%
A little more willing		11%	13%	8%	13%	10%	10%	11%	12%	13%
It would make no difference		13%	11%	17%	12%	12%	11%	12%	14%	14%
A little less willing		1%	1%	3%	0%	2%	1%	2%	-	-
Much less willing		1%	1%	0%	1%	3%	1%	1%	-	3%
Don't know		6%	6%	6%	6%	8%	5%	6%	1%	5%
Not applicable - this service is not relevant to me		56%	55%	53%	55%	51%	58%	55%	66%	56%
<b>Net: More Willing</b>		<b>24%</b>	<b>26%</b>	<b>21%</b>	<b>26%</b>	<b>24%</b>	<b>24%</b>	<b>24%</b>	<b>18%</b>	<b>22%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>5%</b>	<b>2%</b>	<b>3%</b>	<b>-</b>	<b>3%</b>

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

<b>Unweighted base</b>	858	52	87	73	71	58	82	115	111	70	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	58	89	87	85	79	92	134	131	72	828	36	82
Much more willing	28%	36%	29%	23%	29%	27%	28%	30%	33%	31%	29%	18%	21%
A little more willing	25%	11%	27%	43%	17%	19%	29%	19%	28%	20%	24%	36%	29%
It would make no difference	28%	31%	22%	22%	37%	35%	27%	25%	26%	27%	27%	42%	33%
A little less willing	3%	1%	5%	3%	8%	5%	1%	4%	3%	1%	3%	-	-
Much less willing	3%	4%	2%	2%	0%	-	2%	6%	1%	3%	2%	-	6%
Don't know	13%	17%	16%	8%	10%	15%	14%	16%	9%	19%	13%	4%	11%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>53%</b>	<b>47%</b>	<b>56%</b>	<b>66%</b>	<b>45%</b>	<b>45%</b>	<b>57%</b>	<b>49%</b>	<b>61%</b>	<b>50%</b>	<b>54%</b>	<b>54%</b>	<b>50%</b>
<b>Net: Less willing</b>	<b>6%</b>	<b>5%</b>	<b>6%</b>	<b>5%</b>	<b>8%</b>	<b>5%</b>	<b>2%</b>	<b>10%</b>	<b>4%</b>	<b>4%</b>	<b>6%</b>	<b>-</b>	<b>6%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	13%	20%	12%	10%	13%	13%	12%	15%	14%	12%	13%	6%	9%
A little more willing	11%	6%	11%	19%	7%	9%	13%	10%	12%	8%	11%	12%	13%
It would make no difference	13%	17%	9%	9%	16%	17%	12%	12%	11%	11%	12%	14%	14%
A little less willing	1%	1%	2%	1%	3%	2%	0%	2%	1%	1%	2%	-	-
Much less willing	1%	2%	1%	1%	0%	-	1%	3%	1%	1%	1%	-	3%
Don't know	6%	10%	6%	3%	4%	7%	6%	8%	4%	7%	6%	1%	5%
Not applicable - this service is not relevant to me	56%	44%	60%	57%	56%	50%	55%	51%	57%	61%	55%	66%	56%
<b>Net: More Willing</b>	<b>24%</b>	<b>26%</b>	<b>23%</b>	<b>29%</b>	<b>20%</b>	<b>23%</b>	<b>26%</b>	<b>24%</b>	<b>26%</b>	<b>19%</b>	<b>24%</b>	<b>18%</b>	<b>22%</b>
<b>Net: Less willing</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>1%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>-</b>	<b>3%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	1267	611	656	142	146	195	327	457	698	569
<b>Base: All GB adults for whom the service was relevant</b>		1271	588	683	149	197	212	281	432	690	581
Much more willing		36%	30%	42%	35%	34%	31%	37%	40%	39%	34%
A little more willing		23%	27%	20%	27%	21%	34%	25%	16%	23%	23%
It would make no difference		27%	29%	25%	25%	31%	22%	26%	29%	27%	27%
A little less willing		1%	2%	0%	2%	1%	2%	0%	1%	1%	1%
Much less willing		2%	1%	3%	-	1%	0%	1%	4%	2%	2%
Don't know		11%	11%	11%	11%	13%	10%	11%	11%	9%	14%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>59%</b>	<b>57%</b>	<b>61%</b>	<b>63%</b>	<b>54%</b>	<b>65%</b>	<b>62%</b>	<b>56%</b>	<b>61%</b>	<b>57%</b>
<b>Net: Less willing</b>		<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Much more willing		22%	17%	26%	20%	19%	19%	24%	23%	23%	20%
A little more willing		14%	15%	12%	16%	11%	21%	16%	9%	13%	14%
It would make no difference		16%	17%	15%	14%	17%	14%	17%	17%	16%	16%
A little less willing		1%	1%	0%	1%	0%	1%	0%	1%	1%	1%
Much less willing		1%	0%	2%	-	1%	0%	1%	2%	1%	1%
Don't know		6%	6%	7%	6%	7%	6%	7%	6%	5%	8%
Not applicable - this service is not relevant to me		40%	43%	38%	42%	45%	39%	34%	42%	41%	40%
<b>Net: More Willing</b>		<b>35%</b>	<b>33%</b>	<b>38%</b>	<b>36%</b>	<b>30%</b>	<b>40%</b>	<b>41%</b>	<b>32%</b>	<b>36%</b>	<b>34%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Mental health services**

	Unweighted base	1267	303	182	125	161	272	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>		1271	318	212	125	161	279	1096	60	115
Much more willing		36%	38%	35%	32%	36%	40%	37%	34%	34%
A little more willing		23%	21%	25%	31%	13%	23%	22%	24%	26%
It would make no difference		27%	26%	30%	27%	28%	25%	27%	27%	26%
A little less willing		1%	2%	0%	1%	3%	2%	2%	-	-
Much less willing		2%	2%	1%	4%	3%	0%	2%	-	3%
Don't know		11%	12%	8%	5%	16%	10%	11%	15%	11%
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>59%</b>	<b>59%</b>	<b>60%</b>	<b>63%</b>	<b>49%</b>	<b>63%</b>	<b>59%</b>	<b>58%</b>	<b>60%</b>
<b>Net: Less willing</b>		<b>3%</b>	<b>4%</b>	<b>1%</b>	<b>5%</b>	<b>6%</b>	<b>2%</b>	<b>3%</b>	<b>-</b>	<b>3%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Mental health services**

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		22%	23%	21%	19%	21%	23%	22%	19%	21%
A little more willing		14%	12%	15%	19%	8%	13%	13%	14%	16%
It would make no difference		16%	16%	18%	17%	17%	14%	16%	16%	16%
A little less willing		1%	1%	0%	1%	2%	1%	1%	-	-
Much less willing		1%	1%	1%	3%	2%	0%	1%	-	2%
Don't know		6%	7%	5%	3%	10%	6%	6%	8%	7%
Not applicable - this service is not relevant to me		40%	39%	39%	39%	41%	43%	41%	43%	38%
<b>Net: More Willing</b>		<b>35%</b>	<b>36%</b>	<b>37%</b>	<b>38%</b>	<b>29%</b>	<b>36%</b>	<b>35%</b>	<b>33%</b>	<b>37%</b>
<b>Net: Less willing</b>		<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>4%</b>	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>2%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	1267	64	124	115	100	82	125	161	161	111	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>		1271	66	124	128	111	101	125	161	175	105	1096	60	115
Much more willing	36%	40%	40%	35%	38%	32%	32%	36%	40%	40%	40%	37%	34%	34%
A little more willing	23%	14%	20%	24%	23%	27%	31%	13%	22%	26%	22%	22%	24%	26%
It would make no difference	27%	24%	22%	30%	31%	30%	27%	28%	26%	23%	27%	27%	27%	26%
A little less willing	1%	1%	2%	2%	1%	-	1%	3%	3%	-	2%	-	-	-
Much less willing	2%	4%	1%	1%	-	2%	4%	3%	-	1%	2%	-	-	3%
Don't know	11%	17%	14%	8%	7%	9%	5%	16%	10%	10%	11%	11%	15%	11%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>59%</b>	<b>55%</b>	<b>60%</b>	<b>59%</b>	<b>61%</b>	<b>59%</b>	<b>63%</b>	<b>49%</b>	<b>62%</b>	<b>66%</b>	<b>59%</b>	<b>59%</b>	<b>58%</b>	<b>60%</b>
<b>Net: Less willing</b>	<b>3%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>2%</b>	<b>5%</b>	<b>6%</b>	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>-</b>	<b>3%</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>		2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	22%	26%	22%	22%	22%	20%	19%	21%	23%	23%	22%	22%	19%	21%
A little more willing	14%	9%	11%	16%	13%	18%	19%	8%	12%	16%	15%	13%	14%	16%
It would make no difference	16%	15%	13%	19%	18%	19%	17%	17%	15%	13%	13%	16%	16%	16%
A little less willing	1%	1%	1%	1%	0%	-	1%	2%	1%	-	1%	1%	-	-
Much less willing	1%	3%	1%	1%	-	1%	3%	2%	-	1%	1%	1%	-	2%
Don't know	6%	11%	8%	5%	4%	6%	3%	10%	6%	6%	6%	6%	8%	7%
Not applicable - this service is not relevant to me	40%	36%	44%	36%	42%	36%	39%	41%	42%	44%	44%	41%	43%	38%
<b>Net: More Willing</b>	<b>35%</b>	<b>35%</b>	<b>34%</b>	<b>38%</b>	<b>35%</b>	<b>38%</b>	<b>38%</b>	<b>29%</b>	<b>36%</b>	<b>37%</b>	<b>37%</b>	<b>35%</b>	<b>33%</b>	<b>37%</b>
<b>Net: Less willing</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>3%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>-</b>	<b>2%</b>

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**GP services**

	Unweighted base	2044	993	1051	219	242	298	492	793	1163	881
<b>Base: All GB adults for whom the service was relevant</b>	2039	971	1068	229	327	326	416	741	1131	908	
Fully involved	20%	18%	21%	13%	13%	13%	16%	30%	22%	18%	
Fairly involved	43%	42%	44%	41%	35%	45%	48%	44%	42%	44%	
Not very involved	23%	25%	21%	24%	31%	30%	20%	17%	24%	22%	
Not involved at all	8%	9%	8%	10%	9%	8%	10%	6%	8%	9%	
Don't know	4%	4%	4%	10%	6%	2%	5%	2%	3%	6%	
Not applicable - I have never received treatment from this service	2%	2%	2%	1%	6%	2%	1%	1%	2%	2%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>63%</b>	<b>61%</b>	<b>65%</b>	<b>55%</b>	<b>48%</b>	<b>58%</b>	<b>64%</b>	<b>74%</b>	<b>64%</b>	<b>62%</b>	
<b>Net: Not Involved</b>	<b>31%</b>	<b>33%</b>	<b>29%</b>	<b>34%</b>	<b>40%</b>	<b>38%</b>	<b>30%</b>	<b>23%</b>	<b>31%</b>	<b>30%</b>	

## YouGov / Healthwatch

### Annual Report

Fieldwork Dates: 21st - 22nd October 2015

Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

#### GP services

	Unweighted base	2044	487	286	208	250	458	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>		2039	500	329	199	256	474	1758	103	178
Fully involved	20%	17%	22%	22%	19%	22%	20%	21%	19%	
Fairly involved	43%	44%	39%	46%	47%	40%	42%	44%	48%	
Not very involved	23%	24%	27%	20%	17%	23%	23%	25%	21%	
Not involved at all	8%	7%	8%	7%	12%	9%	8%	7%	5%	
Don't know	4%	7%	4%	2%	3%	4%	4%	1%	4%	
Not applicable - I have never received treatment from this service	2%	2%	1%	2%	2%	2%	2%	2%	3%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>63%</b>	<b>60%</b>	<b>61%</b>	<b>69%</b>	<b>66%</b>	<b>62%</b>	<b>62%</b>	<b>65%</b>	<b>67%</b>	
<b>Net: Not Involved</b>	<b>31%</b>	<b>31%</b>	<b>34%</b>	<b>27%</b>	<b>29%</b>	<b>32%</b>	<b>31%</b>	<b>32%</b>	<b>26%</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

	Unweighted base	2044	96	209	182	154	132	208	250	276	182	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	99	211	190	178	152	199	256	295	179	1758	103	178	
Fully involved	20%	19%	13%	20%	25%	18%	22%	19%	19%	27%	20%	21%	19%	
Fairly involved	43%	37%	43%	48%	35%	43%	46%	47%	40%	39%	42%	44%	48%	
Not very involved	23%	25%	28%	20%	28%	25%	20%	17%	23%	23%	23%	25%	21%	
Not involved at all	8%	8%	6%	7%	9%	7%	7%	12%	12%	5%	8%	7%	5%	
Don't know	4%	11%	7%	4%	2%	6%	2%	3%	4%	5%	4%	1%	4%	
Not applicable - I have never received treatment from this service	2%	1%	3%	0%	2%	1%	2%	2%	2%	2%	2%	2%	3%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>63%</b>	<b>55%</b>	<b>56%</b>	<b>69%</b>	<b>60%</b>	<b>62%</b>	<b>69%</b>	<b>66%</b>	<b>59%</b>	<b>66%</b>	<b>62%</b>	<b>65%</b>	<b>67%</b>	
<b>Net: Not Involved</b>	<b>31%</b>	<b>33%</b>	<b>34%</b>	<b>27%</b>	<b>37%</b>	<b>32%</b>	<b>27%</b>	<b>29%</b>	<b>35%</b>	<b>28%</b>	<b>31%</b>	<b>32%</b>	<b>26%</b>	

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never recieved treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**GP services**

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	19%	17%	20%	12%	12%	12%	15%	30%	21%	17%
Fairly involved	41%	40%	42%	37%	32%	42%	47%	43%	41%	42%
Not very involved	22%	23%	20%	22%	28%	28%	20%	17%	23%	20%
Not involved at all	8%	8%	7%	9%	8%	8%	9%	6%	7%	8%
Don't know	4%	4%	4%	9%	6%	2%	4%	2%	3%	6%
Not applicable - I have never received treatment from this service	2%	2%	2%	1%	5%	1%	1%	1%	2%	2%
Not applicable - this service is not relevant to me	5%	5%	4%	11%	9%	6%	3%	1%	4%	5%
<b>Net: Involved</b>	<b>60%</b>	<b>58%</b>	<b>62%</b>	<b>49%</b>	<b>44%</b>	<b>54%</b>	<b>63%</b>	<b>73%</b>	<b>61%</b>	<b>59%</b>
<b>Net: Not Involved</b>	<b>30%</b>	<b>32%</b>	<b>28%</b>	<b>31%</b>	<b>37%</b>	<b>36%</b>	<b>29%</b>	<b>23%</b>	<b>30%</b>	<b>29%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

