

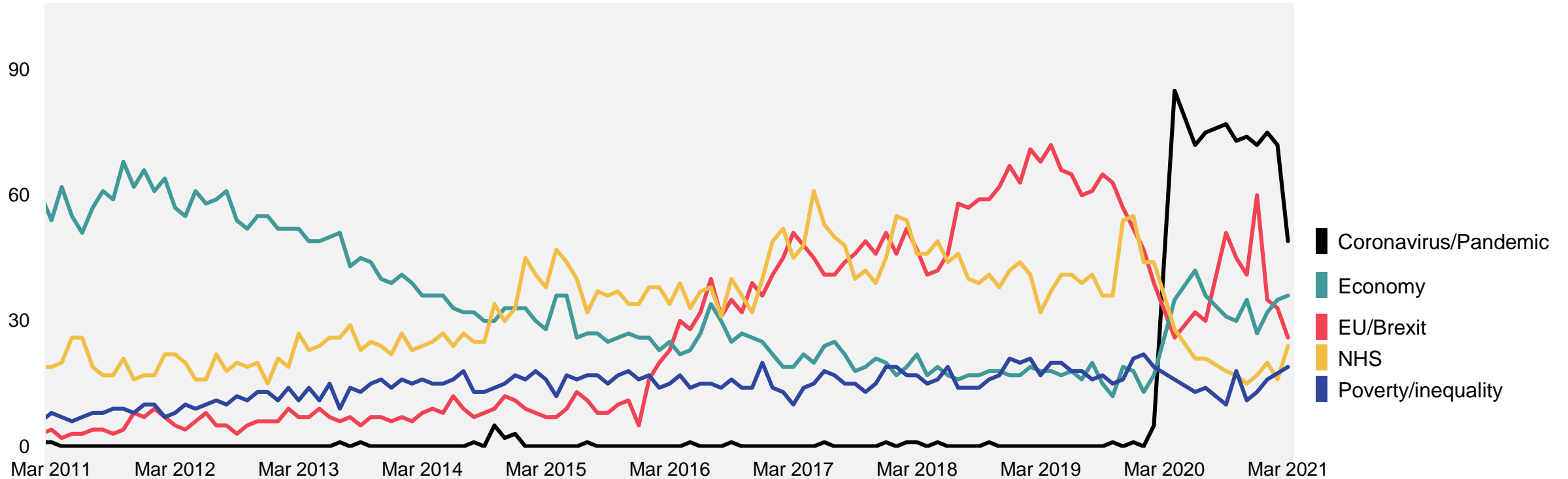
# The NHS, care and public expectations – what happens next?

