Where is the public on the NHS?

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Public satisfaction with the NHS, 1983-2017

The King’s Fund
Reasons for dissatisfaction with the NHS overall, 2015-2017

- Money is wasted in the NHS
- Government reforms that affect the NHS
- The government doesn't spend enough money on the NHS
- It takes too long to get a GP or hospital appointment
- Not enough NHS staff

The King's Fund

nuffieldtrust
Satisfaction with NHS and social care services and the NHS overall, 1983-2017
Issues Facing Britain: Long Term Trends

What do you see as the most/other important issues facing Britain today?

Source: Ipsos MORI Issues Index

Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home
But strong support to maintain the NHS in its current form

Q. Which of the following statements best reflects your thinking about the NHS?

- The NHS is crucial to British society and we must do everything to maintain it: 77%
- The NHS was a great project but we probably can’t maintain it in its current form: 23%
- Don’t know: 3%

Source: DH/Ipsos MORI polling
2017: King’s Fund/Ipsos MORI

Base: c. 1,000 English adults, 15+, August 2017 polling conducted face-to-face
Widespread support for the founding principles of the NHS

Q. For each of the following statements, please tell me the extent to which you think the principle should still apply to NHS services today.

<table>
<thead>
<tr>
<th>Principle</th>
<th>Definitely</th>
<th>Probably</th>
<th>Probably should not</th>
<th>Definitely not</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The NHS should be free at the point of delivery</td>
<td>67%</td>
<td>91%</td>
<td>23%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>The NHS should provide a comprehensive service...</td>
<td>65%</td>
<td>85%</td>
<td>15%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>The NHS should be primarily funded through taxation</td>
<td>62%</td>
<td>88%</td>
<td>26%</td>
<td>11%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Base: 1,151 English adults, aged 15+, conducted face-to-face in August 2017

Source: The King’s Fund/Ipsos MORI
Local versus national
Two thirds think treatments should be available to everyone – and not just based on local need

Q. Thinking about the treatments and services that are available on the NHS, which of these statements most closely matches your opinion?

Treatments and services should only be available on the NHS if they are available to everyone and not dependent on where you live

The availability of NHS treatments and services should be based on local need rather than a 'one size fits all' approach across the country

Don't know

Base: c. 1,000 English adults, interviewed face-to-face, February 2011 and August 2017

Source:
SMF/Ipsos MORI (2008)
Nuffield Trust/Ipsos MORI (2011)
King’s Fund/Ipsos MORI (2017)
Do we want to get involved?
Who should be making decisions?

Q. And thinking of how decisions about treatments and services should be made, which of these statements most closely matches your opinion?

Decisions about which NHS treatments and services are available should be made **solely by qualified health professionals** and not the general public.

The **public should be consulted** on decisions shaping which NHS treatments and services should be available but **the final decisions should be made by qualified health professionals**.

The general public should be **much more actively involved** in shaping which NHS treatments and services are available, e.g. deciding local priorities and allocating budgets.

Don’t know

Source:
2017: King’s Fund / Ipsos MORI
2008: SMF / Ipsos MORI

Base: c. 1,000 English adults, interviewed face-to-face, August 2017
Changing expectations?
Majority think that people’s expectations of the NHS are realistic

Q. How realistic, if at all, would you say people's expectations are of the service they should get from the NHS?

- Very realistic: 36%
- Fairly realistic: 55%
- Not very realistic: 6%
- Not at all realistic: 2%
- Don't know: 8%

Source: The King’s Fund/Ipsos MORI

Base: c. 1,000 English adults, interviewed face-to-face, August 2017
Majority think NHS meets or exceeds expectations

Q. And thinking generally about what you expect of NHS services, would you say they...?

- Exceed expectations: 53%
- Are about what you expect: 18%
- Fall short of expectations: 8%
- I don't have any expectations: 20%
- Don't know: 1%

73% meets/exceeds expectations

Source: The King’s Fund/Ipsos MORI
Base: c. 1,000 English adults, interviewed face-to-face, August 2017
Concern for the future
Record pessimism for future of NHS gets even worse

Thinking about the NHS over the next few years do you expect it to...

March 2017

- Get much better: 15%
- Get better: 24%
- Stay the same: 38%
- Get worse: 20%
- Get much worse: 3%
- Don't know: 2%

62% expect worse
15% expect better

Source: Ipsos MORI Political Monitor
Base: 1,012 British adults 18+, 30th – 1st March 2017
Is NHS facing a funding problem?

Q. In your opinion, is the NHS facing a funding problem?

<table>
<thead>
<tr>
<th>Year</th>
<th>No funding problem</th>
<th>A minor funding problem</th>
<th>A major funding problem</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>4 20</td>
<td>53</td>
<td>19</td>
<td>4</td>
</tr>
<tr>
<td>2015</td>
<td>4 13</td>
<td>48</td>
<td>32</td>
<td>3</td>
</tr>
<tr>
<td>2016</td>
<td>3 13</td>
<td>49</td>
<td>33</td>
<td>2</td>
</tr>
</tbody>
</table>

Source: British Social Attitudes Survey

Base: c. 1,000 British adults, 18+

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Public willing to pay more in tax to maintain current NHS services

Q. Many experts argue that it is becoming more expensive to fund the NHS because of increasing costs of treatments. This means that even in order to maintain the current level of care and services, spending on the NHS would have to increase. With that in mind, which, if any, of the following would you most like to see?

HALF SAMPLE (583):
- Increase taxes in order to maintain the level of spending needed: 62%
- Reduce spending on other services such as education and welfare: 19%
- Reduce the level of care and services provided by the NHS: 12%
- None: 6%

HALF SAMPLE (568):
- I would be willing to pay more taxes in order to maintain the level of spending needed: 66%
- Reduce spending on other services such as education and welfare: 20%
- Reduce the level of care and services provided by the NHS: 10%
- None: 5%

Source: The King’s Fund/Ipsos MORI

Bases on chart, aged 15+, conducted face-to-face in August 2017
Is our love for the NHS bad for our Health?

Which TWO or THREE, if any, of the following main areas of public spending do you think should be protected from any cuts?

- The NHS / Health care
- Schools
- Care for the elderly
- The Police
- Social services
- Defence
- Benefit payments
- Local authority services
- Overseas aid
- Don’t know
- None

Base: 1,985 GB adults aged 15+, interviewed between 5th-15th May 2017 and 1,792 GB adults aged 15+, interviewed between 13th and 23rd March 2015

Source: Ipsos MORI / Health Foundation

* Means less than 0.5%
Questions...

• Is our support for the NHS a barrier to change?
• How does the NHS manage the local versus national question?
• What is the right model for decision-making?
• Who do patient groups represent?
• Are our expectations of the NHS too low?
• Will satisfaction catch up with pessimism?
Thank you

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