<b>Unweighted base</b>	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Fully involved	19%	16%	21%	21%	17%	21%	19%	20%	18%
Fairly involved	41%	42%	37%	45%	44%	38%	41%	42%	46%
Not very involved	22%	23%	25%	20%	16%	22%	22%	24%	20%
Not involved at all	8%	6%	7%	7%	11%	9%	8%	7%	4%
Don't know	4%	6%	4%	2%	3%	4%	4%	1%	4%
Not applicable - I have never received treatment from this service	2%	2%	1%	2%	2%	2%	2%	2%	3%
Not applicable - this service is not relevant to me	5%	5%	6%	3%	6%	3%	5%	4%	4%
<b>Net: Involved</b>	<b>60%</b>	<b>58%</b>	<b>57%</b>	<b>66%</b>	<b>61%</b>	<b>60%</b>	<b>60%</b>	<b>62%</b>	<b>64%</b>
<b>Net: Not Involved</b>	<b>30%</b>	<b>30%</b>	<b>32%</b>	<b>27%</b>	<b>27%</b>	<b>31%</b>	<b>30%</b>	<b>31%</b>	<b>25%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	19%	18%	12%	19%	23%	18%	21%	17%	18%	26%	19%	20%	18%
Fairly involved	41%	35%	41%	46%	33%	41%	45%	44%	39%	38%	41%	42%	46%
Not very involved	22%	24%	27%	18%	26%	24%	20%	16%	23%	22%	22%	24%	20%
Not involved at all	8%	8%	6%	7%	8%	7%	7%	11%	11%	5%	8%	7%	4%
Don't know	4%	10%	7%	4%	2%	6%	2%	3%	4%	4%	4%	1%	4%
Not applicable - I have never received treatment from this service	2%	1%	3%	0%	1%	1%	2%	2%	2%	2%	2%	2%	3%
Not applicable - this service is not relevant to me	5%	4%	4%	6%	7%	4%	3%	6%	3%	3%	5%	4%	4%
<b>Net: Involved</b>	<b>60%</b>	<b>53%</b>	<b>53%</b>	<b>65%</b>	<b>55%</b>	<b>59%</b>	<b>66%</b>	<b>61%</b>	<b>58%</b>	<b>63%</b>	<b>60%</b>	<b>62%</b>	<b>64%</b>
<b>Net: Not Involved</b>	<b>30%</b>	<b>32%</b>	<b>33%</b>	<b>25%</b>	<b>34%</b>	<b>30%</b>	<b>27%</b>	<b>27%</b>	<b>34%</b>	<b>27%</b>	<b>30%</b>	<b>31%</b>	<b>25%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

	Unweighted base	1944	943	1001	209	229	276	478	752	1124	820
<b>Base: All GB adults for whom the service was relevant</b>		1941	922	1020	222	310	302	407	700	1100	841
Fully involved	20%	15%	24%	11%	12%	13%	18%	30%	23%	15%	
Fairly involved	38%	40%	36%	33%	38%	40%	42%	37%	38%	38%	
Not very involved	23%	24%	22%	26%	31%	24%	21%	19%	22%	23%	
Not involved at all	10%	10%	10%	14%	9%	12%	10%	9%	9%	12%	
Don't know	5%	6%	4%	11%	6%	6%	5%	3%	4%	7%	
Not applicable - I have never received treatment from this service	4%	4%	4%	5%	5%	4%	5%	3%	4%	5%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>58%</b>	<b>55%</b>	<b>60%</b>	<b>44%</b>	<b>50%</b>	<b>53%</b>	<b>59%</b>	<b>66%</b>	<b>61%</b>	<b>53%</b>	
<b>Net: Not Involved</b>	<b>33%</b>	<b>34%</b>	<b>32%</b>	<b>40%</b>	<b>39%</b>	<b>37%</b>	<b>31%</b>	<b>27%</b>	<b>31%</b>	<b>35%</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

	Unweighted base	1944	462	267	201	238	434	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	477	306	193	244	452	1671	101	169	
Fully involved	20%	17%	22%	21%	15%	21%	19%	23%	24%	
Fairly involved	38%	38%	35%	45%	41%	36%	38%	34%	40%	
Not very involved	23%	27%	25%	15%	22%	22%	23%	25%	16%	
Not involved at all	10%	9%	9%	8%	12%	12%	10%	12%	8%	
Don't know	5%	6%	4%	7%	4%	5%	5%	3%	5%	
Not applicable - I have never received treatment from this service	4%	3%	4%	4%	7%	3%	4%	4%	6%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>58%</b>	<b>55%</b>	<b>58%</b>	<b>66%</b>	<b>55%</b>	<b>57%</b>	<b>57%</b>	<b>57%</b>	<b>65%</b>	
<b>Net: Not Involved</b>	<b>33%</b>	<b>37%</b>	<b>34%</b>	<b>24%</b>	<b>35%</b>	<b>34%</b>	<b>34%</b>	<b>37%</b>	<b>24%</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

<b>Unweighted base</b>	1944	93	192	177	142	125	201	238	265	169	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	97	192	188	162	145	193	244	285	167	1671	101	169
Fully involved	20%	17%	18%	17%	19%	27%	21%	15%	17%	26%	19%	23%	24%
Fairly involved	38%	39%	32%	42%	36%	35%	45%	41%	39%	32%	38%	34%	40%
Not very involved	23%	31%	27%	26%	27%	22%	15%	22%	23%	21%	23%	25%	16%
Not involved at all	10%	9%	11%	8%	11%	6%	8%	12%	12%	13%	10%	12%	8%
Don't know	5%	3%	9%	4%	4%	5%	7%	4%	5%	6%	5%	3%	5%
Not applicable - I have never received treatment from this service	4%	2%	3%	3%	3%	6%	4%	7%	4%	2%	4%	4%	6%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>58%</b>	<b>55%</b>	<b>50%</b>	<b>60%</b>	<b>55%</b>	<b>61%</b>	<b>66%</b>	<b>55%</b>	<b>56%</b>	<b>59%</b>	<b>57%</b>	<b>57%</b>	<b>65%</b>
<b>Net: Not Involved</b>	<b>33%</b>	<b>40%</b>	<b>38%</b>	<b>34%</b>	<b>39%</b>	<b>28%</b>	<b>24%</b>	<b>35%</b>	<b>35%</b>	<b>34%</b>	<b>34%</b>	<b>37%</b>	<b>24%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	18%	13%	22%	10%	11%	12%	17%	28%	22%	13%
Fairly involved	35%	36%	33%	29%	33%	35%	40%	34%	36%	33%
Not very involved	21%	21%	20%	23%	27%	21%	20%	17%	21%	21%
Not involved at all	9%	9%	9%	12%	7%	11%	10%	8%	9%	10%
Don't know	5%	6%	4%	9%	5%	5%	5%	3%	3%	6%
Not applicable - I have never received treatment from this service	4%	4%	3%	5%	4%	4%	4%	3%	3%	4%
Not applicable - this service is not relevant to me	9%	10%	8%	13%	13%	13%	5%	6%	6%	12%
Net: Involved	53%	50%	55%	38%	44%	46%	57%	62%	58%	47%
Net: Not Involved	30%	31%	29%	35%	34%	32%	30%	26%	29%	31%

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
Fully involved	18%	16%	20%	19%	13%	19%	17%	21%	22%	
Fairly involved	35%	34%	31%	43%	36%	34%	35%	32%	37%	
Not very involved	21%	25%	22%	14%	20%	21%	21%	23%	14%	
Not involved at all	9%	9%	8%	8%	11%	11%	9%	11%	8%	
Don't know	5%	5%	4%	6%	3%	5%	5%	3%	5%	
Not applicable - I have never received treatment from this service	4%	2%	4%	4%	6%	3%	4%	3%	5%	
Not applicable - this service is not relevant to me	9%	9%	13%	6%	11%	8%	9%	6%	9%	
Net: Involved	53%	50%	50%	62%	49%	53%	52%	53%	59%	
Net: Not Involved	30%	33%	29%	22%	31%	32%	31%	35%	22%	

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Dentistry services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	18%	16%	16%	16%	16%	24%	19%	13%	16%	24%	17%	21%	22%
Fairly involved	35%	36%	28%	40%	30%	32%	43%	36%	37%	29%	35%	32%	37%
Not very involved	21%	29%	24%	24%	23%	20%	14%	20%	22%	19%	21%	23%	14%
Not involved at all	9%	9%	9%	8%	9%	6%	8%	11%	11%	11%	9%	11%	8%
Don't know	5%	3%	8%	3%	3%	4%	6%	3%	5%	5%	5%	3%	5%
Not applicable - I have never received treatment from this service	4%	2%	3%	3%	3%	6%	4%	6%	4%	2%	4%	3%	5%
Not applicable - this service is not relevant to me	9%	6%	13%	7%	16%	9%	6%	11%	6%	10%	9%	6%	9%
Net: Involved	53%	52%	43%	56%	46%	56%	62%	49%	53%	53%	52%	53%	59%
Net: Not Involved	30%	38%	33%	32%	33%	25%	22%	31%	33%	30%	31%	35%	22%

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

	Unweighted base	858	407	451	80	134	175	201	268	487	371
<b>Base: All GB adults for whom the service was relevant</b>		945	439	507	96	208	193	180	268	523	423
Fully involved	8%	3%	12%	2%	13%	8%	8%	6%	6%	6%	10%
Fairly involved	20%	15%	24%	8%	18%	35%	26%	11%	22%	17%	17%
Not very involved	16%	18%	15%	23%	19%	15%	14%	14%	16%	16%	16%
Not involved at all	11%	14%	9%	9%	5%	13%	14%	13%	10%	13%	13%
Don't know	7%	7%	7%	9%	6%	3%	6%	9%	4%	10%	10%
Not applicable - I have never received treatment from this service	38%	44%	33%	49%	39%	26%	33%	46%	42%	33%	33%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>28%</b>	<b>17%</b>	<b>37%</b>	<b>10%</b>	<b>30%</b>	<b>43%</b>	<b>33%</b>	<b>17%</b>	<b>28%</b>	<b>27%</b>	<b>27%</b>
<b>Net: Not Involved</b>	<b>27%</b>	<b>31%</b>	<b>24%</b>	<b>31%</b>	<b>24%</b>	<b>28%</b>	<b>27%</b>	<b>28%</b>	<b>26%</b>	<b>29%</b>	<b>29%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

	Unweighted base	858	212	129	82	115	181	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>		945	234	164	92	134	203	828	36	82
Fully involved	8%	9%	5%	9%	10%	5%	7%	14%	10%	
Fairly involved	20%	19%	21%	20%	28%	18%	21%	6%	18%	
Not very involved	16%	16%	22%	6%	15%	20%	17%	5%	15%	
Not involved at all	11%	14%	14%	12%	5%	10%	11%	7%	8%	
Don't know	7%	8%	6%	8%	6%	7%	7%	5%	8%	
Not applicable - I have never received treatment from this service	38%	34%	33%	46%	35%	40%	37%	64%	42%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>28%</b>	<b>28%</b>	<b>26%</b>	<b>29%</b>	<b>38%</b>	<b>23%</b>	<b>28%</b>	<b>20%</b>	<b>28%</b>	
<b>Net: Not Involved</b>	<b>27%</b>	<b>30%</b>	<b>36%</b>	<b>18%</b>	<b>21%</b>	<b>30%</b>	<b>28%</b>	<b>12%</b>	<b>23%</b>	

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Maternity services**

<b>Unweighted base</b>	858	52	87	73	71	58	82	115	111	70	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	58	89	87	85	79	92	134	131	72	828	36	82
Fully involved	8%	12%	12%	5%	1%	9%	9%	10%	4%	7%	7%	14%	10%
Fairly involved	20%	21%	21%	16%	20%	22%	20%	28%	21%	11%	21%	6%	18%
Not very involved	16%	6%	16%	23%	20%	23%	6%	15%	26%	10%	17%	5%	15%
Not involved at all	11%	13%	19%	10%	18%	10%	12%	5%	9%	12%	11%	7%	8%
Don't know	7%	6%	10%	6%	6%	5%	8%	6%	4%	14%	7%	5%	8%
Not applicable - I have never received treatment from this service	38%	41%	23%	39%	35%	32%	46%	35%	36%	46%	37%	64%	42%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>28%</b>	<b>33%</b>	<b>33%</b>	<b>21%</b>	<b>21%</b>	<b>30%</b>	<b>29%</b>	<b>38%</b>	<b>25%</b>	<b>18%</b>	<b>28%</b>	<b>20%</b>	<b>28%</b>
<b>Net: Not Involved</b>	<b>27%</b>	<b>19%</b>	<b>34%</b>	<b>34%</b>	<b>38%</b>	<b>33%</b>	<b>18%</b>	<b>21%</b>	<b>35%</b>	<b>22%</b>	<b>28%</b>	<b>12%</b>	<b>23%</b>

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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	3%	1%	6%	1%	8%	4%	3%	2%	3%	4%
Fairly involved	9%	6%	11%	3%	10%	19%	11%	4%	10%	8%
Not very involved	7%	8%	7%	8%	11%	9%	6%	5%	7%	7%
Not involved at all	5%	6%	4%	3%	3%	7%	6%	5%	4%	6%
Don't know	3%	3%	3%	4%	4%	2%	3%	3%	2%	5%
Not applicable - I have never received treatment from this service	17%	19%	15%	18%	23%	15%	14%	16%	19%	15%
Not applicable - this service is not relevant to me	56%	57%	54%	63%	42%	44%	58%	64%	56%	56%
<b>Net: Involved</b>	<b>12%</b>	<b>7%</b>	<b>17%</b>	<b>4%</b>	<b>18%</b>	<b>24%</b>	<b>14%</b>	<b>6%</b>	<b>13%</b>	<b>12%</b>
<b>Net: Not Involved</b>	<b>12%</b>	<b>13%</b>	<b>11%</b>	<b>12%</b>	<b>14%</b>	<b>16%</b>	<b>12%</b>	<b>10%</b>	<b>12%</b>	<b>13%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
Fully involved	3%	4%	2%	4%	5%	2%	3%	5%	4%	
Fairly involved	9%	9%	10%	9%	14%	7%	9%	2%	8%	
Not very involved	7%	7%	10%	3%	8%	8%	8%	2%	7%	
Not involved at all	5%	6%	7%	5%	3%	4%	5%	2%	4%	
Don't know	3%	3%	3%	3%	3%	3%	3%	2%	3%	
Not applicable - I have never received treatment from this service	17%	15%	16%	20%	17%	17%	16%	21%	18%	
Not applicable - this service is not relevant to me	56%	55%	53%	55%	51%	58%	55%	66%	56%	
<b>Net: Involved</b>	<b>12%</b>	<b>13%</b>	<b>12%</b>	<b>13%</b>	<b>19%</b>	<b>9%</b>	<b>13%</b>	<b>7%</b>	<b>12%</b>	
<b>Net: Not Involved</b>	<b>12%</b>	<b>14%</b>	<b>17%</b>	<b>8%</b>	<b>10%</b>	<b>13%</b>	<b>13%</b>	<b>4%</b>	<b>10%</b>	

