

***Public Attitudes to Health and Personal Social Services  
In Northern Ireland 2004***

Appendix 1

Survey Findings 2004

November 2004

Survey Findings  
Questionnaire  
Technical Report  
Background Variables  
Open-End Responses

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## **1 INTRODUCTION**

The Department of Health, Social Services and Public Safety (DHSSPS) commissioned RES to conduct a public attitudes survey with 1,500 members of the general public. The research also included conducting a series of focus groups with hard to reach sections of the population.

## **2 RESEARCH AIM**

The purpose of the survey was to establish the level of satisfaction with Health and Social Services in Northern Ireland, as well as to identify those areas that the public would like to see changed / improved over the next twenty years and to draw comparisons with the findings from last year.

Within this overall aim there were a number of attendant objectives relating to eliciting public opinion on primary and secondary care services, as well as public health.

## **3 METHODOLOGY**

The survey was conducted by telephone amongst a random sample of the Northern Ireland adult population aged 18+. Given the importance of the survey, and the contribution of the survey results to informing the strategy, it was imperative that the sampling methodology employed produced survey results which are representative of the Northern Ireland adult population (aged 18+). To this end it was proposed to implement the survey using a two stage random sample design:

- a sample of households was selected, on a population proportionate basis, from within each of the 26 Local Government Districts in Northern Ireland;
- one individual (most recent birthday) was randomly selected from each of the selected households to participate in the survey.

### **3.1 SAMPLE SIZE AND SELECTION (N=1,500)**

Defining a sample size is always a trade-off between the level of precision of sample estimates and cost, and for the purposes of this survey it was felt that  $\pm 2.5\%$  would be an acceptable level of sampling error. As such the survey was conducted amongst a sample of 1,500 adults which in turn allows sufficient disaggregation of the survey data by, for example, age, gender and social class.

### 3.2 SAMPLING FRAME & SELECTION OF HOUSEHOLDS / PHONE NUMBERS

In the first instance the Northern Ireland Electoral Register was used as the sampling frame for the survey with a simple random sample of addresses, with telephone numbers, selected from each of the 26 Local Government Districts. Given that a telephone number match with the electoral register will only produce a success rate of approximately 60%, as well as the need to include households with ex-directory telephone numbers, the last digit of each of the initial telephone numbers was randomly rotated to identify the actual telephone number / household to participate in the survey. If the telephone number was found to be inactive, or found to be a business / commercial number, the process was repeated until a residential household was identified.

### 3.3 FIELDWORK

Fieldwork for the survey was carried out between 14 April 2004 and 24 May 2004 at RES' Telephone Research Centre in Belfast. Where necessary a total of seven telephone call-backs were made before an individual was deemed to be non-contactable. The timing of call-backs varied to ensure a mix of different times, for example, afternoon, evenings and weekends (the questionnaire used for the survey is contained in Attachment 1).

### 3.4 SURVEY OUTCOMES

The survey aimed to generate an achieved sample of 1,500. Taking account of the level of non contactable individuals a wastage rate of 35% was considered likely. To account for this just over 50% more households were drawn than the required number of interviews. To minimise the scope of sampling from within the sample by interviewers, additional households were only provided to interviewers in small lots when their original allocation had failed to provide the required number of interviews. In total 2,395 households were selected. Note that if a selected telephone number was found to be non-residential, then the random selection of households continued until a residential household was identified.

### 3.5 RESPONSE RATE

Table 3.1 shows the response rate for the survey. Table 3.2 shows the reasons for non achievement of interviews with individuals drawn in the sample. In total 2,395 residential telephone numbers were issued to obtain 1,500 interviews, yielding an effective response rate of 62.63% (see Technical Report contained in Attachment 2).