**Ben Page, Chief Executive, Ipsos MORI & Visiting Professor, Kings College London**

# COVID-19 upset everything

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

Top mentions %

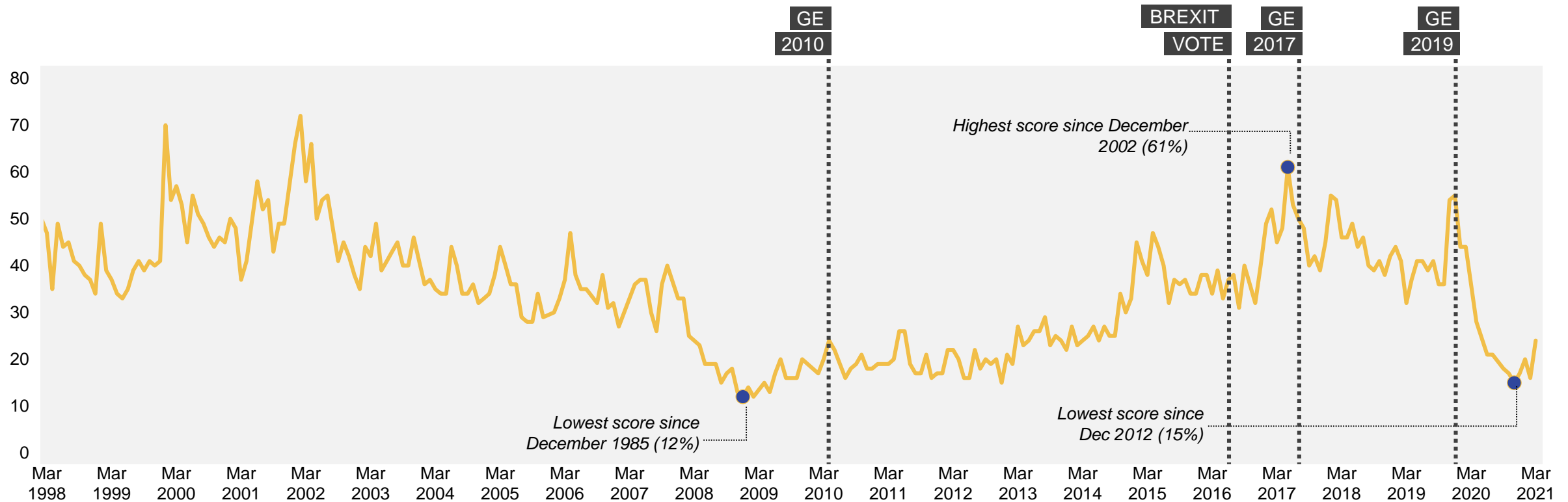


Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home  
N.B. April 2020 data onwards is collected by telephone; previous months are face-to-face

Source: Ipsos MORI Issues Index

# Concern about NHS rising closer to “normal” levels

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

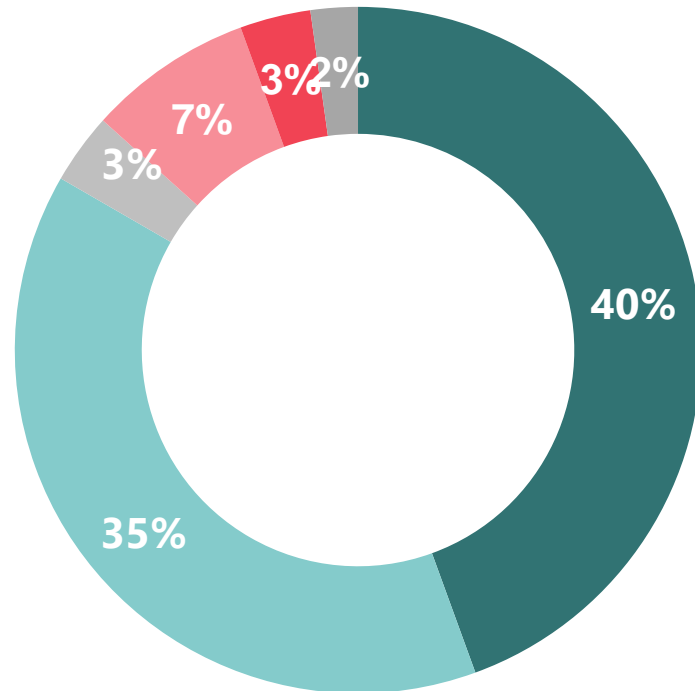


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Source: Ipsos MORI Issues Index

# Pride in the NHS is as high as ever

Q. To what extent do you agree or disagree with each of the following statement: Britain's National Health Service is one of the best in the world