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**Annual Report**

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 Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Maternity services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	3%	7%	5%	2%	0%	4%	4%	5%	2%	3%	3%	5%	4%
Fairly involved	9%	12%	9%	7%	9%	11%	9%	14%	9%	4%	9%	2%	8%
Not very involved	7%	3%	6%	10%	9%	12%	3%	8%	11%	4%	8%	2%	7%
Not involved at all	5%	7%	8%	5%	8%	5%	5%	3%	4%	5%	5%	2%	4%
Don't know	3%	4%	4%	3%	3%	2%	3%	3%	2%	5%	3%	2%	3%
Not applicable - I have never received treatment from this service	17%	23%	9%	17%	15%	16%	20%	17%	16%	18%	16%	21%	18%
Not applicable - this service is not relevant to me	56%	44%	60%	57%	56%	50%	55%	51%	57%	61%	55%	66%	56%
<b>Net: Involved</b>	<b>12%</b>	<b>18%</b>	<b>13%</b>	<b>9%</b>	<b>9%</b>	<b>15%</b>	<b>13%</b>	<b>19%</b>	<b>11%</b>	<b>7%</b>	<b>13%</b>	<b>7%</b>	<b>12%</b>
<b>Net: Not Involved</b>	<b>12%</b>	<b>11%</b>	<b>14%</b>	<b>15%</b>	<b>17%</b>	<b>17%</b>	<b>8%</b>	<b>10%</b>	<b>15%</b>	<b>8%</b>	<b>13%</b>	<b>4%</b>	<b>10%</b>

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Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Mental health services**

	Unweighted base	1267	611	656	142	146	195	327	457	698	569
<b>Base: All GB adults for whom the service was relevant</b>	1271	588	683	149	197	212	281	432	690	581	
Fully involved	4%	3%	6%	5%	4%	2%	5%	6%	4%	5%	
Fairly involved	15%	13%	17%	27%	15%	16%	17%	10%	14%	17%	
Not very involved	15%	17%	12%	15%	20%	21%	15%	9%	12%	17%	
Not involved at all	11%	11%	10%	8%	10%	7%	12%	13%	8%	13%	
Don't know	6%	7%	4%	7%	7%	4%	6%	5%	5%	7%	
Not applicable - I have never received treatment from this service	50%	49%	50%	38%	45%	50%	45%	59%	57%	40%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>20%</b>	<b>16%</b>	<b>22%</b>	<b>32%</b>	<b>18%</b>	<b>18%</b>	<b>22%</b>	<b>15%</b>	<b>17%</b>	<b>22%</b>	
<b>Net: Not Involved</b>	<b>25%</b>	<b>28%</b>	<b>23%</b>	<b>23%</b>	<b>30%</b>	<b>28%</b>	<b>27%</b>	<b>21%</b>	<b>20%</b>	<b>31%</b>	

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Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

	Unweighted base	1267	303	182	125	161	272	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	318	212	125	161	279	1096	60	115	
Fully involved	4%	4%	7%	5%	3%	4%	5%	1%	4%	
Fairly involved	15%	14%	17%	19%	19%	13%	16%	15%	11%	
Not very involved	15%	12%	17%	12%	14%	15%	14%	19%	17%	
Not involved at all	11%	13%	7%	10%	12%	8%	10%	17%	12%	
Don't know	6%	9%	3%	5%	6%	4%	6%	2%	6%	
Not applicable - I have never received treatment from this service	50%	48%	49%	48%	45%	56%	50%	45%	51%	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>20%</b>	<b>18%</b>	<b>24%</b>	<b>24%</b>	<b>22%</b>	<b>17%</b>	<b>20%</b>	<b>16%</b>	<b>15%</b>	
<b>Net: Not Involved</b>	<b>25%</b>	<b>25%</b>	<b>23%</b>	<b>22%</b>	<b>27%</b>	<b>23%</b>	<b>24%</b>	<b>36%</b>	<b>29%</b>	

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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

<b>Unweighted base</b>	1267	64	124	115	100	82	125	161	161	111	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	66	124	128	111	101	125	161	175	105	1096	60	115
Fully involved	4%	1%	4%	6%	7%	8%	5%	3%	5%	1%	5%	1%	4%
Fairly involved	15%	12%	13%	15%	16%	18%	19%	19%	10%	18%	16%	15%	11%
Not very involved	15%	11%	12%	13%	15%	18%	12%	14%	17%	12%	14%	19%	17%
Not involved at all	11%	17%	11%	12%	7%	6%	10%	12%	8%	8%	10%	17%	12%
Don't know	6%	5%	14%	7%	2%	4%	5%	6%	5%	3%	6%	2%	6%
Not applicable - I have never received treatment from this service	50%	54%	45%	46%	52%	46%	48%	45%	56%	56%	50%	45%	51%
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>20%</b>	<b>13%</b>	<b>17%</b>	<b>22%</b>	<b>23%</b>	<b>26%</b>	<b>24%</b>	<b>22%</b>	<b>15%</b>	<b>20%</b>	<b>20%</b>	<b>16%</b>	<b>15%</b>
<b>Net: Not Involved</b>	<b>25%</b>	<b>28%</b>	<b>24%</b>	<b>25%</b>	<b>22%</b>	<b>25%</b>	<b>22%</b>	<b>27%</b>	<b>25%</b>	<b>21%</b>	<b>24%</b>	<b>36%</b>	<b>29%</b>

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Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	3%	2%	3%	3%	2%	1%	3%	3%	2%	3%
Fairly involved	9%	8%	10%	16%	8%	10%	11%	6%	8%	10%
Not very involved	9%	10%	8%	9%	11%	13%	10%	5%	7%	11%
Not involved at all	6%	6%	6%	5%	6%	4%	8%	7%	5%	8%
Don't know	3%	4%	3%	4%	4%	2%	4%	3%	3%	4%
Not applicable - I have never received treatment from this service	30%	28%	31%	22%	25%	31%	30%	34%	34%	24%
Not applicable - this service is not relevant to me	40%	43%	38%	42%	45%	39%	34%	42%	41%	40%
<b>Net: Involved</b>	<b>12%</b>	<b>9%</b>	<b>14%</b>	<b>18%</b>	<b>10%</b>	<b>11%</b>	<b>14%</b>	<b>9%</b>	<b>10%</b>	<b>13%</b>
<b>Net: Not Involved</b>	<b>15%</b>	<b>16%</b>	<b>14%</b>	<b>13%</b>	<b>16%</b>	<b>17%</b>	<b>18%</b>	<b>12%</b>	<b>12%</b>	<b>19%</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

<b>Unweighted base</b>	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Fully involved	3%	3%	4%	3%	2%	2%	3%	1%	2%
Fairly involved	9%	8%	10%	11%	11%	7%	9%	8%	7%
Not very involved	9%	8%	10%	7%	8%	9%	8%	11%	10%
Not involved at all	6%	8%	4%	6%	7%	5%	6%	10%	7%
Don't know	3%	6%	2%	3%	4%	2%	4%	1%	3%
Not applicable - I have never received treatment from this service	30%	29%	30%	30%	26%	32%	30%	26%	32%
Not applicable - this service is not relevant to me	40%	39%	39%	39%	41%	43%	41%	43%	38%
<b>Net: Involved</b>	<b>12%</b>	<b>11%</b>	<b>15%</b>	<b>15%</b>	<b>13%</b>	<b>9%</b>	<b>12%</b>	<b>9%</b>	<b>9%</b>
<b>Net: Not Involved</b>	<b>15%</b>	<b>15%</b>	<b>14%</b>	<b>14%</b>	<b>16%</b>	<b>13%</b>	<b>14%</b>	<b>21%</b>	<b>18%</b>

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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Mental health services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	3%	1%	2%	4%	4%	5%	3%	2%	3%	1%	3%	1%	2%
Fairly involved	9%	8%	7%	10%	10%	11%	11%	11%	6%	10%	9%	8%	7%
Not very involved	9%	7%	7%	8%	9%	12%	7%	8%	10%	7%	8%	11%	10%
Not involved at all	6%	11%	6%	8%	4%	4%	6%	7%	5%	5%	6%	10%	7%
Don't know	3%	3%	8%	4%	1%	3%	3%	4%	3%	2%	4%	1%	3%
Not applicable - I have never received treatment from this service	30%	35%	25%	30%	30%	29%	30%	26%	32%	32%	30%	26%	32%
Not applicable - this service is not relevant to me	40%	36%	44%	36%	42%	36%	39%	41%	42%	44%	41%	43%	38%
<b>Net: Involved</b>	<b>12%</b>	<b>9%</b>	<b>9%</b>	<b>14%</b>	<b>13%</b>	<b>16%</b>	<b>15%</b>	<b>13%</b>	<b>8%</b>	<b>11%</b>	<b>12%</b>	<b>9%</b>	<b>9%</b>
<b>Net: Not Involved</b>	<b>15%</b>	<b>18%</b>	<b>13%</b>	<b>16%</b>	<b>13%</b>	<b>16%</b>	<b>14%</b>	<b>16%</b>	<b>14%</b>	<b>12%</b>	<b>14%</b>	<b>21%</b>	<b>18%</b>

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Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Regardless of whether you have ever actually provided feedback, which, if either, of the following have you ever wanted to give your feedback about how their services can be improved? (Please select all that apply)

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Health services	881	374	507	72	125	128	190	367	542	339
Social care services	283	126	157	18	45	41	50	129	164	118
Neither of these	924	487	437	112	125	171	191	326	495	429
Don't know	279	141	138	65	87	43	42	42	111	168
<b>Net: Both health services and social care services</b>	<b>231</b>	<b>103</b>	<b>128</b>	<b>11</b>	<b>24</b>	<b>35</b>	<b>45</b>	<b>116</b>	<b>138</b>	<b>93</b>

Still thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Which, if either, of the following have you ever been given the opportunity to provide your feedback about? (Please select all that apply)

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
How health services can be improved	659	295	364	70	115	96	132	246	395	264
How social care services can be improved	121	64	57	8	30	22	12	49	64	58
Neither of these	1186	576	610	127	163	204	250	442	649	537
Don't know	265	142	123	58	67	46	42	52	117	148
<b>Net: Both health services and social care services</b>	<b>96</b>	<b>52</b>	<b>44</b>	<b>6</b>	<b>18</b>	<b>21</b>	<b>9</b>	<b>42</b>	<b>50</b>	<b>46</b>

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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

Thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Regardless of whether you have ever actually provided feedback, which, if either, of the following have you ever wanted to give your feedback about how their services can be improved? (Please select all that apply)

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
Health services	881	212	147	73	142	199	773	37	70	
Social care services	283	79	48	15	42	58	243	13	27	
Neither of these	924	241	151	99	72	227	789	47	88	
Don't know	279	64	39	29	50	52	234	22	23	
<b>Net: Both health services and social care services</b>	<b>231</b>	<b>70</b>	<b>34</b>	<b>11</b>	<b>33</b>	<b>48</b>	<b>196</b>	<b>13</b>	<b>22</b>	

Still thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Which, if either, of the following have you ever been given the opportunity to provide your feedback about? (Please select all that apply)

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186	
How health services can be improved	659	161	125	49	99	149	583	31	45	
How social care services can be improved	121	26	24	7	20	24	101	9	11	
Neither of these	1186	294	181	127	133	279	1014	53	119	
Don't know	265	66	39	26	40	53	223	22	20	
<b>Net: Both health services and social care services</b>	<b>96</b>	<b>22</b>	<b>19</b>	<b>3</b>	<b>19</b>	<b>15</b>	<b>78</b>	<b>9</b>	<b>9</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

Thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Regardless of whether you have ever actually provided feedback, which, if either, of the following have you ever wanted to give your feedback about how their services can be improved? (Please select all that apply)

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Health services	881	49	77	86	84	63	73	142	134	65	773	37	70
Social care services	283	15	35	30	28	21	15	42	33	25	243	13	27
Neither of these	924	38	110	93	77	73	99	72	142	85	789	47	88
Don't know	279	16	31	17	23	16	29	50	22	31	234	22	23
<b>Net: Both health services and social care services</b>	<b>231</b>	<b>14</b>	<b>32</b>	<b>24</b>	<b>19</b>	<b>15</b>	<b>11</b>	<b>33</b>	<b>27</b>	<b>21</b>	<b>196</b>	<b>13</b>	<b>22</b>

Still thinking about any opportunities that you have ever had to provide any feedback (e.g. through surveys, face-to-face, email etc.) about your local health services (NHS and private healthcare provided through hospitals, GPs, dentists etc.) and social care (e.g. care homes, practical help in your home etc.)...