<b>Total Interviews Obtained</b>	<b>Addresses Allocated</b>	<b>Response Rate</b>
<i>1,500</i>	<i>2395</i>	<i>62.63</i>

	<i>N</i>	<i>%</i>
Interviews	1,500	63
Refused	433	18
Sick/Elderly/Infirm	91	4
Unobtainables	371	16
<b>Total Issued</b>	<b>2,395</b>	<b>101</b>

### 3.6 SAMPLING ERROR AND CONFIDENCE INTERVALS

Table 3.3 sets out sample errors and confidence intervals at the 95% confidence level. The sample errors assume a simple random sample (SRS) design. It is acknowledged that the stratified nature of the sample has produced a design effect (DEFT) although the magnitude of the DEFT on sample error is likely to be negligible.

### 3.7 EXAMPLES OF SAMPLING ERROR

The use of sampling errors and confidence intervals is best illustrated by means of an example from the survey. The sample estimated that the proportion of 45-64 year olds in the Northern Ireland population to be 34%. Therefore assuming a SRS design, the margin of error at the 95% confidence level is  $\pm 2.4\%$  (Table 1.3). In other words we can be 95% confident that the true proportion of 45-64 year olds in the Northern Ireland population (18+) is within the range 31.6% to 36.4%.

		<i>% p</i>	<i>95% Confidence Interval</i>	
Age	18-24	7	5.7	8.3
	25-44	33	30.6	35.4
	45-64	34	31.6	36.4
	65+	26	23.8	28.2
Sex	Male	48	45.5	50.5
	Female	52	49.5	54.5
Marital Status	Single	23	20.9	25.1
	Married/Cohabiting	59	56.5	61.5
	Widow/Div/Sep	18	16.1	19.9

### 3.8 REPRESENTATIVENESS OF THE SURVEY

Table 3.4 gives an indication of the representativeness of the sample in terms of age, gender and marital status. Attachment 3 contains a full breakdown of the responses to the background variables included in the survey.

**TABLE 3.4:** *Comparison of some of the key variables with the 2004 Mid Year Estimates for Northern Ireland*

		% 2004 Survey	% 2004 Mid Year Estimates
Age	18-24	7	13
	25-44	33	38
	45-64	34	30
	65+	26	18
Sex	Male	48	48
	Female	52	52
Marital Status <sup>1</sup>	Single	23	30
	Married/Cohabiting	59	56
	Widow/Div/Sep	18	13

#### 4 NOTES ON TABLES

*Due to rounding row and column totals within tables may not always sum to 100. Note that base totals may also change in tables. It should be noted that dash marks [-] are used in some tables to indicate that the figure is less than 1%.*

*Also, please note that column totals may add to +/- 1 due to weighting error.*

*Efforts have been made throughout the report to aid the reader by presenting a detailed breakdown of figures, as well as grouping the figures to give overall totals. These grouped totals have been 'shaded' at the bottom of relevant tables, for example, please see Table 5.5.*

<sup>1</sup> 2004 mid-year estimates for marital status based on 2001 census.

## 5 RESULTS

It should be noted that throughout the results section of this report the following symbols have been used to denote statistical significance: \* statistically significant at 95% confidence interval; \*\* statistically significant at 99% confidence interval; and, \*\*\* statistically significant at 99.9% confidence interval.

### 5.1 USE OF PRIMARY HEALTH AND SOCIAL CARE SERVICES IN THE LAST TWELVE MONTHS

Overall, 76% [1,146] of respondents stated that they had direct experience of using a GP in the last twelve months (Table 5.1). Seventy-five per cent [1,127] had direct experience of using a Pharmacy in the last twelve month period. Just over three-fifths of respondents (61%) [915] reported having used a dentist in the last twelve months. Only 2% [31] had direct experience of using day care services for the elderly and / or disabled, whilst a further 2% [28] had direct experience of Community Psychiatric Services during the same time period.