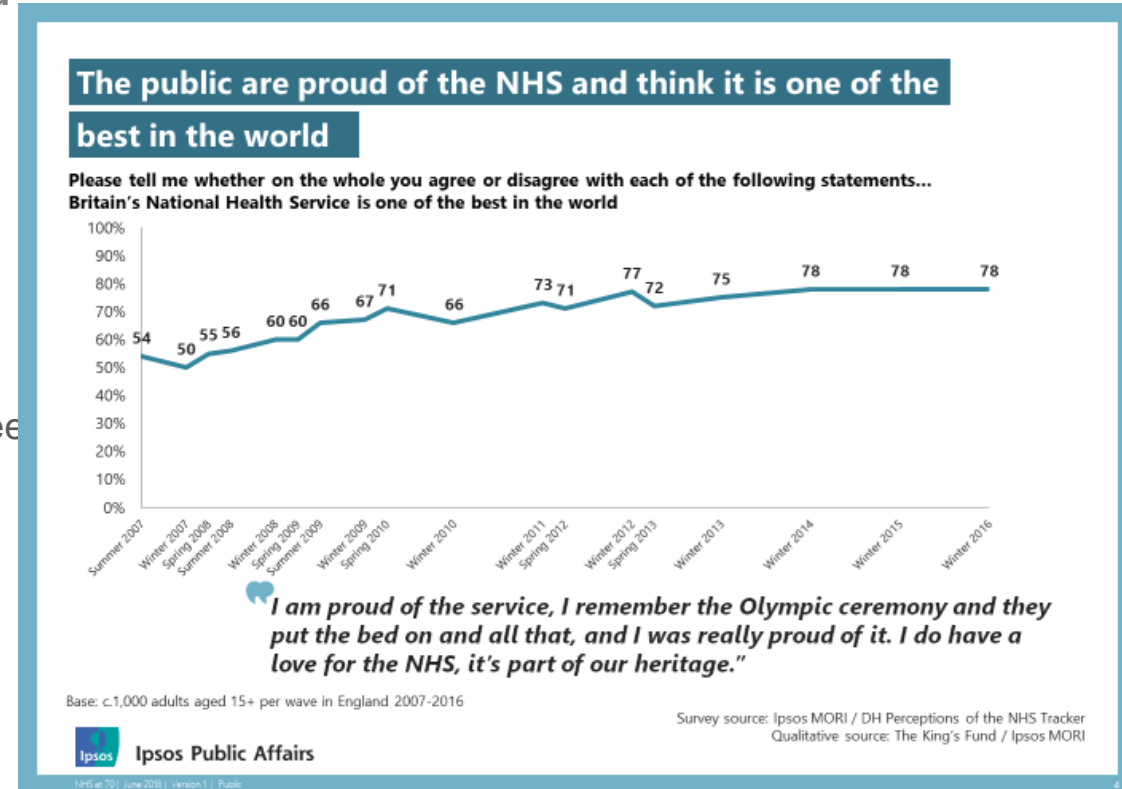


- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

**10%**  
**Disagree**

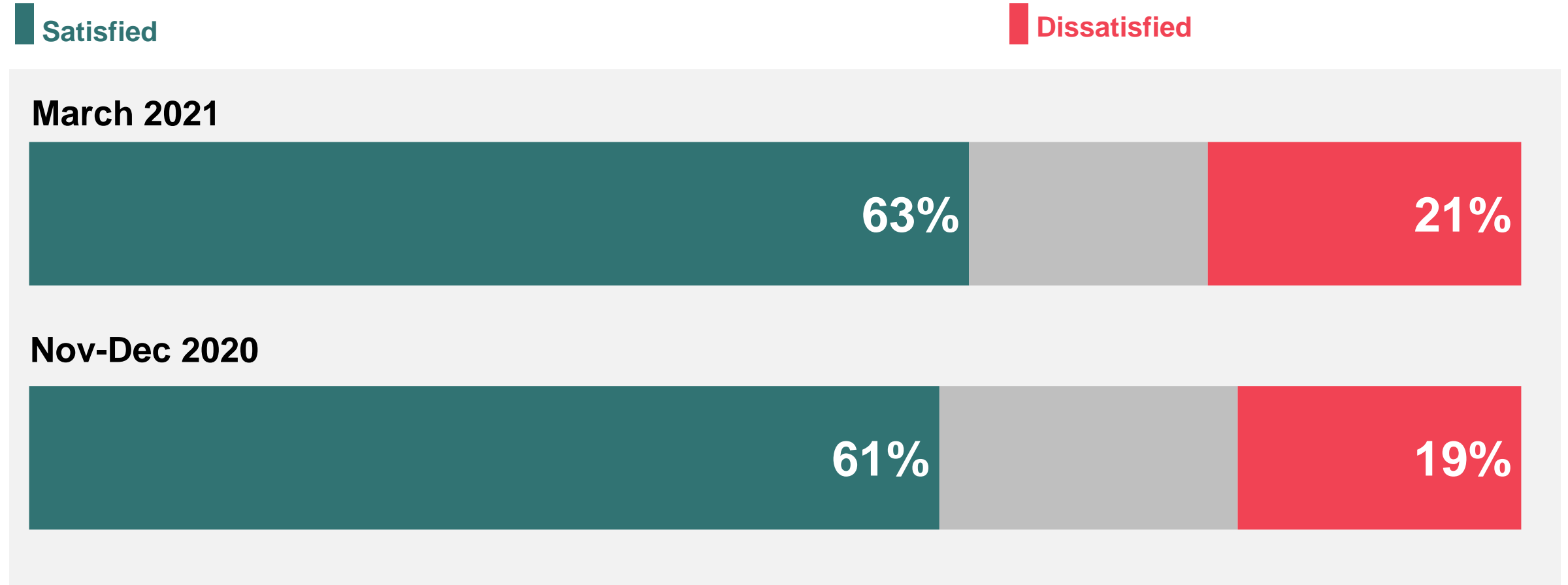
**75%**  
**Agree**

Base: 3,588 GB adults 18+ KnowledgePanel online survey, 4-10 March 2021.