Which, if either, of the following have you ever been given the opportunity to provide your feedback about? (Please select all that apply)

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
How health services can be improved	659	30	60	71	79	45	49	99	92	57	583	31	45
How social care services can be improved	121	5	11	10	16	8	7	20	17	7	101	9	11
Neither of these	1186	53	121	120	89	92	127	133	181	97	1014	53	119
Don't know	265	20	38	8	22	17	26	40	27	25	223	22	20
<b>Net: Both health services and social care services</b>	<b>96</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>15</b>	<b>4</b>	<b>3</b>	<b>19</b>	<b>14</b>	<b>1</b>	<b>78</b>	<b>9</b>	<b>9</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**GP services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback	1038	507	531	99	142	134	196	467	597	441	
No, I wouldn't know how to give feedback	1001	463	537	130	185	192	220	274	534	467	
Not applicable - this service is not relevant to me	96	54	42	27	31	21	11	6	44	53	

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**Dentistry services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback	739	359	380	76	96	90	143	334	436	303	
No, I wouldn't know how to give feedback	1202	562	640	146	214	212	264	366	664	538	
Not applicable - this service is not relevant to me	194	103	91	34	47	45	20	47	74	119	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### GP services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback	1038	252	171	92	141	247	903	54	81	
No, I wouldn't know how to give feedback	1001	248	159	107	114	227	855	49	96	
Not applicable - this service is not relevant to me	96	25	21	6	18	15	84	4	8	

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Dentistry services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback	739	188	120	54	101	173	636	39	63	
No, I wouldn't know how to give feedback	1202	289	186	138	143	279	1035	61	106	
Not applicable - this service is not relevant to me	194	48	44	12	30	37	171	6	17	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### GP services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback	1038	51	101	100	93	78	92	141	143	104	903	54	81	
No, I wouldn't know how to give feedback	1001	48	110	90	84	74	107	114	152	75	855	49	96	
Not applicable - this service is not relevant to me	96	4	10	11	14	7	6	18	8	6	84	4	8	

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Dentistry services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback	739	37	74	77	61	59	54	101	102	72	636	39	63	
No, I wouldn't know how to give feedback	1202	60	118	110	101	86	138	143	184	95	1035	61	106	
Not applicable - this service is not relevant to me	194	6	29	14	30	14	12	30	18	19	171	6	17	

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**Maternity services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback		272	126	146	28	60	63	47	74	161	110
No, I wouldn't know how to give feedback		674	313	361	68	148	130	133	195	361	312
Not applicable - this service is not relevant to me		1190	586	603	160	150	154	247	479	652	538

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

**Mental health services**

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
	Base: All GB adults	2135	1025	1110	256	358	347	427	747	1174	961
Yes, I would know how to provide feedback		412	203	209	48	63	56	100	145	224	188
No, I wouldn't know how to give feedback		859	385	474	101	134	156	181	288	467	393
Not applicable - this service is not relevant to me		864	436	427	107	161	135	146	315	484	380

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
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Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Maternity services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback		272	69	55	16	42	55	236	9	26
No, I wouldn't know how to give feedback		674	165	109	76	93	148	591	26	56
Not applicable - this service is not relevant to me		1190	291	186	113	139	286	1015	71	104

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Mental health services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
	Base: All GB adults	2135	525	350	205	273	489	1843	107	186
Yes, I would know how to provide feedback		412	102	83	36	53	79	353	20	39
No, I wouldn't know how to give feedback		859	217	129	89	108	200	743	41	76
Not applicable - this service is not relevant to me		864	207	138	80	112	210	747	46	71

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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Maternity services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback		272	15	30	24	31	23	16	42	34	21	236	9	26
No, I wouldn't know how to give feedback		674	42	60	63	54	56	76	93	98	50	591	26	56
Not applicable - this service is not relevant to me		1190	46	132	114	107	79	113	139	172	114	1015	71	104

Please imagine that you wanted to provide your feedback about each of the following services...

Would you know how to provide feedback about each of the following services in your local area? (Please select one option on each row. If any of the services are not relevant to you, please select the "Not applicable" option)

### Mental health services

	Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
	<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Yes, I would know how to provide feedback		412	16	45	41	44	39	36	53	46	33	353	20	39
No, I wouldn't know how to give feedback		859	50	79	87	66	63	89	108	128	72	743	41	76
Not applicable - this service is not relevant to me		864	37	97	73	81	57	80	112	129	81	747	46	71

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
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Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2044	993	1051	219	242	298	492	793	1163	881
<b>Base: All GB adults for whom the service was relevant</b>	2039	971	1068	229	327	326	416	741	1131	908
Very willing	781	339	442	49	122	96	150	364	474	307
Fairly willing	903	449	454	122	139	169	188	285	493	410
Not very willing	199	112	88	32	33	37	45	52	104	96
Not at all willing	47	26	21	8	2	4	13	20	28	19
Don't know	108	46	63	18	31	20	19	20	32	76
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>1684</b>	<b>788</b>	<b>896</b>	<b>171</b>	<b>261</b>	<b>265</b>	<b>339</b>	<b>649</b>	<b>967</b>	<b>717</b>
<b>Net: Not willing</b>	<b>247</b>	<b>137</b>	<b>109</b>	<b>40</b>	<b>35</b>	<b>41</b>	<b>59</b>	<b>72</b>	<b>132</b>	<b>115</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Very willing	781	339	442	49	122	96	150	364	474	307
Fairly willing	903	449	454	122	139	169	188	285	493	410
Not very willing	199	112	88	32	33	37	45	52	104	96
Not at all willing	47	26	21	8	2	4	13	20	28	19
Don't know	108	46	63	18	31	20	19	20	32	76
Not applicable - this service is not relevant to me	96	54	42	27	31	21	11	6	44	53
<b>Net: Willing</b>	<b>1684</b>	<b>788</b>	<b>896</b>	<b>171</b>	<b>261</b>	<b>265</b>	<b>339</b>	<b>649</b>	<b>967</b>	<b>717</b>
<b>Net: Not willing</b>	<b>247</b>	<b>137</b>	<b>109</b>	<b>40</b>	<b>35</b>	<b>41</b>	<b>59</b>	<b>72</b>	<b>132</b>	<b>115</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2044	487	286	208	250	458	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	500	329	199	256	474	1758	103	178
Very willing	781	172	137	78	111	173	670	45	66
Fairly willing	903	233	144	82	87	232	778	41	84
Not very willing	199	52	32	19	34	40	177	7	15
Not at all willing	47	7	5	11	7	11	40	4	3
Don't know	108	37	12	9	16	20	93	6	9
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>1684</b>	<b>405</b>	<b>281</b>	<b>160</b>	<b>198</b>	<b>404</b>	<b>1448</b>	<b>86</b>	<b>150</b>
<b>Net: Not willing</b>	<b>247</b>	<b>59</b>	<b>37</b>	<b>30</b>	<b>41</b>	<b>50</b>	<b>217</b>	<b>11</b>	<b>19</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Very willing	781	172	137	78	111	173	670	45	66
Fairly willing	903	233	144	82	87	232	778	41	84
Not very willing	199	52	32	19	34	40	177	7	15
Not at all willing	47	7	5	11	7	11	40	4	3
Don't know	108	37	12	9	16	20	93	6	9
Not applicable - this service is not relevant to me	96	25	21	6	18	15	84	4	8
<b>Net: Willing</b>	<b>1684</b>	<b>405</b>	<b>281</b>	<b>160</b>	<b>198</b>	<b>404</b>	<b>1448</b>	<b>86</b>	<b>150</b>
<b>Net: Not willing</b>	<b>247</b>	<b>59</b>	<b>37</b>	<b>30</b>	<b>41</b>	<b>50</b>	<b>217</b>	<b>11</b>	<b>19</b>

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Fieldwork Dates: 21st - 22nd October 2015  
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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2044	96	209	182	154	132	208	250	276	182	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	99	211	190	178	152	199	256	295	179	1758	103	178
Very willing	781	42	65	65	70	68	78	111	106	67	670	45	66
Fairly willing	903	43	96	94	80	64	82	87	150	82	778	41	84
Not very willing	199	5	23	23	23	9	19	34	18	22	177	7	15
Not at all willing	47	1	4	2	4	1	11	7	9	2	40	4	3
Don't know	108	8	23	6	2	10	9	16	12	7	93	6	9
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>1684</b>	<b>85</b>	<b>161</b>	<b>159</b>	<b>149</b>	<b>131</b>	<b>160</b>	<b>198</b>	<b>256</b>	<b>148</b>	<b>1448</b>	<b>86</b>	<b>150</b>
<b>Net: Not willing</b>	<b>247</b>	<b>6</b>	<b>28</b>	<b>25</b>	<b>26</b>	<b>11</b>	<b>30</b>	<b>41</b>	<b>27</b>	<b>24</b>	<b>217</b>	<b>11</b>	<b>19</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### GP services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	781	42	65	65	70	68	78	111	106	67	670	45	66
Fairly willing	903	43	96	94	80	64	82	87	150	82	778	41	84
Not very willing	199	5	23	23	23	9	19	34	18	22	177	7	15
Not at all willing	47	1	4	2	4	1	11	7	9	2	40	4	3
Don't know	108	8	23	6	2	10	9	16	12	7	93	6	9
Not applicable - this service is not relevant to me	96	4	10	11	14	7	6	18	8	6	84	4	8
<b>Net: Willing</b>	<b>1684</b>	<b>85</b>	<b>161</b>	<b>159</b>	<b>149</b>	<b>131</b>	<b>160</b>	<b>198</b>	<b>256</b>	<b>148</b>	<b>1448</b>	<b>86</b>	<b>150</b>
<b>Net: Not willing</b>	<b>247</b>	<b>6</b>	<b>28</b>	<b>25</b>	<b>26</b>	<b>11</b>	<b>30</b>	<b>41</b>	<b>27</b>	<b>24</b>	<b>217</b>	<b>11</b>	<b>19</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Dentistry services**

Unweighted base	1944	943	1001	209	229	276	478	752	1124	820
<b>Base: All GB adults for whom the service was relevant</b>	1941	922	1020	222	310	302	407	700	1100	841
Very willing	602	253	348	38	90	78	126	271	355	246
Fairly willing	886	441	445	102	150	152	191	291	520	366
Not very willing	254	142	112	51	40	38	55	70	134	120
Not at all willing	63	31	32	9	4	8	12	30	37	26
Don't know	136	55	81	23	26	25	23	39	54	83
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>1487</b>	<b>694</b>	<b>793</b>	<b>139</b>	<b>240</b>	<b>230</b>	<b>317</b>	<b>562</b>	<b>875</b>	<b>612</b>
<b>Net: Not willing</b>	<b>317</b>	<b>172</b>	<b>145</b>	<b>60</b>	<b>44</b>	<b>46</b>	<b>67</b>	<b>100</b>	<b>171</b>	<b>146</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Dentistry services**

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Very willing	602	253	348	38	90	78	126	271	355	246
Fairly willing	886	441	445	102	150	152	191	291	520	366
Not very willing	254	142	112	51	40	38	55	70	134	120
Not at all willing	63	31	32	9	4	8	12	30	37	26
Don't know	136	55	81	23	26	25	23	39	54	83
Not applicable - this service is not relevant to me	194	103	91	34	47	45	20	47	74	119
<b>Net: Willing</b>	<b>1487</b>	<b>694</b>	<b>793</b>	<b>139</b>	<b>240</b>	<b>230</b>	<b>317</b>	<b>562</b>	<b>875</b>	<b>612</b>
<b>Net: Not willing</b>	<b>317</b>	<b>172</b>	<b>145</b>	<b>60</b>	<b>44</b>	<b>46</b>	<b>67</b>	<b>100</b>	<b>171</b>	<b>146</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	1944	462	267	201	238	434	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	477	306	193	244	452	1671	101	169
Very willing	602	131	109	63	78	139	520	32	49
Fairly willing	886	244	133	79	92	209	758	44	84
Not very willing	254	57	40	26	44	58	225	7	22
Not at all willing	63	9	9	12	11	14	54	5	4
Don't know	136	36	16	13	18	32	115	12	10
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>1487</b>	<b>376</b>	<b>241</b>	<b>142</b>	<b>171</b>	<b>348</b>	<b>1278</b>	<b>76</b>	<b>133</b>
<b>Net: Not willing</b>	<b>317</b>	<b>66</b>	<b>49</b>	<b>38</b>	<b>55</b>	<b>71</b>	<b>279</b>	<b>12</b>	<b>26</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Very willing	602	131	109	63	78	139	520	32	49
Fairly willing	886	244	133	79	92	209	758	44	84
Not very willing	254	57	40	26	44	58	225	7	22
Not at all willing	63	9	9	12	11	14	54	5	4
Don't know	136	36	16	13	18	32	115	12	10
Not applicable - this service is not relevant to me	194	48	44	12	30	37	171	6	17
<b>Net: Willing</b>	<b>1487</b>	<b>376</b>	<b>241</b>	<b>142</b>	<b>171</b>	<b>348</b>	<b>1278</b>	<b>76</b>	<b>133</b>
<b>Net: Not willing</b>	<b>317</b>	<b>66</b>	<b>49</b>	<b>38</b>	<b>55</b>	<b>71</b>	<b>279</b>	<b>12</b>	<b>26</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	1944	93	192	177	142	125	201	238	265	169	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	97	192	188	162	145	193	244	285	167	1671	101	169
Very willing	602	32	57	43	53	56	63	78	87	52	520	32	49
Fairly willing	886	49	87	108	76	57	79	92	130	79	758	44	84
Not very willing	254	4	27	26	23	18	26	44	34	23	225	7	22
Not at all willing	63	1	4	4	7	2	12	11	10	4	54	5	4
Don't know	136	11	18	7	3	12	13	18	24	8	115	12	10
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>1487</b>	<b>82</b>	<b>143</b>	<b>151</b>	<b>129</b>	<b>113</b>	<b>142</b>	<b>171</b>	<b>217</b>	<b>131</b>	<b>1278</b>	<b>76</b>	<b>133</b>
<b>Net: Not willing</b>	<b>317</b>	<b>5</b>	<b>31</b>	<b>30</b>	<b>30</b>	<b>19</b>	<b>38</b>	<b>55</b>	<b>44</b>	<b>27</b>	<b>279</b>	<b>12</b>	<b>26</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Dentistry services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	602	32	57	43	53	56	63	78	87	52	520	32	49
Fairly willing	886	49	87	108	76	57	79	92	130	79	758	44	84
Not very willing	254	4	27	26	23	18	26	44	34	23	225	7	22
Not at all willing	63	1	4	4	7	2	12	11	10	4	54	5	4
Don't know	136	11	18	7	3	12	13	18	24	8	115	12	10
Not applicable - this service is not relevant to me	194	6	29	14	30	14	12	30	18	19	171	6	17
<b>Net: Willing</b>	<b>1487</b>	<b>82</b>	<b>143</b>	<b>151</b>	<b>129</b>	<b>113</b>	<b>142</b>	<b>171</b>	<b>217</b>	<b>131</b>	<b>1278</b>	<b>76</b>	<b>133</b>
<b>Net: Not willing</b>	<b>317</b>	<b>5</b>	<b>31</b>	<b>30</b>	<b>30</b>	<b>19</b>	<b>38</b>	<b>55</b>	<b>44</b>	<b>27</b>	<b>279</b>	<b>12</b>	<b>26</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Maternity services**