**TABLE 5.1:** *Use of primary care services (N=1,500)*

	Yes		No	
	N	%	N	%
GP	1,146	76	354	24
Social Worker	109	7	1,391	93
Health Visitor, Midwife or District Nurse (Community Nursing)	178	12	1,322	88
Occupational Therapy / Physiotherapy / Speech and Language / Chiropody / Podiatry (Allied Professions to Health)	225	15	1,275	85
Home Help / Homecare Service	83	6	1,417	95
Day-centre Services / Elderly, Disabled	31	2	1,469	98
Pharmacy	1,127	75	373	25
Dentist	915	61	585	39
Community Psychiatric Services	28	2	1,472	98

Further analysis showed that females in the sample were significantly more likely than males to report having had direct experience of using GP, community nursing, pharmacy and dental services in the last twelve months (Table 5.2).

**TABLE 5.2:** *Use of primary care services (N=1,500)*

	Females				Males			
	Yes		No		Yes		No	
	N	%	N	%	N	%	N	%
GP***	658	84	122	16	488	68	232	32
Health Visitor, Midwife or District Nurse (Community Nursing)***	117	15	663	85	61	9	659	92
Pharmacy***	628	81	152	20	499	69	221	31
Dentist**	501	64	279	36	414	58	306	43

As Table 5.3 shows, respondents in the 18-24 years of age category were significantly less likely to report having had direct experience of using GP and pharmacy services in the last twelve months. Respondents aged 25-44 years were significantly more likely to report having had direct experience of using community nursing services. Those aged 45-64 years were significantly more likely to report having direct experience of day centre services. Respondents aged 65+ were significantly more likely to report having had direct experience of social work, allied professions and home help / home care services, but were significantly less likely to report having had direct experience of using dental services.

**TABLE 5.3: Use of primary care services by age group (N=1,500)**

	18-24 Years								25-44 Years								45-64 Years								65+ Years							
	Yes		Yes		Yes		Yes		Yes		Yes		Yes		Yes		Yes		Yes		Yes		Yes									
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%										
	GP***	63	58	358	74	404	79	321	81																							
Social Worker**	4	4	23	5	39	8	42	11																								
Health Visitor, Midwife or District Nurse (Community Nursing)***	9	8	80	16	39	8	50	13																								
Occupational Therapy / Physiotherapy / Speech and Language / Chiropody / Podiatry (Allied Professions to Health)***	5	5	49	10	81	16	90	23																								
Home Help / Homecare Service***	1	1	7	1	21	4	55	14																								
Day-centre Services / Elderly, Disabled**	1	1	2	-	18	4	10	3																								
Pharmacy***	63	58	355	73	402	79	307	78																								
Dentist***	59	55	354	73	322	63	180	46																								

No statistically significant differences were found when comparisons were made between use of primary care services and health board area.

### 5.1.1 EXPERIENCE / SATISFACTION WITH HAVING USED A SERVICE

Respondents were asked to rate different aspects of each service they had used in the twelve months prior to being surveyed. The scale used ranged from ‘excellent’, ‘good’, ‘fair’ to ‘poor’.

#### GP SERVICES

As Table 5.4 shows, 91% of respondents who reported having used GP services in the past twelve months [1,041] described the general attitude of their GP as excellent or good. Ninety-one per cent [1,049] also described the condition of the

premises as either excellent or good. Eighty-six per cent [983] described the helpfulness of information provided as being excellent or good. Conversely, almost a third of respondents (31%) [352] thought the length of time taken to receive the services of their GP was either fair or poor. Almost a fifth (19%) [209] described the convenience of getting to the service provided by their GP as either fair or poor.

**TABLE 5.4:** How would you rate each of the following... (GP services) (N=1,146)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	436	38	496	43	145	13	64	6	6	1
The length of time taken to receive the services of your GP	306	27	485	42	228	20	124	11	4	-
The helpfulness of any information provided	418	37	565	49	119	10	34	3	10	1
The explanation of the next steps in your care	381	33	556	49	118	10	46	4	46	4
The general attitude of the GP	621	54	420	37	75	7	26	2	4	-
The general attitude of the reception staff	445	39	508	44	136	12	54	5	4	-
The condition of the premises	578	50	471	41	77	7	16	1	4	-

The overwhelming majority of respondents were either very satisfied or satisfied with the service provided by their GP (94%) [1,080] (Table 5.5). Only 6% [64] reported being dissatisfied or very dissatisfied with the service provided. As Table 5.5 also shows, no statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with GP services and health board area.