# Six in ten say they are satisfied with the running of the NHS

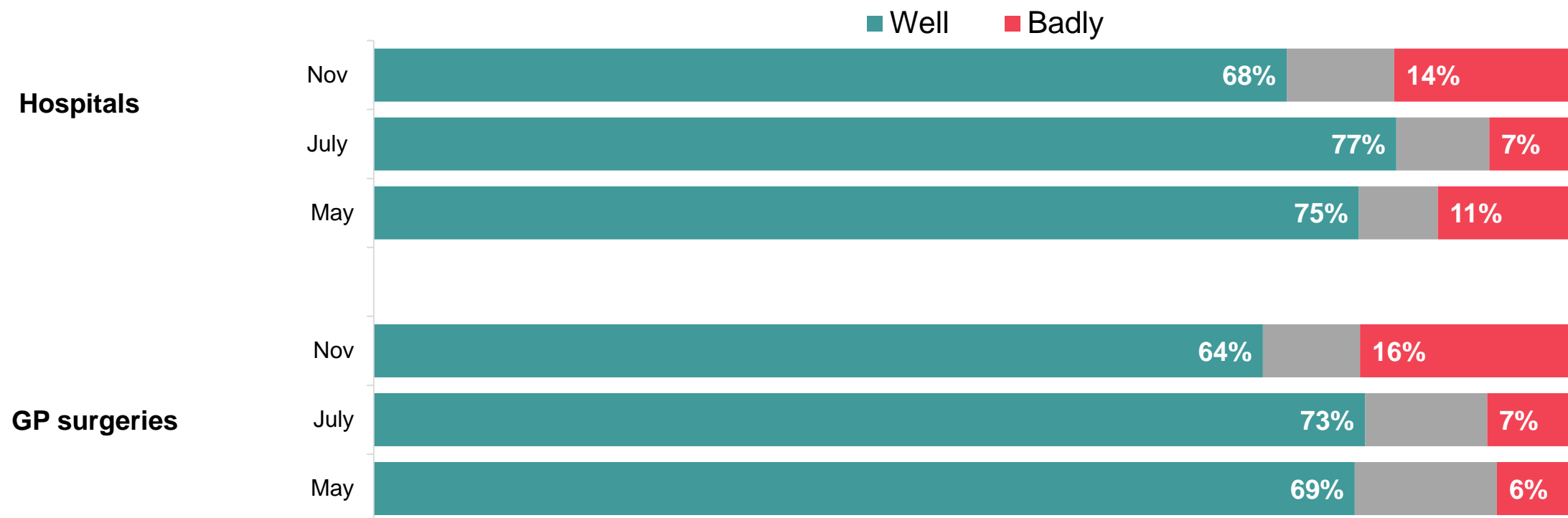
Q. Overall, how satisfied or dissatisfied are you with the running of the NHS nowadays?



Base: 8,352 UK adults 16+ KnowledgePanel online survey, 18-24 March 2021; 3,488 adults 16+, KnowledgePanel online survey, Nov-Dec 2020.

# But the public were well aware of the impact of COVID; November saw a dip in the proportion thinking services were managing well