Unweighted base	858	407	451	80	134	175	201	268	487	371
<b>Base: All GB adults for whom the service was relevant</b>	945	439	507	96	208	193	180	268	523	423
Very willing	197	72	125	9	49	40	45	54	116	81
Fairly willing	324	168	156	37	84	90	54	60	170	155
Not very willing	153	81	72	20	28	27	30	47	93	60
Not at all willing	103	45	57	9	7	10	22	55	60	43
Don't know	169	72	96	21	42	26	28	53	84	84
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>521</b>	<b>240</b>	<b>281</b>	<b>46</b>	<b>132</b>	<b>130</b>	<b>99</b>	<b>114</b>	<b>285</b>	<b>236</b>
<b>Net: Not willing</b>	<b>256</b>	<b>126</b>	<b>130</b>	<b>29</b>	<b>34</b>	<b>37</b>	<b>53</b>	<b>102</b>	<b>153</b>	<b>103</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

**Maternity services**

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Very willing	197	72	125	9	49	40	45	54	116	81
Fairly willing	324	168	156	37	84	90	54	60	170	155
Not very willing	153	81	72	20	28	27	30	47	93	60
Not at all willing	103	45	57	9	7	10	22	55	60	43
Don't know	169	72	96	21	42	26	28	53	84	84
Not applicable - this service is not relevant to me	1190	586	603	160	150	154	247	479	652	538
<b>Net: Willing</b>	<b>521</b>	<b>240</b>	<b>281</b>	<b>46</b>	<b>132</b>	<b>130</b>	<b>99</b>	<b>114</b>	<b>285</b>	<b>236</b>
<b>Net: Not willing</b>	<b>256</b>	<b>126</b>	<b>130</b>	<b>29</b>	<b>34</b>	<b>37</b>	<b>53</b>	<b>102</b>	<b>153</b>	<b>103</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Maternity services

Unweighted base	858	212	129	82	115	181	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	234	164	92	134	203	828	36	82
Very willing	197	45	38	14	40	39	176	7	14
Fairly willing	324	86	52	32	33	75	278	17	29
Not very willing	153	33	34	13	25	32	137	3	14
Not at all willing	103	23	16	10	17	22	88	2	13
Don't know	169	48	24	23	19	35	149	7	12
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>521</b>	<b>131</b>	<b>90</b>	<b>46</b>	<b>73</b>	<b>114</b>	<b>454</b>	<b>24</b>	<b>44</b>
<b>Net: Not willing</b>	<b>256</b>	<b>55</b>	<b>50</b>	<b>23</b>	<b>42</b>	<b>54</b>	<b>225</b>	<b>5</b>	<b>26</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Maternity services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Very willing	197	45	38	14	40	39	176	7	14
Fairly willing	324	86	52	32	33	75	278	17	29
Not very willing	153	33	34	13	25	32	137	3	14
Not at all willing	103	23	16	10	17	22	88	2	13
Don't know	169	48	24	23	19	35	149	7	12
Not applicable - this service is not relevant to me	1190	291	186	113	139	286	1015	71	104
<b>Net: Willing</b>	<b>521</b>	<b>131</b>	<b>90</b>	<b>46</b>	<b>73</b>	<b>114</b>	<b>454</b>	<b>24</b>	<b>44</b>
<b>Net: Not willing</b>	<b>256</b>	<b>55</b>	<b>50</b>	<b>23</b>	<b>42</b>	<b>54</b>	<b>225</b>	<b>5</b>	<b>26</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Maternity services

Unweighted base	858	52	87	73	71	58	82	115	111	70	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	58	89	87	85	79	92	134	131	72	828	36	82
Very willing	197	13	17	14	23	15	14	40	29	9	176	7	14
Fairly willing	324	23	27	36	25	27	32	33	55	20	278	17	29
Not very willing	153	8	16	8	20	14	13	25	16	16	137	3	14
Not at all willing	103	4	3	16	9	7	10	17	11	12	88	2	13
Don't know	169	9	25	14	7	17	23	19	20	16	149	7	12
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>521</b>	<b>37</b>	<b>45</b>	<b>50</b>	<b>48</b>	<b>42</b>	<b>46</b>	<b>73</b>	<b>85</b>	<b>29</b>	<b>454</b>	<b>24</b>	<b>44</b>
<b>Net: Not willing</b>	<b>256</b>	<b>12</b>	<b>19</b>	<b>24</b>	<b>30</b>	<b>20</b>	<b>23</b>	<b>42</b>	<b>27</b>	<b>27</b>	<b>225</b>	<b>5</b>	<b>26</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Maternity services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	197	13	17	14	23	15	14	40	29	9	176	7	14
Fairly willing	324	23	27	36	25	27	32	33	55	20	278	17	29
Not very willing	153	8	16	8	20	14	13	25	16	16	137	3	14
Not at all willing	103	4	3	16	9	7	10	17	11	12	88	2	13
Don't know	169	9	25	14	7	17	23	19	20	16	149	7	12
Not applicable - this service is not relevant to me	1190	46	132	114	107	79	113	139	172	114	1015	71	104
<b>Net: Willing</b>	<b>521</b>	<b>37</b>	<b>45</b>	<b>50</b>	<b>48</b>	<b>42</b>	<b>46</b>	<b>73</b>	<b>85</b>	<b>29</b>	<b>454</b>	<b>24</b>	<b>44</b>
<b>Net: Not willing</b>	<b>256</b>	<b>12</b>	<b>19</b>	<b>24</b>	<b>30</b>	<b>20</b>	<b>23</b>	<b>42</b>	<b>27</b>	<b>27</b>	<b>225</b>	<b>5</b>	<b>26</b>

# YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

Unweighted base	1267	611	656	142	146	195	327	457	698	569
<b>Base: All GB adults for whom the service was relevant</b>	1271	588	683	149	197	212	281	432	690	581
Very willing	353	127	226	40	50	44	90	129	188	165
Fairly willing	439	220	219	60	75	88	98	118	229	210
Not very willing	203	124	79	21	29	33	41	79	119	84
Not at all willing	82	35	47	10	5	9	15	43	51	31
Don't know	194	83	111	18	38	38	37	63	103	91
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>792</b>	<b>347</b>	<b>445</b>	<b>100</b>	<b>125</b>	<b>132</b>	<b>188</b>	<b>247</b>	<b>417</b>	<b>375</b>
<b>Net: Not willing</b>	<b>285</b>	<b>159</b>	<b>126</b>	<b>31</b>	<b>34</b>	<b>42</b>	<b>56</b>	<b>122</b>	<b>170</b>	<b>115</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Very willing	353	127	226	40	50	44	90	129	188	165
Fairly willing	439	220	219	60	75	88	98	118	229	210
Not very willing	203	124	79	21	29	33	41	79	119	84
Not at all willing	82	35	47	10	5	9	15	43	51	31
Don't know	194	83	111	18	38	38	37	63	103	91
Not applicable - this service is not relevant to me	864	436	427	107	161	135	146	315	484	380
<b>Net: Willing</b>	<b>792</b>	<b>347</b>	<b>445</b>	<b>100</b>	<b>125</b>	<b>132</b>	<b>188</b>	<b>247</b>	<b>417</b>	<b>375</b>
<b>Net: Not willing</b>	<b>285</b>	<b>159</b>	<b>126</b>	<b>31</b>	<b>34</b>	<b>42</b>	<b>56</b>	<b>122</b>	<b>170</b>	<b>115</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

Unweighted base	1267	303	182	125	161	272	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	318	212	125	161	279	1096	60	115
Very willing	353	84	57	32	49	75	296	23	33
Fairly willing	439	124	76	47	42	89	379	17	44
Not very willing	203	50	41	19	26	46	182	6	15
Not at all willing	82	14	13	13	17	10	68	6	9
Don't know	194	45	25	15	27	59	171	8	15
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>792</b>	<b>208</b>	<b>133</b>	<b>79</b>	<b>91</b>	<b>164</b>	<b>675</b>	<b>40</b>	<b>77</b>
<b>Net: Not willing</b>	<b>285</b>	<b>65</b>	<b>54</b>	<b>31</b>	<b>43</b>	<b>56</b>	<b>250</b>	<b>12</b>	<b>24</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Very willing	353	84	57	32	49	75	296	23	33
Fairly willing	439	124	76	47	42	89	379	17	44
Not very willing	203	50	41	19	26	46	182	6	15
Not at all willing	82	14	13	13	17	10	68	6	9
Don't know	194	45	25	15	27	59	171	8	15
Not applicable - this service is not relevant to me	864	207	138	80	112	210	747	46	71
<b>Net: Willing</b>	<b>792</b>	<b>208</b>	<b>133</b>	<b>79</b>	<b>91</b>	<b>164</b>	<b>675</b>	<b>40</b>	<b>77</b>
<b>Net: Not willing</b>	<b>285</b>	<b>65</b>	<b>54</b>	<b>31</b>	<b>43</b>	<b>56</b>	<b>250</b>	<b>12</b>	<b>24</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

Unweighted base	1267	64	124	115	100	82	125	161	161	111	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	66	124	128	111	101	125	161	175	105	1096	60	115
Very willing	353	22	27	34	29	28	32	49	46	29	296	23	33
Fairly willing	439	25	43	56	46	29	47	42	55	34	379	17	44
Not very willing	203	2	26	22	20	21	19	26	27	19	182	6	15
Not at all willing	82	3	6	6	9	4	13	17	6	5	68	6	9
Don't know	194	13	22	10	6	19	15	27	41	18	171	8	15
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Willing</b>	<b>792</b>	<b>48</b>	<b>70</b>	<b>91</b>	<b>75</b>	<b>58</b>	<b>79</b>	<b>91</b>	<b>101</b>	<b>63</b>	<b>675</b>	<b>40</b>	<b>77</b>
<b>Net: Not willing</b>	<b>285</b>	<b>6</b>	<b>31</b>	<b>28</b>	<b>30</b>	<b>24</b>	<b>31</b>	<b>43</b>	<b>32</b>	<b>24</b>	<b>250</b>	<b>12</b>	<b>24</b>

How willing, if at all, would you be to provide your feedback in any way (e.g. through surveys, face-to-face, email etc.) about each of the following services? (Please select one option on each row)

### Mental health services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Very willing	353	22	27	34	29	28	32	49	46	29	296	23	33
Fairly willing	439	25	43	56	46	29	47	42	55	34	379	17	44
Not very willing	203	2	26	22	20	21	19	26	27	19	182	6	15
Not at all willing	82	3	6	6	9	4	13	17	6	5	68	6	9
Don't know	194	13	22	10	6	19	15	27	41	18	171	8	15
Not applicable - this service is not relevant to me	864	37	97	73	81	57	80	112	129	81	747	46	71
<b>Net: Willing</b>	<b>792</b>	<b>48</b>	<b>70</b>	<b>91</b>	<b>75</b>	<b>58</b>	<b>79</b>	<b>91</b>	<b>101</b>	<b>63</b>	<b>675</b>	<b>40</b>	<b>77</b>
<b>Net: Not willing</b>	<b>285</b>	<b>6</b>	<b>31</b>	<b>28</b>	<b>30</b>	<b>24</b>	<b>31</b>	<b>43</b>	<b>32</b>	<b>24</b>	<b>250</b>	<b>12</b>	<b>24</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

	Unweighted base									
	2044	993	1051	219	242	298	492	793	1163	881
<b>Base: All GB adults for whom the service was relevant</b>	2039	971	1068	229	327	326	416	741	1131	908
Much more willing	791	338	453	73	113	103	165	337	477	314
A little more willing	589	291	297	79	88	118	121	183	317	272
It would make no difference	527	278	249	55	93	84	105	190	284	242
A little less willing	18	9	8	4	4	3	1	6	11	7
Much less willing	15	3	11	1	1	3	3	7	8	7
Don't know	101	51	50	18	28	15	22	19	34	67
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>1379</b>	<b>629</b>	<b>750</b>	<b>151</b>	<b>201</b>	<b>221</b>	<b>286</b>	<b>520</b>	<b>794</b>	<b>586</b>
<b>Net: Less willing</b>	<b>32</b>	<b>13</b>	<b>20</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>19</b>	<b>13</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

	Unweighted base									
	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Much more willing	791	338	453	73	113	103	165	337	477	314
A little more willing	589	291	297	79	88	118	121	183	317	272
It would make no difference	527	278	249	55	93	84	105	190	284	242
A little less willing	18	9	8	4	4	3	1	6	11	7
Much less willing	15	3	11	1	1	3	3	7	8	7
Don't know	101	51	50	18	28	15	22	19	34	67
Not applicable - this service is not relevant to me	96	54	42	27	31	21	11	6	44	53
<b>Net: More Willing</b>	<b>1379</b>	<b>629</b>	<b>750</b>	<b>151</b>	<b>201</b>	<b>221</b>	<b>286</b>	<b>520</b>	<b>794</b>	<b>586</b>
<b>Net: Less willing</b>	<b>32</b>	<b>13</b>	<b>20</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>19</b>	<b>13</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

	Unweighted base	2044	487	286	208	250	458	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>		2039	500	329	199	256	474	1758	103	178
Much more willing		791	196	111	80	106	187	681	40	70
A little more willing		589	146	106	56	59	138	505	26	58
It would make no difference		527	120	94	51	70	121	456	31	40
A little less willing		18	6	1	1	5	5	17	-	*
Much less willing		15	2	*	4	1	6	13	1	2
Don't know		101	31	16	7	16	17	87	5	9
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>1379</b>	<b>342</b>	<b>218</b>	<b>136</b>	<b>164</b>	<b>325</b>	<b>1186</b>	<b>66</b>	<b>127</b>
<b>Net: Less willing</b>		<b>32</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>30</b>	<b>1</b>	<b>2</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		791	196	111	80	106	187	681	40	70
A little more willing		589	146	106	56	59	138	505	26	58
It would make no difference		527	120	94	51	70	121	456	31	40
A little less willing		18	6	1	1	5	5	17	-	*
Much less willing		15	2	*	4	1	6	13	1	2
Don't know		101	31	16	7	16	17	87	5	9
Not applicable - this service is not relevant to me		96	25	21	6	18	15	84	4	8
<b>Net: More Willing</b>		<b>1379</b>	<b>342</b>	<b>218</b>	<b>136</b>	<b>164</b>	<b>325</b>	<b>1186</b>	<b>66</b>	<b>127</b>
<b>Net: Less willing</b>		<b>32</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>30</b>	<b>1</b>	<b>2</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