**TABLE 5.5:** Overall, how satisfied or dissatisfied were you with the service (GP) (N=1,146)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	625	55	221	53	167	57	125	54	112	55
Satisfied	455	40	170	40	111	38	95	41	80	40
Dissatisfied	53	5	23	6	15	5	7	3	8	4
Very Dissatisfied	11	1	4	1	2	1	3	1	2	1
Don't know	2	-	1	-	-	-	1	-	-	-
<b>Total</b>	<b>1,146</b>	<b>101</b>	<b>419</b>	<b>100</b>	<b>294</b>	<b>101</b>	<b>230</b>	<b>99</b>	<b>202</b>	<b>100</b>
Satisfied	1,080	94	391	93	277	94	219	95	192	95
Dissatisfied	65	6	28	7	17	6	10	4	10	5
Don't know	2	-	1	-	-	-	1	-	-	-
<b>Total</b>	<b>1,146</b>	<b>100</b>	<b>419</b>	<b>100</b>	<b>294</b>	<b>100</b>	<b>230</b>	<b>99</b>	<b>202</b>	<b>100</b>

## SOCIAL WORKER SERVICES

As Table 5.1 shows, only 7% of all respondents [109] had direct experience of using the service provided by a Social Worker in the last twelve months. Of those who had used social work services in the last twelve months, 82% [89] described the general attitude of staff as either excellent or good. Almost three-quarters (72%) [79] described the helpfulness of information provided as being excellent or good. However, just over a quarter (27%) [29] felt that the explanation of the next steps in their care, as well as the length of time taken to receive social work services (26%) [29] was either fair or poor (Table 5.6).

**TABLE 5.6:** *How would you rate each of the following... (social worker) (N=109)*

	<i>Excellent</i>		<i>Good</i>		<i>Fair</i>		<i>Poor</i>		<i>Don't know</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
The length of time taken to receive the services of your Social Worker	33	31	43	40	13	12	16	14	3	3
The helpfulness of any information provided	34	31	45	41	13	12	11	10	6	6
The explanation of the next steps in your care	31	28	36	34	14	13	15	14	13	12
The general attitude of staff	50	46	39	36	14	13	2	2	3	3

Overall, 83% [90] were either satisfied or very satisfied with the service provided by their social worker (Table 5.7). Fourteen per cent [16] were either dissatisfied or very dissatisfied with the service they received from their social worker.

**TABLE 5.7:** *Overall, how satisfied or dissatisfied were you with the service? (social worker) (N=109)<sup>2</sup>*

	<i>NI</i>		<i>Eastern</i>		<i>Northern</i>		<i>Southern</i>		<i>Western</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied	50	46	25	56	9	33	9	46	7	42
Satisfied	40	37	14	32	11	42	9	43	6	34
Dissatisfied	10	9	6	13	3	11	-	-	1	7
Very Dissatisfied	6	5	-	-	4	14	1	6	1	5
Don't know	3	3	-	-	-	-	1	6	2	12
<b>Total</b>	<b>109</b>	<b>100</b>	<b>45</b>	<b>101</b>	<b>26</b>	<b>100</b>	<b>20</b>	<b>101</b>	<b>17</b>	<b>100</b>
Satisfied	90	83	40	87	19	75	18	88	13	76
Dissatisfied	16	14	6	13	6	25	1	6	2	12
Don't know	3	3	-	-	-	-	1	6	2	12
<b>Total</b>	<b>109</b>	<b>100</b>	<b>45</b>	<b>100</b>	<b>26</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>17</b>	<b>100</b>

<sup>2</sup> Please note low cell sizes are contained in this Table.

As Table 5.8 shows, respondents in the lower social classes (C2DE) were significantly more likely to report being very satisfied / satisfied with social work services.