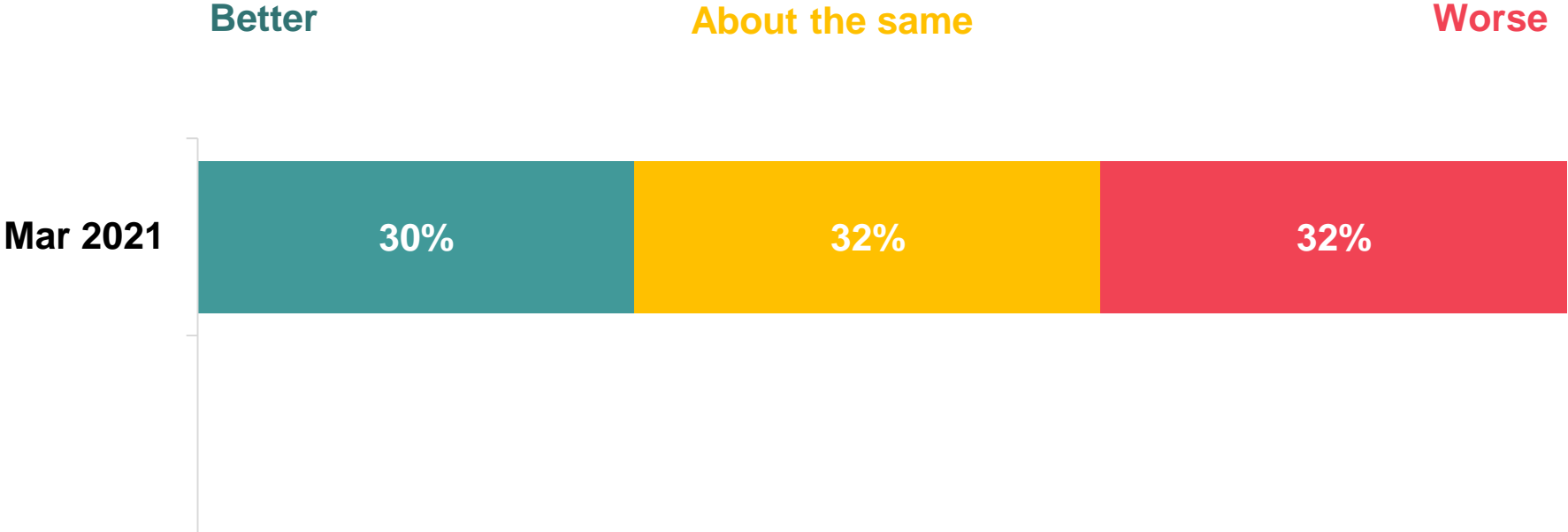
Q. Taking into account everything you have seen, how well or badly are each of the following services managing at this moment in time...



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020), July: All respondents (2,246 GB adults aged 18+, interviewed via telephone between 17<sup>th</sup> – 29<sup>th</sup> July 2020), November: All respondents (2001 GB adults aged 18+, interviewed via telephone between 13<sup>th</sup> – 24<sup>th</sup> November 2020)

# And one in three say the standard of care got worse over the last 12 months;

Q. We'd now like you to think about your own experience and everything you have seen, heard or read recently. Do you think the general standard of care provided by the NHS over the last twelve months has been getting...?

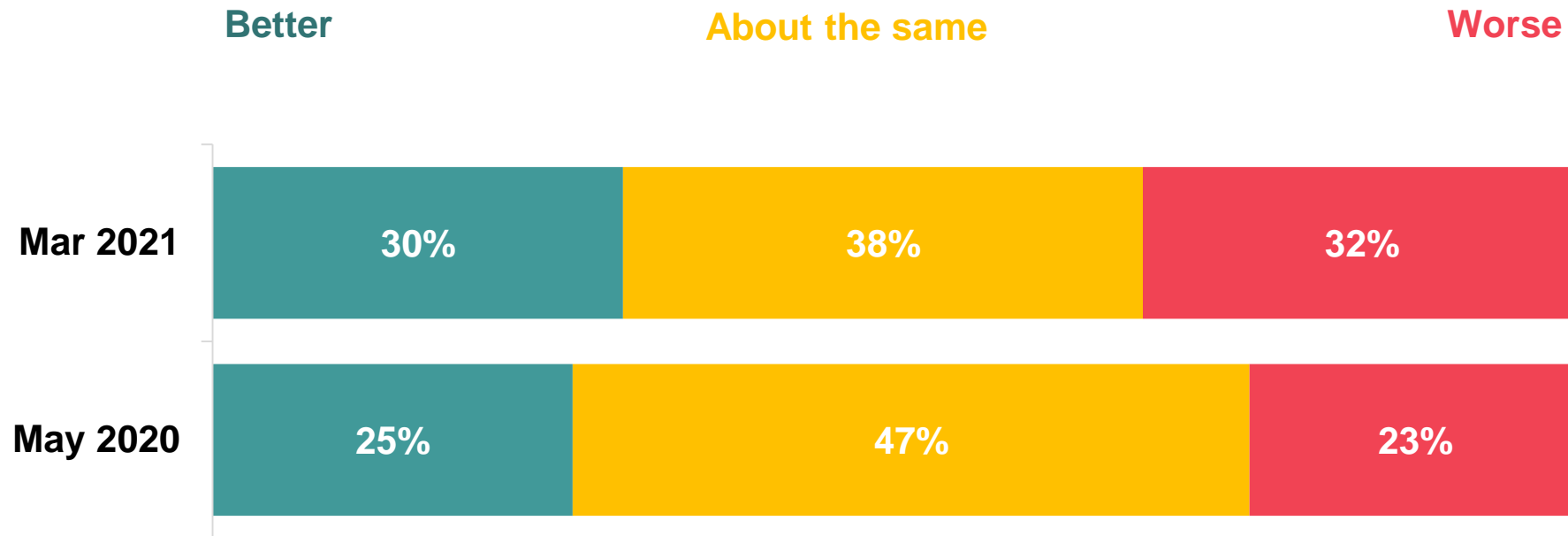


May 2020 question wording asked respondents to think about the 12 months prior to the pandemic

Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020); March 2021: 3588 GB adults aged 18+ interviewed online between 4-10 March 2021

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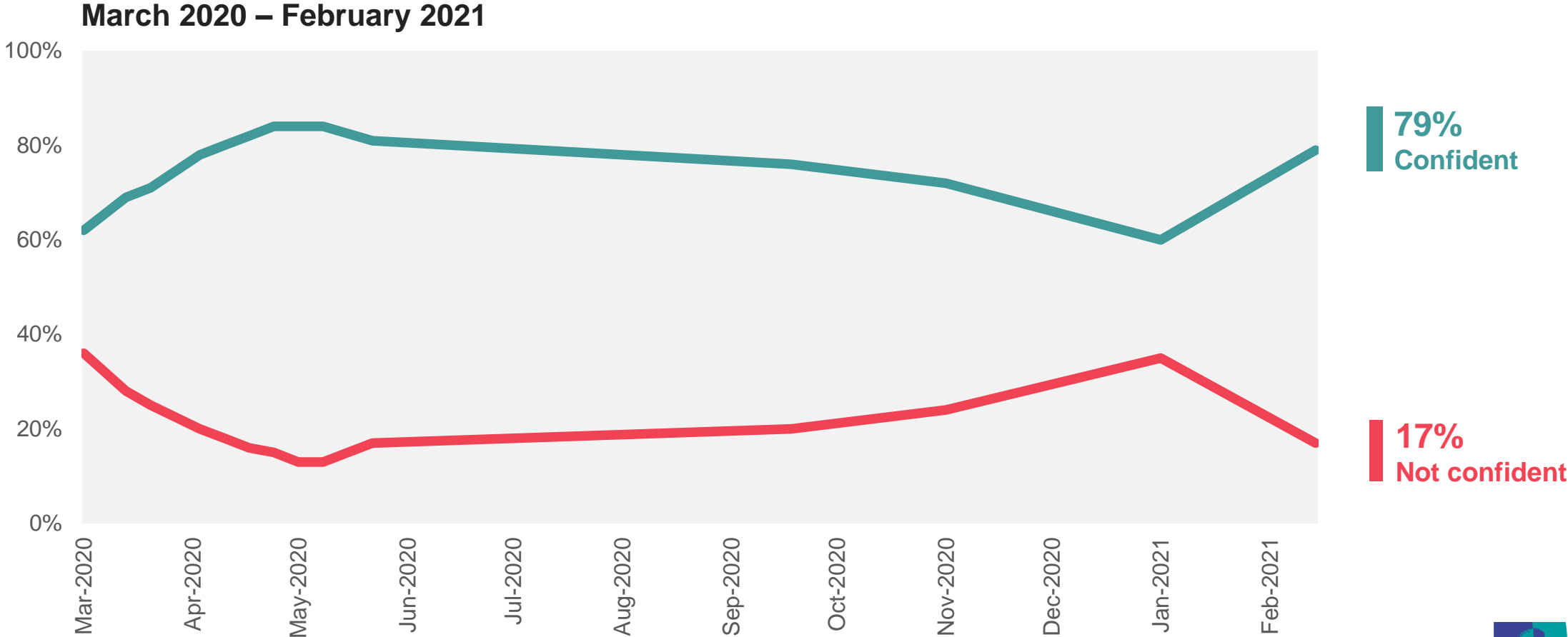
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# But they generally had faith in the NHS to be able to cope; and from a low in Jan this year, confidence is now rising