<b>Unweighted base</b>	2044	96	209	182	154	132	208	250	276	182	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	99	211	190	178	152	199	256	295	179	1758	103	178
Much more willing	791	50	87	59	57	54	80	106	122	66	681	40	70
A little more willing	589	22	54	71	55	51	56	59	73	65	505	26	58
It would make no difference	527	18	50	52	58	37	51	70	82	39	456	31	40
A little less willing	18	1	3	2	1	-	1	5	4	1	17	-	*
Much less willing	15	-	2	-	*	-	4	1	6	-	13	1	2
Don't know	101	8	16	6	6	10	7	16	8	10	87	5	9
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>1379</b>	<b>72</b>	<b>140</b>	<b>130</b>	<b>113</b>	<b>105</b>	<b>136</b>	<b>164</b>	<b>195</b>	<b>130</b>	<b>1186</b>	<b>66</b>	<b>127</b>
<b>Net: Less willing</b>	<b>32</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>1</b>	<b>30</b>	<b>1</b>	<b>2</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### GP services

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	791	50	87	59	57	54	80	106	122	66	681	40	70
A little more willing	589	22	54	71	55	51	56	59	73	65	505	26	58
It would make no difference	527	18	50	52	58	37	51	70	82	39	456	31	40
A little less willing	18	1	3	2	1	-	1	5	4	1	17	-	*
Much less willing	15	-	2	-	*	-	4	1	6	-	13	1	2
Don't know	101	8	16	6	6	10	7	16	8	10	87	5	9
Not applicable - this service is not relevant to me	96	4	10	11	14	7	6	18	8	6	84	4	8
<b>Net: More Willing</b>	<b>1379</b>	<b>72</b>	<b>140</b>	<b>130</b>	<b>113</b>	<b>105</b>	<b>136</b>	<b>164</b>	<b>195</b>	<b>130</b>	<b>1186</b>	<b>66</b>	<b>127</b>
<b>Net: Less willing</b>	<b>32</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>1</b>	<b>30</b>	<b>1</b>	<b>2</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Dentistry services

Unweighted base	1944	943	1001	209	229	276	478	752	1124	820
<b>Base: All GB adults for whom the service was relevant</b>	1941	922	1020	222	310	302	407	700	1100	841
Much more willing	675	277	398	66	99	79	149	282	409	266
A little more willing	553	283	271	80	87	112	115	160	325	229
It would make no difference	551	290	261	54	91	85	115	207	310	241
A little less willing	20	15	5	3	2	2	3	10	4	15
Much less willing	19	6	13	1	2	4	3	9	13	6
Don't know	123	51	71	18	29	20	23	32	39	84
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>1229</b>	<b>560</b>	<b>669</b>	<b>146</b>	<b>187</b>	<b>190</b>	<b>264</b>	<b>442</b>	<b>734</b>	<b>495</b>
<b>Net: Less willing</b>	<b>39</b>	<b>21</b>	<b>18</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>19</b>	<b>17</b>	<b>22</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Dentistry services

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Much more willing	675	277	398	66	99	79	149	282	409	266
A little more willing	553	283	271	80	87	112	115	160	325	229
It would make no difference	551	290	261	54	91	85	115	207	310	241
A little less willing	20	15	5	3	2	2	3	10	4	15
Much less willing	19	6	13	1	2	4	3	9	13	6
Don't know	123	51	71	18	29	20	23	32	39	84
Not applicable - this service is not relevant to me	194	103	91	34	47	45	20	47	74	119
<b>Net: More Willing</b>	<b>1229</b>	<b>560</b>	<b>669</b>	<b>146</b>	<b>187</b>	<b>190</b>	<b>264</b>	<b>442</b>	<b>734</b>	<b>495</b>
<b>Net: Less willing</b>	<b>39</b>	<b>21</b>	<b>18</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>19</b>	<b>17</b>	<b>22</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Dentistry services

	Unweighted base	1944	462	267	201	238	434	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>		1941	477	306	193	244	452	1671	101	169
Much more willing		675	173	97	70	82	166	588	24	63
A little more willing		553	140	96	48	58	126	468	31	54
It would make no difference		551	121	96	59	75	126	476	36	39
A little less willing		20	5	2	1	3	6	18	-	2
Much less willing		19	3	-	2	5	6	16	1	2
Don't know		123	34	16	13	20	21	105	8	10
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>1229</b>	<b>313</b>	<b>192</b>	<b>118</b>	<b>141</b>	<b>292</b>	<b>1057</b>	<b>55</b>	<b>117</b>
<b>Net: Less willing</b>		<b>39</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>13</b>	<b>34</b>	<b>1</b>	<b>4</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Dentistry services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		675	173	97	70	82	166	588	24	63
A little more willing		553	140	96	48	58	126	468	31	54
It would make no difference		551	121	96	59	75	126	476	36	39
A little less willing		20	5	2	1	3	6	18	-	2
Much less willing		19	3	-	2	5	6	16	1	2
Don't know		123	34	16	13	20	21	105	8	10
Not applicable - this service is not relevant to me		194	48	44	12	30	37	171	6	17
<b>Net: More Willing</b>		<b>1229</b>	<b>313</b>	<b>192</b>	<b>118</b>	<b>141</b>	<b>292</b>	<b>1057</b>	<b>55</b>	<b>117</b>
<b>Net: Less willing</b>		<b>39</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>13</b>	<b>34</b>	<b>1</b>	<b>4</b>

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Dentistry services**

<b>Unweighted base</b>	1944	93	192	177	142	125	201	238	265	169	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	97	192	188	162	145	193	244	285	167	1671	101	169
Much more willing	675	42	76	55	49	48	70	82	106	59	588	24	63
A little more willing	553	24	50	66	52	44	48	58	73	54	468	31	54
It would make no difference	551	20	50	51	52	44	59	75	84	41	476	36	39
A little less willing	20	1	2	2	2	-	1	3	3	3	18	-	2
Much less willing	19	-	1	2	-	-	2	5	5	1	16	1	2
Don't know	123	10	12	12	7	9	13	20	13	8	105	8	10
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>1229</b>	<b>66</b>	<b>126</b>	<b>121</b>	<b>101</b>	<b>91</b>	<b>118</b>	<b>141</b>	<b>179</b>	<b>113</b>	<b>1057</b>	<b>55</b>	<b>117</b>
<b>Net: Less willing</b>	<b>39</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>34</b>	<b>1</b>	<b>4</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Dentistry services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	675	42	76	55	49	48	70	82	106	59	588	24	63
A little more willing	553	24	50	66	52	44	48	58	73	54	468	31	54
It would make no difference	551	20	50	51	52	44	59	75	84	41	476	36	39
A little less willing	20	1	2	2	2	-	1	3	3	3	18	-	2
Much less willing	19	-	1	2	-	-	2	5	5	1	16	1	2
Don't know	123	10	12	12	7	9	13	20	13	8	105	8	10
Not applicable - this service is not relevant to me	194	6	29	14	30	14	12	30	18	19	171	6	17
<b>Net: More Willing</b>	<b>1229</b>	<b>66</b>	<b>126</b>	<b>121</b>	<b>101</b>	<b>91</b>	<b>118</b>	<b>141</b>	<b>179</b>	<b>113</b>	<b>1057</b>	<b>55</b>	<b>117</b>
<b>Net: Less willing</b>	<b>39</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>34</b>	<b>1</b>	<b>4</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Maternity services

	Unweighted base	858	407	451	80	134	175	201	268	487	371
<b>Base: All GB adults for whom the service was relevant</b>		945	439	507	96	208	193	180	268	523	423
Much more willing		267	93	174	18	71	45	53	80	165	102
A little more willing		237	124	113	39	49	71	38	41	135	102
It would make no difference		269	140	129	17	57	54	55	86	148	121
A little less willing		28	23	5	5	2	8	4	8	12	15
Much less willing		25	10	15	-	-	2	6	17	13	12
Don't know		120	49	71	17	29	13	24	36	50	70
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>504</b>	<b>217</b>	<b>287</b>	<b>57</b>	<b>119</b>	<b>116</b>	<b>91</b>	<b>121</b>	<b>300</b>	<b>204</b>
<b>Net: Less willing</b>		<b>53</b>	<b>33</b>	<b>20</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>26</b>	<b>25</b>	<b>28</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Maternity services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Much more willing		267	93	174	18	71	45	53	80	165	102
A little more willing		237	124	113	39	49	71	38	41	135	102
It would make no difference		269	140	129	17	57	54	55	86	148	121
A little less willing		28	23	5	5	2	8	4	8	12	15
Much less willing		25	10	15	-	-	2	6	17	13	12
Don't know		120	49	71	17	29	13	24	36	50	70
Not applicable - this service is not relevant to me		1190	586	603	160	150	154	247	479	652	538
<b>Net: More Willing</b>		<b>504</b>	<b>217</b>	<b>287</b>	<b>57</b>	<b>119</b>	<b>116</b>	<b>91</b>	<b>121</b>	<b>300</b>	<b>204</b>
<b>Net: Less willing</b>		<b>53</b>	<b>33</b>	<b>20</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>26</b>	<b>25</b>	<b>28</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Maternity services

	Unweighted base	858	212	129	82	115	181	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>		945	234	164	92	134	203	828	36	82
Much more willing		267	67	46	25	40	66	243	7	17
A little more willing		237	68	29	27	26	50	200	13	23
It would make no difference		269	56	59	25	34	54	227	15	27
A little less willing		28	7	10	1	5	4	28	-	-
Much less willing		25	5	*	2	9	4	20	-	5
Don't know		120	31	20	12	21	25	109	1	9
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>504</b>	<b>135</b>	<b>74</b>	<b>52</b>	<b>66</b>	<b>116</b>	<b>444</b>	<b>19</b>	<b>41</b>
<b>Net: Less willing</b>		<b>53</b>	<b>13</b>	<b>11</b>	<b>2</b>	<b>13</b>	<b>8</b>	<b>48</b>	<b>-</b>	<b>5</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Maternity services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		267	67	46	25	40	66	243	7	17
A little more willing		237	68	29	27	26	50	200	13	23
It would make no difference		269	56	59	25	34	54	227	15	27
A little less willing		28	7	10	1	5	4	28	-	-
Much less willing		25	5	*	2	9	4	20	-	5
Don't know		120	31	20	12	21	25	109	1	9
Not applicable - this service is not relevant to me		1190	291	186	113	139	286	1015	71	104
<b>Net: More Willing</b>		<b>504</b>	<b>135</b>	<b>74</b>	<b>52</b>	<b>66</b>	<b>116</b>	<b>444</b>	<b>19</b>	<b>41</b>
<b>Net: Less willing</b>		<b>53</b>	<b>13</b>	<b>11</b>	<b>2</b>	<b>13</b>	<b>8</b>	<b>48</b>	<b>-</b>	<b>5</b>

**YouGov / Healthwatch**  
**Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
 Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

<b>Unweighted base</b>	858	52	87	73	71	58	82	115	111	70	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	58	89	87	85	79	92	134	131	72	828	36	82
Much more willing	267	21	26	20	25	21	25	40	44	22	243	7	17
A little more willing	237	6	24	38	14	15	27	26	36	14	200	13	23
It would make no difference	269	18	19	19	31	27	25	34	34	20	227	15	27
A little less willing	28	1	4	2	7	4	1	5	4	1	28	-	-
Much less willing	25	2	1	2	*	-	2	9	2	2	20	-	5
Don't know	120	10	14	7	8	12	12	21	12	13	109	1	9
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>504</b>	<b>27</b>	<b>50</b>	<b>57</b>	<b>39</b>	<b>36</b>	<b>52</b>	<b>66</b>	<b>80</b>	<b>36</b>	<b>444</b>	<b>19</b>	<b>41</b>
<b>Net: Less willing</b>	<b>53</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>13</b>	<b>5</b>	<b>3</b>	<b>48</b>	<b>-</b>	<b>5</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Maternity services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	267	21	26	20	25	21	25	40	44	22	243	7	17
A little more willing	237	6	24	38	14	15	27	26	36	14	200	13	23
It would make no difference	269	18	19	19	31	27	25	34	34	20	227	15	27
A little less willing	28	1	4	2	7	4	1	5	4	1	28	-	-
Much less willing	25	2	1	2	*	-	2	9	2	2	20	-	5
Don't know	120	10	14	7	8	12	12	21	12	13	109	1	9
Not applicable - this service is not relevant to me	1190	46	132	114	107	79	113	139	172	114	1015	71	104
<b>Net: More Willing</b>	<b>504</b>	<b>27</b>	<b>50</b>	<b>57</b>	<b>39</b>	<b>36</b>	<b>52</b>	<b>66</b>	<b>80</b>	<b>36</b>	<b>444</b>	<b>19</b>	<b>41</b>
<b>Net: Less willing</b>	<b>53</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>13</b>	<b>5</b>	<b>3</b>	<b>48</b>	<b>-</b>	<b>5</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	1267	611	656	142	146	195	327	457	698	569
<b>Base: All GB adults for whom the service was relevant</b>		1271	588	683	149	197	212	281	432	690	581
Much more willing		464	178	286	52	66	67	104	174	267	196
A little more willing		289	156	133	41	41	71	69	68	157	133
It would make no difference		341	173	167	37	60	47	73	124	184	157
A little less willing		17	14	3	3	2	5	1	6	10	7
Much less willing		23	5	18	-	3	1	4	16	13	10
Don't know		138	63	76	16	25	22	30	45	60	79
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>753</b>	<b>334</b>	<b>419</b>	<b>93</b>	<b>107</b>	<b>138</b>	<b>173</b>	<b>242</b>	<b>424</b>	<b>329</b>
<b>Net: Less willing</b>		<b>39</b>	<b>19</b>	<b>21</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>22</b>	<b>22</b>	<b>17</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>		2135	1025	1110	256	358	347	427	747	1174	961
Much more willing		464	178	286	52	66	67	104	174	267	196
A little more willing		289	156	133	41	41	71	69	68	157	133
It would make no difference		341	173	167	37	60	47	73	124	184	157
A little less willing		17	14	3	3	2	5	1	6	10	7
Much less willing		23	5	18	-	3	1	4	16	13	10
Don't know		138	63	76	16	25	22	30	45	60	79
Not applicable - this service is not relevant to me		864	436	427	107	161	135	146	315	484	380
<b>Net: More Willing</b>		<b>753</b>	<b>334</b>	<b>419</b>	<b>93</b>	<b>107</b>	<b>138</b>	<b>173</b>	<b>242</b>	<b>424</b>	<b>329</b>
<b>Net: Less willing</b>		<b>39</b>	<b>19</b>	<b>21</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>22</b>	<b>22</b>	<b>17</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
	Base	North	Midlands	East	London	South	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	1267	303	182	125	161	272	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>		1271	318	212	125	161	279	1096	60	115
Much more willing		464	121	75	40	57	112	404	21	39
A little more willing		289	66	53	39	22	66	244	14	30
It would make no difference		341	81	64	34	46	69	294	17	30
A little less willing		17	5	1	1	5	4	17	-	-
Much less willing		23	6	2	5	5	1	19	-	4
Don't know		138	39	17	7	26	28	117	9	12
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>		<b>753</b>	<b>187</b>	<b>128</b>	<b>78</b>	<b>79</b>	<b>177</b>	<b>649</b>	<b>35</b>	<b>69</b>
<b>Net: Less willing</b>		<b>39</b>	<b>11</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>36</b>	<b>-</b>	<b>4</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