**TABLE 5.8:** Overall, how satisfied or dissatisfied were you with the service? (social worker) by social class (N=94)<sup>3</sup>

	ABC1		C2DE	
	N	%	N	%
Very satisfied**	15	30	28	63
Satisfied	23	45	13	30
Dissatisfied	6	12	3	7
Very Dissatisfied	5	9	-	-
Don't know	2	4	-	-
<b>Total</b>	<b>50</b>	<b>100</b>	<b>44</b>	<b>100</b>
Satisfied*	38	74	41	93
Dissatisfied	11	22	3	7
Don't know	2	4	-	-
<b>Total</b>	<b>50</b>	<b>100</b>	<b>44</b>	<b>100</b>

#### HEALTH VISITOR, MIDWIFE OR DISTRICT NURSE (COMMUNITY NURSING) SERVICES

As Table 5.1 shows, 12% of all respondents [178] had direct experience of using community nursing services in the last twelve months. Of those who had used community nursing services in the last twelve months, 91% [161] described the length of time taken to receive services as either excellent or good (Table 5.9). Similarly, 90% [159] described the general attitude of staff as excellent or good. Almost one in ten users of the service (9%) [16] reported that the explanation which they received about the next steps in their care was either fair or poor.

**TABLE 5.9:** How would you rate each of the following... (community nursing) (N=178)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The length of time taken to receive the services of community nursing	92	52	69	39	9	5	5	3	4	2
The helpfulness of any information provided	88	49	70	39	8	4	6	4	6	4
The explanation of the next steps in your care	85	48	62	35	13	7	3	2	16	9
The general attitude of the medical staff	97	55	62	35	9	5	5	3	4	2

<sup>3</sup> Please note that low cell sizes are contained in this Table.

Overall, 93% [165] were either satisfied or very satisfied with the service provided by community nursing. Six per cent [11] were either dissatisfied or very dissatisfied with the service they received (Table 5.10).

**TABLE 5.10:** Overall, how satisfied or dissatisfied were you with the service? (community nursing) (N=178)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	111	62	36	57	21	51	31	76	23	71
Satisfied	54	30	18	28	17	43	9	22	9	29
Dissatisfied	6	4	4	6	1	2	1	3	-	-
Very Dissatisfied	5	3	3	5	2	4	-	-	-	-
Don't know	2	1	2	4	-	-	-	-	-	-
<b>Total</b>	<b>178</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>41</b>	<b>101</b>	<b>33</b>	<b>100</b>
Satisfied	165	93	55	85	38	94	40	97	33	100
Dissatisfied	11	6	7	11	3	7	1	3	-	-
Don't know	2	1	2	4	-	-	-	-	-	-
<b>Total</b>	<b>178</b>	<b>100</b>	<b>64</b>	<b>100</b>	<b>41</b>	<b>101</b>	<b>41</b>	<b>100</b>	<b>33</b>	<b>100</b>

OCCUPATIONAL THERAPY / PHYSIOTHERAPY / SPEECH AND LANGUAGE / CHIROPODY / PODIATRY (ALLIED PROFESSIONS TO HEALTH) SERVICES

As Table 5.1 shows, 15% of respondents [225] had direct experience of using the services provided by the allied professions to health in the last twelve months. Of those who had used any of the allied professions to health in the last twelve months, 92% [207] described the general attitude of medical staff as excellent or good (Table 5.11). Eighty-four per cent [188] stated that the helpfulness of information provided was excellent or good. Almost a third (32%) [73] described the length of time taken to receive service as fair or poor.

**TABLE 5.11:** How would you rate each of the following... (allied professions to health) (N=225)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	88	39	86	38	25	11	16	7	11	5
The length of time taken to receive the services	65	29	81	36	34	15	39	17	6	3
The helpfulness of any information provided	96	43	92	41	19	9	10	5	8	4
The explanation of the next steps in your care	88	39	94	42	16	7	12	5	15	7
The general attitude of medical staff	128	57	79	35	8	3	4	2	6	3
The general attitude of the reception staff	19	49	10	27	5	13	2	5	2	6
The condition of the premises	95	42	80	36	20	9	4	2	26	11

Satisfaction levels were high, with 93% of respondents [208] indicating they were either satisfied or very satisfied with the service they received from the allied health professionals (Table 5.12). A small number of respondents [12] (5%) were either dissatisfied or very dissatisfied with the service they received. As Table 5.12 also shows, respondents in the Western Health Board areas were significantly more likely than those from other areas to report being satisfied with the service they received from the allied professions to health.