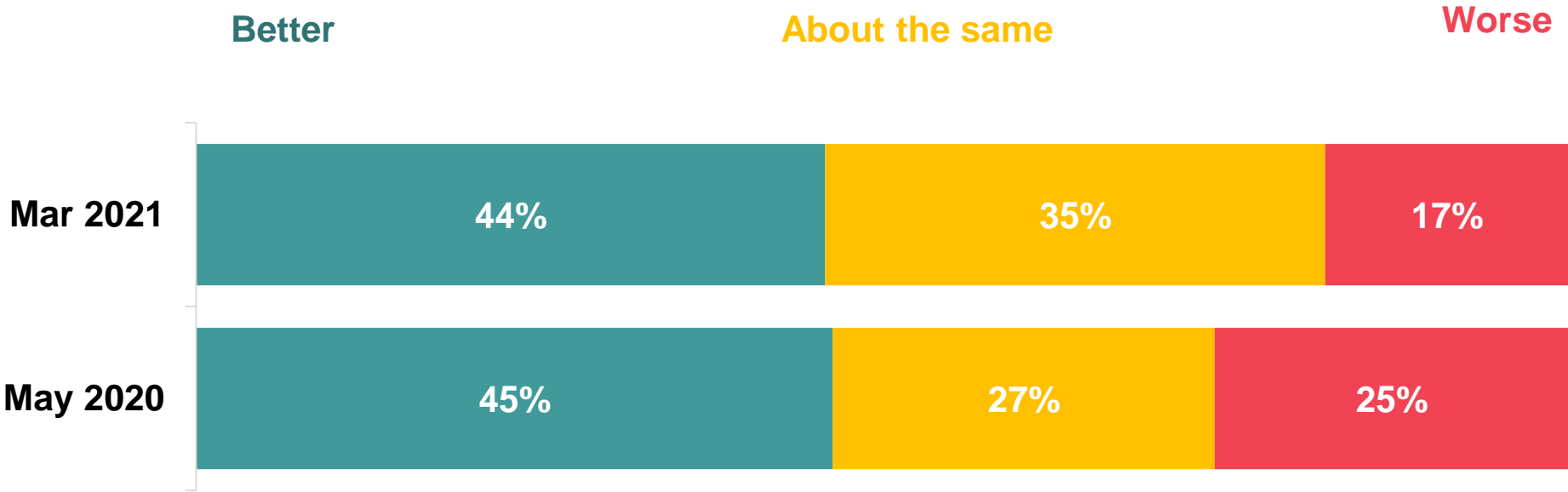
Q. How confident, if at all, would you say you are in the ability of the National Health Service to deal with those who are ill as a result of getting the Coronavirus?



Base: 1,074 Online British adults aged 18-75, 19-22 February 2021

# And they are less pessimistic about the future now than they were in May 2020; expectations are rising

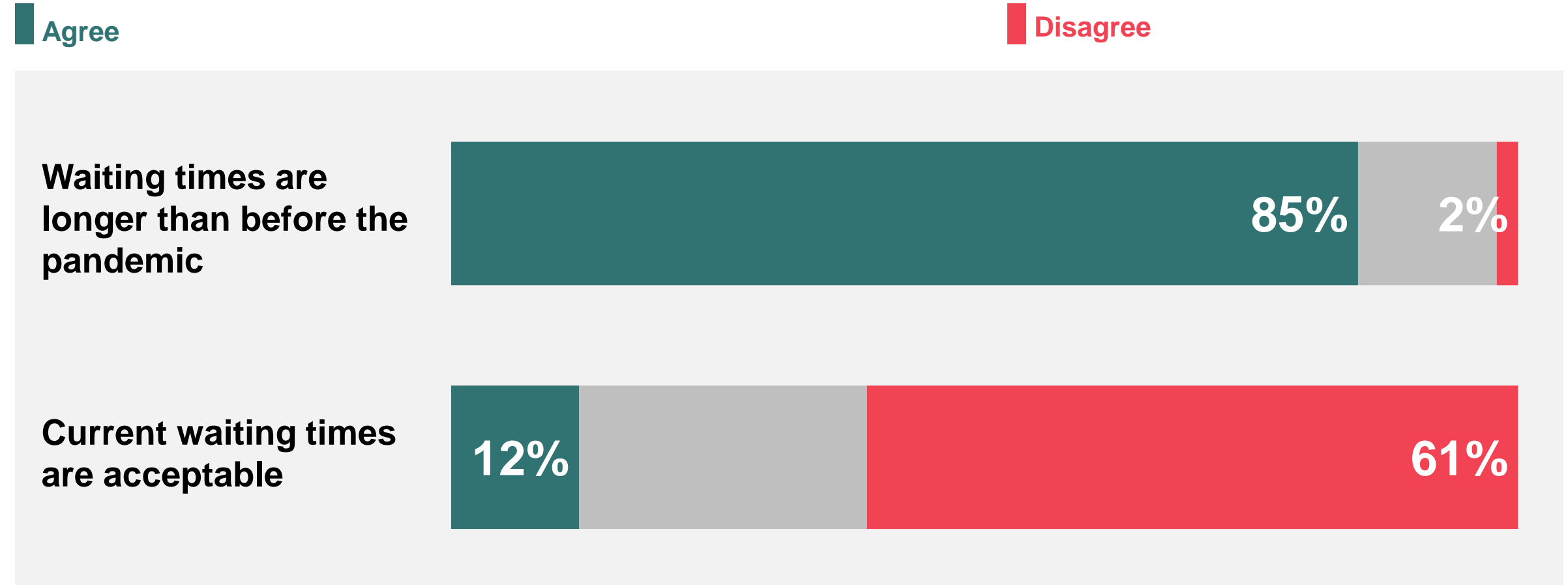
Q. And thinking about the future, do you think the general standard of care provided by the NHS over the next 12 months will get...?