### Mental health services

	Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>		2135	525	350	205	273	489	1843	107	186
Much more willing		464	121	75	40	57	112	404	21	39
A little more willing		289	66	53	39	22	66	244	14	30
It would make no difference		341	81	64	34	46	69	294	17	30
A little less willing		17	5	1	1	5	4	17	-	-
Much less willing		23	6	2	5	5	1	19	-	4
Don't know		138	39	17	7	26	28	117	9	12
Not applicable - this service is not relevant to me		864	207	138	80	112	210	747	46	71
<b>Net: More Willing</b>		<b>753</b>	<b>187</b>	<b>128</b>	<b>78</b>	<b>79</b>	<b>177</b>	<b>649</b>	<b>35</b>	<b>69</b>
<b>Net: Less willing</b>		<b>39</b>	<b>11</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>36</b>	<b>-</b>	<b>4</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
	Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Mental health services**

<b>Unweighted base</b>	1267	64	124	115	100	82	125	161	161	111	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	66	124	128	111	101	125	161	175	105	1096	60	115
Much more willing	464	27	49	45	43	32	40	57	70	42	404	21	39
A little more willing	289	9	25	31	25	28	39	22	38	28	244	14	30
It would make no difference	341	16	28	38	34	30	34	46	45	24	294	17	30
A little less willing	17	1	2	2	1	-	1	5	4	-	17	-	-
Much less willing	23	3	2	2	-	2	5	5	-	1	19	-	4
Don't know	138	11	18	10	8	9	7	26	18	10	117	9	12
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: More Willing</b>	<b>753</b>	<b>36</b>	<b>74</b>	<b>76</b>	<b>68</b>	<b>60</b>	<b>78</b>	<b>79</b>	<b>108</b>	<b>70</b>	<b>649</b>	<b>35</b>	<b>69</b>
<b>Net: Less willing</b>	<b>39</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>1</b>	<b>36</b>	<b>-</b>	<b>4</b>

Do you feel you would be more or less willing to provide your feedback about each of the following services if you knew your feedback would be acted upon to improve future services, or would it make no difference? (Please select one option on each row)

**Mental health services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Much more willing	464	27	49	45	43	32	40	57	70	42	404	21	39
A little more willing	289	9	25	31	25	28	39	22	38	28	244	14	30
It would make no difference	341	16	28	38	34	30	34	46	45	24	294	17	30
A little less willing	17	1	2	2	1	-	1	5	4	-	17	-	-
Much less willing	23	3	2	2	-	2	5	5	-	1	19	-	4
Don't know	138	11	18	10	8	9	7	26	18	10	117	9	12
Not applicable - this service is not relevant to me	864	37	97	73	81	57	80	112	129	81	747	46	71
<b>Net: More Willing</b>	<b>753</b>	<b>36</b>	<b>74</b>	<b>76</b>	<b>68</b>	<b>60</b>	<b>78</b>	<b>79</b>	<b>108</b>	<b>70</b>	<b>649</b>	<b>35</b>	<b>69</b>
<b>Net: Less willing</b>	<b>39</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>1</b>	<b>36</b>	<b>-</b>	<b>4</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

	Unweighted base	2044	993	1051	219	242	298	492	793	1163	881
<b>Base: All GB adults for whom the service was relevant</b>		2039	971	1068	229	327	326	416	741	1131	908
Fully involved		406	179	227	31	43	43	65	223	243	162
Fairly involved		878	412	467	94	114	146	202	323	478	401
Not very involved		467	241	226	56	102	98	85	126	270	197
Not involved at all		164	83	81	23	30	27	40	44	85	79
Don't know		86	39	47	23	20	6	19	18	33	53
Not applicable - I have never received treatment from this service		38	17	21	3	18	5	6	7	22	17
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>		<b>1284</b>	<b>591</b>	<b>693</b>	<b>125</b>	<b>157</b>	<b>189</b>	<b>267</b>	<b>546</b>	<b>721</b>	<b>563</b>
<b>Net: Not Involved</b>		<b>631</b>	<b>324</b>	<b>307</b>	<b>78</b>	<b>132</b>	<b>125</b>	<b>125</b>	<b>170</b>	<b>355</b>	<b>275</b>

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Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**GP services**

	Unweighted base	2044	487	286	208	250	458	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	500	329	199	256	474	1758	103	178	
Fully involved	406	84	72	44	47	104	351	21	33	
Fairly involved	878	218	128	92	121	188	747	45	86	
Not very involved	467	121	87	40	44	110	403	26	38	
Not involved at all	164	34	26	14	31	44	149	7	8	
Don't know	86	34	13	4	8	19	77	1	7	
Not applicable - I have never received treatment from this service	38	8	4	5	5	10	31	2	5	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>1284</b>	<b>302</b>	<b>200</b>	<b>136</b>	<b>168</b>	<b>292</b>	<b>1098</b>	<b>67</b>	<b>119</b>	
<b>Net: Not Involved</b>	<b>631</b>	<b>155</b>	<b>113</b>	<b>54</b>	<b>75</b>	<b>153</b>	<b>552</b>	<b>33</b>	<b>46</b>	

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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

<b>Unweighted base</b>	2044	96	209	182	154	132	208	250	276	182	1689	99	256
<b>Base: All GB adults for whom the service was relevant</b>	2039	99	211	190	178	152	199	256	295	179	1758	103	178
Fully involved	406	19	27	38	44	28	44	47	56	48	351	21	33
Fairly involved	878	36	90	92	62	65	92	121	118	70	747	45	86
Not very involved	467	25	59	37	50	38	40	44	69	41	403	26	38
Not involved at all	164	8	13	14	15	10	14	31	35	9	149	7	8
Don't know	86	11	15	8	4	9	4	8	11	8	77	1	7
Not applicable - I have never received treatment from this service	38	1	7	1	3	1	5	5	6	4	31	2	5
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>1284</b>	<b>55</b>	<b>117</b>	<b>130</b>	<b>106</b>	<b>93</b>	<b>136</b>	<b>168</b>	<b>174</b>	<b>118</b>	<b>1098</b>	<b>67</b>	<b>119</b>
<b>Net: Not Involved</b>	<b>631</b>	<b>33</b>	<b>72</b>	<b>51</b>	<b>65</b>	<b>48</b>	<b>54</b>	<b>75</b>	<b>104</b>	<b>50</b>	<b>552</b>	<b>33</b>	<b>46</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	406	179	227	31	43	43	65	223	243	162
Fairly involved	878	412	467	94	114	146	202	323	478	401
Not very involved	467	241	226	56	102	98	85	126	270	197
Not involved at all	164	83	81	23	30	27	40	44	85	79
Don't know	86	39	47	23	20	6	19	18	33	53
Not applicable - I have never received treatment from this service	38	17	21	3	18	5	6	7	22	17
Not applicable - this service is not relevant to me	96	54	42	27	31	21	11	6	44	53
<b>Net: Involved</b>	<b>1284</b>	<b>591</b>	<b>693</b>	<b>125</b>	<b>157</b>	<b>189</b>	<b>267</b>	<b>546</b>	<b>721</b>	<b>563</b>
<b>Net: Not Involved</b>	<b>631</b>	<b>324</b>	<b>307</b>	<b>78</b>	<b>132</b>	<b>125</b>	<b>170</b>	<b>355</b>	<b>275</b>	

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

<b>Unweighted base</b>	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Fully involved	406	84	72	44	47	104	351	21	33
Fairly involved	878	218	128	92	121	188	747	45	86
Not very involved	467	121	87	40	44	110	403	26	38
Not involved at all	164	34	26	14	31	44	149	7	8
Don't know	86	34	13	4	8	19	77	1	7
Not applicable - I have never received treatment from this service	38	8	4	5	5	10	31	2	5
Not applicable - this service is not relevant to me	96	25	21	6	18	15	84	4	8
<b>Net: Involved</b>	<b>1284</b>	<b>302</b>	<b>200</b>	<b>136</b>	<b>168</b>	<b>292</b>	<b>1098</b>	<b>67</b>	<b>119</b>
<b>Net: Not Involved</b>	<b>631</b>	<b>155</b>	<b>113</b>	<b>54</b>	<b>75</b>	<b>153</b>	<b>552</b>	<b>33</b>	<b>46</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### GP services

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	406	19	27	38	44	28	44	47	56	48	351	21	33
Fairly involved	878	36	90	92	62	65	92	121	118	70	747	45	86
Not very involved	467	25	59	37	50	38	40	44	69	41	403	26	38
Not involved at all	164	8	13	14	15	10	14	31	35	9	149	7	8
Don't know	86	11	15	8	4	9	4	8	11	8	77	1	7
Not applicable - I have never received treatment from this service	38	1	7	1	3	1	5	5	6	4	31	2	5
Not applicable - this service is not relevant to me	96	4	10	11	14	7	6	18	8	6	84	4	8
<b>Net: Involved</b>	<b>1284</b>	<b>55</b>	<b>117</b>	<b>130</b>	<b>106</b>	<b>93</b>	<b>136</b>	<b>168</b>	<b>174</b>	<b>118</b>	<b>1098</b>	<b>67</b>	<b>119</b>
<b>Net: Not Involved</b>	<b>631</b>	<b>33</b>	<b>72</b>	<b>51</b>	<b>65</b>	<b>48</b>	<b>54</b>	<b>75</b>	<b>104</b>	<b>50</b>	<b>552</b>	<b>33</b>	<b>46</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

	Unweighted base	1944	943	1001	209	229	276	478	752	1124	820
<b>Base: All GB adults for whom the service was relevant</b>		1941	922	1020	222	310	302	407	700	1100	841
Fully involved		384	137	247	24	39	40	72	209	254	130
Fairly involved		740	373	367	74	118	121	170	256	421	319
Not very involved		442	217	224	58	95	73	86	130	244	197
Not involved at all		198	96	102	31	27	37	42	62	101	97
Don't know		99	58	41	23	18	18	19	21	41	59
Not applicable - I have never received treatment from this service		79	40	39	12	14	12	18	22	39	40
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>		<b>1124</b>	<b>510</b>	<b>614</b>	<b>99</b>	<b>156</b>	<b>161</b>	<b>242</b>	<b>466</b>	<b>675</b>	<b>448</b>
<b>Net: Not Involved</b>		<b>640</b>	<b>313</b>	<b>326</b>	<b>88</b>	<b>122</b>	<b>111</b>	<b>127</b>	<b>192</b>	<b>345</b>	<b>295</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

	Unweighted base	1944	462	267	201	238	434	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>		1941	477	306	193	244	452	1671	101	169
Fully involved		384	83	69	40	36	93	320	23	41
Fairly involved		740	179	108	87	99	164	637	34	68
Not very involved		442	130	76	29	54	101	390	25	27
Not involved at all		198	45	27	16	30	54	172	12	14
Don't know		99	27	13	13	9	25	87	3	9
Not applicable - I have never received treatment from this service		79	13	14	8	16	15	65	4	10
Not applicable - this service is not relevant to me		-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>		<b>1124</b>	<b>261</b>	<b>177</b>	<b>127</b>	<b>134</b>	<b>257</b>	<b>957</b>	<b>57</b>	<b>110</b>
<b>Net: Not Involved</b>		<b>640</b>	<b>175</b>	<b>103</b>	<b>46</b>	<b>84</b>	<b>155</b>	<b>562</b>	<b>37</b>	<b>41</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Dentistry services**

<b>Unweighted base</b>	1944	93	192	177	142	125	201	238	265	169	1602	95	247
<b>Base: All GB adults for whom the service was relevant</b>	1941	97	192	188	162	145	193	244	285	167	1671	101	169
Fully involved	384	16	34	32	30	38	40	36	49	44	320	23	41
Fairly involved	740	38	62	80	58	50	87	99	111	54	637	34	68
Not very involved	442	30	52	48	44	31	29	54	66	35	390	25	27
Not involved at all	198	9	20	16	18	9	16	30	33	21	172	12	14
Don't know	99	3	18	7	6	7	13	9	15	9	87	3	9
Not applicable - I have never received treatment from this service	79	2	6	5	5	9	8	16	11	4	65	4	10
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>1124</b>	<b>54</b>	<b>96</b>	<b>112</b>	<b>88</b>	<b>89</b>	<b>127</b>	<b>134</b>	<b>160</b>	<b>98</b>	<b>957</b>	<b>57</b>	<b>110</b>
<b>Net: Not Involved</b>	<b>640</b>	<b>39</b>	<b>73</b>	<b>64</b>	<b>62</b>	<b>40</b>	<b>46</b>	<b>84</b>	<b>99</b>	<b>56</b>	<b>562</b>	<b>37</b>	<b>41</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	384	137	247	24	39	40	72	209	254	130
Fairly involved	740	373	367	74	118	121	170	256	421	319
Not very involved	442	217	224	58	95	73	86	130	244	197
Not involved at all	198	96	102	31	27	37	42	62	101	97
Don't know	99	58	41	23	18	18	19	21	41	59
Not applicable - I have never received treatment from this service	79	40	39	12	14	12	18	22	39	40
Not applicable - this service is not relevant to me	194	103	91	34	47	45	20	47	74	119
Net: Involved	1124	510	614	99	156	161	242	466	675	448
Net: Not Involved	640	313	326	88	122	111	127	192	345	295

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Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Fully involved	384	83	69	40	36	93	320	23	41
Fairly involved	740	179	108	87	99	164	637	34	68
Not very involved	442	130	76	29	54	101	390	25	27
Not involved at all	198	45	27	16	30	54	172	12	14
Don't know	99	27	13	13	9	25	87	3	9
Not applicable - I have never received treatment from this service	79	13	14	8	16	15	65	4	10
Not applicable - this service is not relevant to me	194	48	44	12	30	37	171	6	17
Net: Involved	1124	261	177	127	134	257	957	57	110
Net: Not Involved	640	175	103	46	84	155	562	37	41

