

YouGov / Daily Telegraph Survey Results

Sample Size: 2163

Fieldwork: 23rd - 25th June 2008

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%

Turning now to the National Health Service, have you had occasion to use any of the services of the NHS during the last three months or so?

Yes I have	58
No I haven't	39
Don't know	2

Have you had occasion to use any of the NHS's services during the last YEAR or so?

[Excluding those who have used the NHS in the last 3 months]

Yes I have	45
No I haven't	52
Don't know	3

Were you satisfied or dissatisfied with the treatment you received?

[Excluding those who have not used the NHS in the last year]

Yes I was satisfied	82
No I wasn't	17
Don't know	1

Please indicate whether during the last year or so you have been treated in one of the following. [Please tick all that apply.]

By your own GP	76
By another GP in the same group practice	35
By some other NHS service	30
At a hospital A&E (Accident and Emergency) department	19
As an in-patient in hospital	15
At a primary-care clinic	9
Don't know	1

From what you have seen and heard about conditions nationally, how satisfied are you with the National Health Service across Britain as a whole?

Very satisfied	12
Fairly satisfied	50
Fairly dissatisfied	24
Very dissatisfied	11
Don't know	3

Thinking now about the recent personal experiences of you and your family and neighbours, how satisfied are you with the quality of the National Health Service in your area...

Very satisfied	18
Fairly satisfied	51
Fairly dissatisfied	17
Very dissatisfied	9
No recent personal experience	3
Don't know	2

Thinking of the overall situation in the NHS, do you think it has got better in the last year or so, got worse or stayed about the same?

The NHS has got better	12
It has got worse	28
It has stayed about the same	53
Don't know	7

Taking a longer view, do you think the overall situation in the NHS has got better over the past TEN YEARS, got worse or stayed about the same?

Got better	33
Got worse	44
Stayed about the same	16
Don't know	7

Looking ahead over the next few years, do you think the overall situation in the NHS will get better, get worse or stay about the same?

Will get better	21
Will get worse	36
Will stay about the same	32
Don't know	11

Some people say the NHS needs more money. Other people say that more money is not necessary, just reorganisation.

Which of those two views comes closer to your own?

The NHS needs more money	24
The NHS needs to be reorganised	69
Don't know	7

From what you know, how much money, if any, do you believe is currently being wasted in the NHS?

A great deal of money	44
A fair amount of money	38
Only a little money	8
No money at all	2
Don't know	8

What is your impression of the number of managers in the NHS? Are there . . .

Too many managers	78
Too few managers	3
About the right number	5
Not sure	14

If you had to choose which of these would you prefer?

The NHS should operate in the same way throughout the country, with patients having the same access to treatment and drugs everywhere	72
Local priorities for the NHS should be decided locally, so that local NHS doctors and managers meet local needs	24
Don't know	5

Some NHS services are now provided by private companies - for example, 'walk-in' surgeries at railway stations, and hospitals where routine operations are performed. These services are free to patients, and paid for out of the Government's NHS budget.

Do you think....

- More private involvement in the NHS is a good thing – it improves efficiency and helps the NHS provide a better service **31**
- More private involvement is a bad thing – the profit motive undermines the principle of public service and weakens the NHS **39**
- I don't have strong views either way **23**
- Don't know **7**

In connection with the NHS, there are always hard choices to be made. One of them concerns whether there should continue to be a large number of relatively small hospitals, or whether medical care should be concentrated in a smaller number of large hospitals.

Which of the following statements comes closer to your own view?

- Large hospitals are preferable, even if it takes people longer to get to them, because only large hospitals can provide the widest possible range of specialist care and the latest state-of-the-art medical equipment **31**
- Small hospitals are preferable, even if they have less equipment and the range of medical services they offer is limited, because small hospitals are more 'user-friendly' and are usually located closer to where people live **47**
- Not sure **22**

There is a lot of talk at the moment about 'polyclinics' in the NHS. How much do you feel you know about them?

- I know a fair amount **12**
- I know just a little **30**
- I have heard of them but I'm not sure what they are **26**
- I have never heard of them **32**

In fact, polyclinics are large local facilities, providing a wide range of out-of-hospital medical services, with both GPs and other medical professionals working under the same roof.

The Government has said it wants to see more of these polyclinics built. From what you have heard is it the Government's intention to . . . ?

- Leave local health authorities entirely free to decide what they want to do **12**
- Introduce polyclinics only in large cities, parts of which are not well served at the moment by hospitals and GPs **21**
- Gradually introduce polyclinics across the country in place of existing GP practices, including rural areas **28**
- Not sure **40**

From what you have heard do you think that building a large number of polyclinics to replace many of the services provided by GP practices and local hospitals is...?

A very good idea	5
A fairly good idea	31
A fairly bad idea	25
A very bad idea	14
Don't know	25

Is it your impression that the Government's current proposals for polyclinics apply to . . . ?

The whole of the UK	16
Only to England	26
To both England and Wales but not Scotland and Northern Ireland	18
Don't know	40

Taking everything into account, which of the two major political parties, the Conservatives or Labour, do you think would be more likely to improve the overall performance of the NHS over the next 10 years or so?

The Conservatives if they are elected	31
Labour if it is returned to power	23
Both of them equally	10
Neither of them	24
Not sure	12