Base: May: All respondents (1,983 GB adults aged 18+, interviewed via telephone between 1-10<sup>th</sup> May 2020); March 2021: 3588 GB adults aged 18+ interviewed online between 4-10 March 2021

# Waiting times are thought to be getting longer – and unacceptable

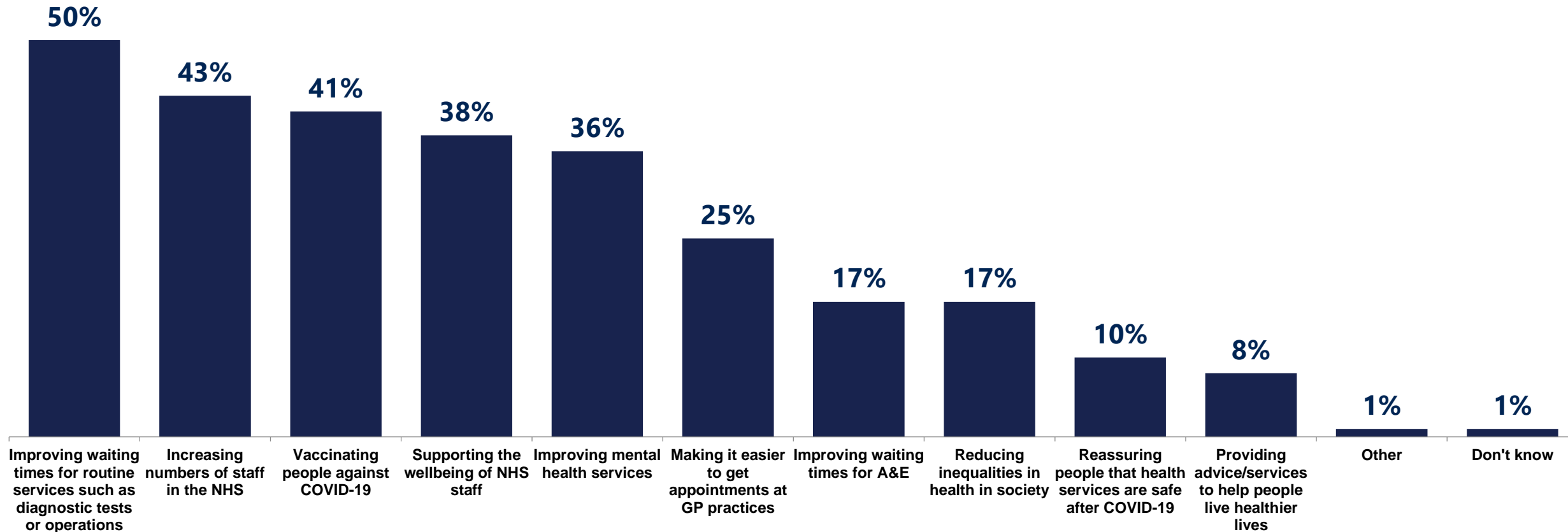
Q. To what extent do you agree or disagree with the following statements?



Base: 3,588 GB adults 18+ KnowledgePanel online survey, 4-10 March 2021.

# And finally...Waiting times/staff not population health....

Q. Thinking about when the impact of the COVID-19 pandemic has eased, when it comes to the NHS, which two or three of the following do you think should be prioritised?



Base: 3,588 GB adults 18+ KnowledgePanel online survey, 4-10 March 2021.

**THANK  
YOU.**

Ipsos MORI