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Dentistry services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
Base: All GB adults	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	384	16	34	32	30	38	40	36	49	44	320	23	41
Fairly involved	740	38	62	80	58	50	87	99	111	54	637	34	68
Not very involved	442	30	52	48	44	31	29	54	66	35	390	25	27
Not involved at all	198	9	20	16	18	9	16	30	33	21	172	12	14
Don't know	99	3	18	7	6	7	13	9	15	9	87	3	9
Not applicable - I have never received treatment from this service	79	2	6	5	5	9	8	16	11	4	65	4	10
Not applicable - this service is not relevant to me	194	6	29	14	30	14	12	30	18	19	171	6	17
Net: Involved	1124	54	96	112	88	89	127	134	160	98	957	57	110
Net: Not Involved	640	39	73	64	62	40	46	84	99	56	562	37	41

**YouGov / Healthwatch  
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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Maternity services**

<b>Unweighted base</b>	858	407	451	80	134	175	201	268	487	371
<b>Base: All GB adults for whom the service was relevant</b>	945	439	507	96	208	193	180	268	523	423
Fully involved	74	12	61	2	27	15	14	16	33	41
Fairly involved	188	64	124	8	37	68	46	30	115	73
Not very involved	154	77	77	22	40	30	24	39	85	69
Not involved at all	104	59	45	8	11	25	25	36	50	54
Don't know	65	31	34	9	13	6	12	25	21	44
Not applicable - I have never received treatment from this service	360	194	166	47	81	51	59	123	219	141
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>262</b>	<b>77</b>	<b>185</b>	<b>10</b>	<b>63</b>	<b>82</b>	<b>60</b>	<b>46</b>	<b>148</b>	<b>114</b>
<b>Net: Not Involved</b>	<b>258</b>	<b>137</b>	<b>122</b>	<b>30</b>	<b>51</b>	<b>54</b>	<b>49</b>	<b>74</b>	<b>135</b>	<b>123</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

	Unweighted base	858	212	129	82	115	181	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	234	164	92	134	203	828	36	82	
Fully involved	74	21	7	8	14	10	61	5	8	
Fairly involved	188	45	34	19	38	36	172	2	15	
Not very involved	154	37	35	6	21	41	140	2	12	
Not involved at all	104	34	23	11	7	20	95	3	7	
Don't know	65	18	9	7	8	15	57	2	6	
Not applicable - I have never received treatment from this service	360	78	55	42	47	81	303	23	34	
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	
<b>Net: Involved</b>	<b>262</b>	<b>67</b>	<b>42</b>	<b>27</b>	<b>51</b>	<b>46</b>	<b>232</b>	<b>7</b>	<b>23</b>	
<b>Net: Not Involved</b>	<b>258</b>	<b>71</b>	<b>58</b>	<b>16</b>	<b>28</b>	<b>61</b>	<b>235</b>	<b>4</b>	<b>19</b>	

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Maternity services**

<b>Unweighted base</b>	858	52	87	73	71	58	82	115	111	70	719	27	112
<b>Base: All GB adults for whom the service was relevant</b>	945	58	89	87	85	79	92	134	131	72	828	36	82
Fully involved	74	7	10	4	1	7	8	14	5	5	61	5	8
Fairly involved	188	12	19	14	17	17	19	38	28	8	172	2	15
Not very involved	154	3	14	20	17	18	6	21	34	7	140	2	12
Not involved at all	104	8	17	9	15	8	11	7	12	8	95	3	7
Don't know	65	4	9	6	5	4	7	8	5	10	57	2	6
Not applicable - I have never received treatment from this service	360	24	20	34	30	25	42	47	48	33	303	23	34
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>262</b>	<b>19</b>	<b>29</b>	<b>18</b>	<b>18</b>	<b>24</b>	<b>27</b>	<b>51</b>	<b>33</b>	<b>13</b>	<b>232</b>	<b>7</b>	<b>23</b>
<b>Net: Not Involved</b>	<b>258</b>	<b>11</b>	<b>31</b>	<b>29</b>	<b>32</b>	<b>26</b>	<b>16</b>	<b>28</b>	<b>46</b>	<b>16</b>	<b>235</b>	<b>4</b>	<b>19</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

Unweighted base	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	74	12	61	2	27	15	14	16	33	41
Fairly involved	188	64	124	8	37	68	46	30	115	73
Not very involved	154	77	77	22	40	30	24	39	85	69
Not involved at all	104	59	45	8	11	25	25	36	50	54
Don't know	65	31	34	9	13	6	12	25	21	44
Not applicable - I have never received treatment from this service	360	194	166	47	81	51	59	123	219	141
Not applicable - this service is not relevant to me	1190	586	603	160	150	154	247	479	652	538
<b>Net: Involved</b>	<b>262</b>	<b>77</b>	<b>185</b>	<b>10</b>	<b>63</b>	<b>82</b>	<b>60</b>	<b>46</b>	<b>148</b>	<b>114</b>
<b>Net: Not Involved</b>	<b>258</b>	<b>137</b>	<b>122</b>	<b>30</b>	<b>51</b>	<b>54</b>	<b>49</b>	<b>74</b>	<b>135</b>	<b>123</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

Unweighted base	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Fully involved	74	21	7	8	14	10	61	5	8
Fairly involved	188	45	34	19	38	36	172	2	15
Not very involved	154	37	35	6	21	41	140	2	12
Not involved at all	104	34	23	11	7	20	95	3	7
Don't know	65	18	9	7	8	15	57	2	6
Not applicable - I have never received treatment from this service	360	78	55	42	47	81	303	23	34
Not applicable - this service is not relevant to me	1190	291	186	113	139	286	1015	71	104
<b>Net: Involved</b>	<b>262</b>	<b>67</b>	<b>42</b>	<b>27</b>	<b>51</b>	<b>46</b>	<b>232</b>	<b>7</b>	<b>23</b>
<b>Net: Not Involved</b>	<b>258</b>	<b>71</b>	<b>58</b>	<b>16</b>	<b>28</b>	<b>61</b>	<b>235</b>	<b>4</b>	<b>19</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Maternity services

Unweighted base	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	74	7	10	4	1	7	8	14	5	5	61	5	8
Fairly involved	188	12	19	14	17	17	19	38	28	8	172	2	15
Not very involved	154	3	14	20	17	18	6	21	34	7	140	2	12
Not involved at all	104	8	17	9	15	8	11	7	12	8	95	3	7
Don't know	65	4	9	6	5	4	7	8	5	10	57	2	6
Not applicable - I have never received treatment from this service	360	24	20	34	30	25	42	47	48	33	303	23	34
Not applicable - this service is not relevant to me	1190	46	132	114	107	79	113	139	172	114	1015	71	104
<b>Net: Involved</b>	<b>262</b>	<b>19</b>	<b>29</b>	<b>18</b>	<b>18</b>	<b>24</b>	<b>27</b>	<b>51</b>	<b>33</b>	<b>13</b>	<b>232</b>	<b>7</b>	<b>23</b>
<b>Net: Not Involved</b>	<b>258</b>	<b>11</b>	<b>31</b>	<b>29</b>	<b>32</b>	<b>26</b>	<b>16</b>	<b>28</b>	<b>46</b>	<b>16</b>	<b>235</b>	<b>4</b>	<b>19</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

<b>Unweighted base</b>	1267	611	656	142	146	195	327	457	698	569
<b>Base: All GB adults for whom the service was relevant</b>	1271	588	683	149	197	212	281	432	690	581
Fully involved	56	18	38	7	7	4	13	25	25	31
Fairly involved	193	78	115	40	29	34	48	41	95	98
Not very involved	186	101	85	22	39	45	42	38	85	101
Not involved at all	134	63	71	12	20	16	33	55	56	78
Don't know	72	42	30	11	14	8	18	21	34	38
Not applicable - I have never received treatment from this service	630	286	344	57	88	106	126	254	395	235
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>249</b>	<b>96</b>	<b>153</b>	<b>47</b>	<b>36</b>	<b>38</b>	<b>62</b>	<b>66</b>	<b>120</b>	<b>129</b>
<b>Net: Not Involved</b>	<b>320</b>	<b>164</b>	<b>156</b>	<b>34</b>	<b>59</b>	<b>60</b>	<b>75</b>	<b>92</b>	<b>141</b>	<b>179</b>

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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

	Unweighted base	303	182	125	161	272	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	318	212	125	161	279	1096	60	115
Fully involved	56	14	15	7	5	10	51	1	4
Fairly involved	193	44	36	23	31	36	171	9	13
Not very involved	186	40	35	15	23	43	155	12	19
Not involved at all	134	40	14	13	20	23	110	10	14
Don't know	72	30	7	7	10	12	65	1	6
Not applicable - I have never received treatment from this service	630	151	104	61	72	156	544	27	59
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>249</b>	<b>57</b>	<b>52</b>	<b>30</b>	<b>36</b>	<b>46</b>	<b>222</b>	<b>10</b>	<b>17</b>
<b>Net: Not Involved</b>	<b>320</b>	<b>80</b>	<b>49</b>	<b>28</b>	<b>43</b>	<b>65</b>	<b>265</b>	<b>22</b>	<b>33</b>

**YouGov / Healthwatch**  
**Annual Report**

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Total	Government Region											
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Mental health services**

<b>Unweighted base</b>	1267	64	124	115	100	82	125	161	161	111	1043	59	165
<b>Base: All GB adults for whom the service was relevant</b>	1271	66	124	128	111	101	125	161	175	105	1096	60	115
Fully involved	56	1	5	8	8	8	7	5	8	1	51	1	4
Fairly involved	193	8	16	20	18	18	23	31	17	19	171	9	13
Not very involved	186	7	15	17	17	19	15	23	30	13	155	12	19
Not involved at all	134	11	14	15	7	6	13	20	14	9	110	10	14
Don't know	72	3	18	9	3	4	7	10	8	3	65	1	6
Not applicable - I have never received treatment from this service	630	36	56	60	58	46	61	72	97	59	544	27	59
Not applicable - this service is not relevant to me	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net: Involved</b>	<b>249</b>	<b>9</b>	<b>21</b>	<b>28</b>	<b>26</b>	<b>26</b>	<b>30</b>	<b>36</b>	<b>25</b>	<b>21</b>	<b>222</b>	<b>10</b>	<b>17</b>
<b>Net: Not Involved</b>	<b>320</b>	<b>19</b>	<b>29</b>	<b>32</b>	<b>24</b>	<b>25</b>	<b>28</b>	<b>43</b>	<b>44</b>	<b>22</b>	<b>265</b>	<b>22</b>	<b>33</b>

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Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Gender		Age					Social Grade	
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Mental health services**

<b>Unweighted base</b>	2135	1049	1086	242	270	311	508	804	1206	929
<b>Base: All GB adults</b>	2135	1025	1110	256	358	347	427	747	1174	961
Fully involved	56	18	38	7	7	4	13	25	25	31
Fairly involved	193	78	115	40	29	34	48	41	95	98
Not very involved	186	101	85	22	39	45	42	38	85	101
Not involved at all	134	63	71	12	20	16	33	55	56	78
Don't know	72	42	30	11	14	8	18	21	34	38
Not applicable - I have never received treatment from this service	630	286	344	57	88	106	126	254	395	235
Not applicable - this service is not relevant to me	864	436	427	107	161	135	146	315	484	380
<b>Net: Involved</b>	<b>249</b>	<b>96</b>	<b>153</b>	<b>47</b>	<b>36</b>	<b>38</b>	<b>62</b>	<b>66</b>	<b>120</b>	<b>129</b>
<b>Net: Not Involved</b>	<b>320</b>	<b>164</b>	<b>156</b>	<b>34</b>	<b>59</b>	<b>60</b>	<b>75</b>	<b>92</b>	<b>141</b>	<b>179</b>

## YouGov / Healthwatch Annual Report

Fieldwork Dates: 21st - 22nd October 2015  
Sample Size: 2,135 GB Adults



Total	Region							
Base	North	Midlands	East	London	South	England	Wales	Scotland

For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

### Mental health services

<b>Unweighted base</b>	2135	505	304	214	267	474	1764	104	267
<b>Base: All GB adults</b>	2135	525	350	205	273	489	1843	107	186
Fully involved	56	14	15	7	5	10	51	1	4
Fairly involved	193	44	36	23	31	36	171	9	13
Not very involved	186	40	35	15	23	43	155	12	19
Not involved at all	134	40	14	13	20	23	110	10	14
Don't know	72	30	7	7	10	12	65	1	6
Not applicable - I have never received treatment from this service	630	151	104	61	72	156	544	27	59
Not applicable - this service is not relevant to me	864	207	138	80	112	210	747	46	71
<b>Net: Involved</b>	<b>249</b>	<b>57</b>	<b>52</b>	<b>30</b>	<b>36</b>	<b>46</b>	<b>222</b>	<b>10</b>	<b>17</b>
<b>Net: Not Involved</b>	<b>320</b>	<b>80</b>	<b>49</b>	<b>28</b>	<b>43</b>	<b>65</b>	<b>265</b>	<b>22</b>	<b>33</b>

**YouGov / Healthwatch  
Annual Report**

Fieldwork Dates: 21st - 22nd October 2015  
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Total	Government Region											
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For this question, by 'involved', we mean that you felt professionals discussed your treatment with you, you were able to share your opinion on your treatment and to voice any concerns you may have had. If you have received treatment from any service more than once please think about the most recent time. If you have never received treatment from this service, please select the "Not applicable" option.

How involved, if at all, would you say you felt in the treatment you have received from the following service?

**Mental health services**

<b>Unweighted base</b>	2135	98	216	191	166	138	214	267	287	187	1764	104	267
<b>Base: All GB adults</b>	2135	103	221	201	192	158	205	273	303	186	1843	107	186
Fully involved	56	1	5	8	8	8	7	5	8	1	51	1	4
Fairly involved	193	8	16	20	18	18	23	31	17	19	171	9	13
Not very involved	186	7	15	17	17	19	15	23	30	13	155	12	19
Not involved at all	134	11	14	15	7	6	13	20	14	9	110	10	14
Don't know	72	3	18	9	3	4	7	10	8	3	65	1	6
Not applicable - I have never received treatment from this service	630	36	56	60	58	46	61	72	97	59	544	27	59
Not applicable - this service is not relevant to me	864	37	97	73	81	57	80	112	129	81	747	46	71
<b>Net: Involved</b>	<b>249</b>	<b>9</b>	<b>21</b>	<b>28</b>	<b>26</b>	<b>26</b>	<b>30</b>	<b>36</b>	<b>25</b>	<b>21</b>	<b>222</b>	<b>10</b>	<b>17</b>
<b>Net: Not Involved</b>	<b>320</b>	<b>19</b>	<b>29</b>	<b>32</b>	<b>24</b>	<b>25</b>	<b>28</b>	<b>43</b>	<b>44</b>	<b>22</b>	<b>265</b>	<b>22</b>	<b>33</b>