**TABLE 5.12:** Overall, how satisfied or dissatisfied were you with the service? (allied professions to health) (N=225)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	131	58	52	65	36	58	31	68	12	32
Satisfied*	78	35	23	29	22	35	14	31	18	50
Dissatisfied	7	3	3	4	1	2	1	2	2	6
Very Dissatisfied	5	2	1	1	3	4	-	-	1	3
Don't know	5	2	1	1	1	1	-	-	3	9
<b>Total</b>	<b>225</b>	<b>100</b>	<b>80</b>	<b>100</b>	<b>63</b>	<b>100</b>	<b>46</b>	<b>101</b>	<b>36</b>	<b>100</b>
Satisfied	208	93	75	94	58	93	45	98	30	82
Dissatisfied	12	5	4	5	4	6	1	2	3	9
Don't know	5	2	1	1	1	1	-	-	3	9
<b>Total</b>	<b>225</b>	<b>100</b>	<b>80</b>	<b>100</b>	<b>63</b>	<b>100</b>	<b>46</b>	<b>100</b>	<b>36</b>	<b>100</b>

#### HOME HELP / HOMECARE SERVICES

As noted earlier in Table 5.1, only 6% of respondents [83] had direct experience of using the service provided by the home help or homecare worker. As Table 5.13 shows, 87% of those who reported having used home help / homecare services in the last twelve months [72] described the general attitude of staff as excellent or good. Seventy-three per cent [60] described the helpfulness of information provided as being excellent or good. However, almost a quarter of users (24%) [20] indicated that the length of time taken to receive the services was fair or poor.

**TABLE 5.13:** How would you rate each of the following... (home help / home care services) (N=83)<sup>4</sup>

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The length of time taken to receive the services	34	41	25	30	13	16	7	8	4	5
The helpfulness of any information provided	24	29	36	44	9	11	6	7	8	10
The general attitude of staff	41	50	31	37	5	6	3	3	4	5

<sup>4</sup> Please note that low cell sizes are contained in this Table.

Overall, 86% [72] of respondents were either satisfied or very satisfied with the service provided by the home help or homecare worker (Table 5.14). Ten per cent [9] were either dissatisfied or very dissatisfied with the service they received. As Table 5.14 also shows, no statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with home help / home care services and health board area.

**TABLE 5.14:** Overall, how satisfied or dissatisfied were you with the service? (home help / home care services) (N=83)<sup>5</sup>

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	43	51	22	57	9	48	8	54	3	30
Satisfied	29	35	11	27	8	39	6	40	5	52
Dissatisfied	5	6	2	6	1	5	-	-	2	18
Very Dissatisfied	4	4	3	7	1	5	-	-	-	-
Don't know	3	4	1	3	1	5	1	6	-	-
<b>Total</b>	<b>83</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>20</b>	<b>102</b>	<b>15</b>	<b>100</b>	<b>10</b>	<b>100</b>
Satisfied	72	86	33	84	17	87	14	94	8	82
Dissatisfied	9	10	5	13	2	9	-	-	2	18
Don't know	3	4	1	3	1	5	1	6	-	-
<b>Total</b>	<b>83</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>20</b>	<b>101</b>	<b>15</b>	<b>100</b>	<b>10</b>	<b>100</b>

#### DAY-CENTRE SERVICES / ELDERLY, DISABLED SERVICES

As shown in Table 5.1, only 2% of respondents had direct experience with day centre services for the elderly / disabled [31]. Almost three-quarters (73%) [22] of those who used day-centre / elderly, disabled services in the last twelve months described the helpfulness of information provided as being excellent or good, whilst 70% [22] described the condition of the premises as excellent or good (Table 5.15). Just over a third (36%) [11] felt that the length of time taken to receive services was fair or poor. Just over a fifth (23%) [7] reported that the explanation which they received about the next steps in their care was either fair or poor.

<sup>5</sup> Please note that low cell sizes are contained in this Table.

**TABLE 5.15:** *How would you rate each of the following... (day-centre services / elderly, disabled services) (N=31)*

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	8	25	14	43	4	14	2	6	4	11
The length of time taken to receive the services	6	18	11	35	3	10	8	26	4	11
The helpfulness of any information provided	6	21	16	52	3	9	1	3	5	15
The explanation of the next steps in your care	5	15	14	44	4	14	3	9	5	17
The general attitude of staff	7	24	14	45	3	10	2	6	5	15
The condition of the premises	11	36	11	34	5	15	0	0	5	15

Overall 78% [24] of respondents were either satisfied or very satisfied with the service they received from the day centre for the elderly / disabled (Table 5.16). Thirteen percent [4] of respondents were dissatisfied with the service they had received. As Table 5.16 also shows, no statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with day-centre services / elderly, disabled services and health board area.

**TABLE 5.16:** *Overall, how satisfied or dissatisfied were you with the service? (day-centre services / elderly, disabled services) (N=31)<sup>6</sup>*

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	14	46	9	55	1	13	3	52	2	67
Satisfied	10	32	5	32	3	44	2	33	-	-
Dissatisfied	4	13	1	8	3	44	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-
Don't know	3	9	1	6	-	-	1	14	1	33
<b>Total</b>	<b>31</b>	<b>100</b>	<b>16</b>	<b>101</b>	<b>7</b>	<b>101</b>	<b>6</b>	<b>99</b>	<b>3</b>	<b>100</b>
Satisfied	24	78	13	87	4	57	5	86	2	67
Dissatisfied	4	13	1	8	3	44	-	-	-	-
Don't know	3	9	1	6	-	-	1	14	1	33
<b>Total</b>	<b>31</b>	<b>100</b>	<b>16</b>	<b>101</b>	<b>7</b>	<b>101</b>	<b>6</b>	<b>100</b>	<b>3</b>	<b>100</b>

## PHARMACY SERVICES

Three-quarters of all respondents (75%) [1,127] had direct experience of using the services provided by a Pharmacy. As Table 5.17 shows, 96% of those who reported having used pharmacy services [1,084] in the last twelve months described the

<sup>6</sup> Please note that low cell sizes are contained in this Table.

general attitude of medical staff as either excellent or good. Ninety-six per cent [1,078] felt that the general attitude of counter staff was excellent or good. Six per cent [67] described the convenience of getting to the service as fair or poor.

**TABLE 5.17:** How would you rate each of the following... (pharmacy services) (N=1,127)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	625	56	428	38	56	5	11	1	7	1
The helpfulness of any information provided	583	52	460	41	32	3	11	1	41	4
The general attitude of medical staff	642	57	442	39	28	3	6	1	9	1
The general attitude of counter staff	599	53	479	43	26	2	12	1	10	1

Overall, 98% of respondents [1,109] were either satisfied or very satisfied with the service they received from the Pharmacy (Table 5.18). Only 1% [15] reported being dissatisfied or very dissatisfied with the service received. No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with pharmacy services by health board area.

**TABLE 5.18:** Overall, how satisfied or dissatisfied were you with the service? (pharmacy services) (N=1,127)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	771	68	297	69	185	68	161	70	127	67
Satisfied	339	30	128	30	83	30	67	29	60	32
Dissatisfied	8	1	3	1	3	1	1	-	1	1
Very Dissatisfied	7	1	3	1	2	1	2	1	-	-
Don't know	3	-	-	-	-	-	1	1	2	1
<b>Total</b>	<b>1,127</b>	<b>100</b>	<b>431</b>	<b>101</b>	<b>274</b>	<b>100</b>	<b>232</b>	<b>101</b>	<b>190</b>	<b>101</b>
Satisfied	1,109	98	425	99	269	98	228	98	188	99
Dissatisfied	15	1	6	1	5	2	3	1	1	1
Don't know	3	-	-	-	-	-	1	1	2	1
<b>Total</b>	<b>1,127</b>	<b>99</b>	<b>431</b>	<b>100</b>	<b>274</b>	<b>100</b>	<b>232</b>	<b>100</b>	<b>190</b>	<b>101</b>

## DENTAL SERVICES

Almost two-thirds of all respondents (61%) [915] had direct experience of using Dentist services in the last twelve months. Some 95% of those who reported having used dental services [864] in the last twelve months described the general attitude of medical staff as either excellent or good. Ninety-five per cent [874] also thought that the general attitude of reception staff was excellent or good. However, almost a quarter (23%) [210] reported that the length of time taken to receive the service was fair or poor. Fourteen per cent [123] described the convenience of getting to the service as fair or poor (Table 5.19).

**TABLE 5.19:** How would you rate each of the following... (dental services) (N=915)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	374	41	413	45	91	10	32	4	5	1
The length of time taken to receive the services	291	32	408	45	133	15	77	8	6	1
The helpfulness of any information provided	389	43	433	47	58	6	21	2	13	1
The explanation of the next steps in your care	396	43	423	46	56	6	16	2	24	3
The general attitude of the medical staff	519	57	345	38	36	4	11	1	4	-
The general attitude of the reception staff	477	52	397	43	28	3	9	1	4	-
The condition of the premises	457	50	372	41	66	7	15	2	5	1

Overall, 96% [881] of respondents were either satisfied or very satisfied with the service they received from their dentist (Table 5.20). Only 3% [30] were either dissatisfied or very dissatisfied with the service they received from their dentist. No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with dental services and health board area.

**TABLE 5.20:** Overall, how satisfied or dissatisfied were you with the service (dental services)? (N=915)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	589	64	238	66	142	66	118	65	91	58
Satisfied	292	32	112	31	65	30	58	32	58	37
Dissatisfied	19	2	8	2	5	2	4	2	2	1
Very Dissatisfied	11	1	4	1	2	1	1	1	4	3
Don't know	4	-	2	1	1	-	-	-	1	1
<b>Total</b>	<b>915</b>	<b>99</b>	<b>363</b>	<b>101</b>	<b>215</b>	<b>99</b>	<b>181</b>	<b>100</b>	<b>156</b>	<b>100</b>
Satisfied	881	96	349	96	207	96	176	97	148	95
Dissatisfied	30	3	12	3	7	3	5	3	6	4
Don't know	4	-	2	1	1	-	-	-	1	1
<b>Total</b>	<b>915</b>	<b>99</b>	<b>363</b>	<b>100</b>	<b>215</b>	<b>99</b>	<b>181</b>	<b>100</b>	<b>156</b>	<b>100</b>

### COMMUNITY PSYCHIATRIC SERVICES

Only 2% of all respondents [28] had direct experience of community psychiatric services in the past twelve months. Three-quarters (76%) of those who reported having used Community Psychiatric Services [22] in the last twelve months described the general attitude of medical staff as either excellent or good. Seventy-one per cent [20] thought the condition of the premises was excellent or good. A

third described the length of time taken to receive the service as fair or poor [9], with a quarter (25%) reporting that the convenience of getting to the service was fair or poor [7] (Table 5.21).

**TABLE 5.21:** How would you rate each of the following... (community psychiatric services) (N=28)<sup>7</sup>

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	6	21	12	42	4	14	3	11	4	13
The length of time taken to receive the services	6	21	10	37	5	18	4	15	3	10
The helpfulness of any information provided	7	25	14	49	1	3	3	11	4	13
The explanation of the next steps in your care	7	25	11	41	2	7	3	10	5	17
The general attitude of medical staff	8	27	14	49	3	12	1	3	3	10
The condition of the premises	8	27	12	44	3	12	-	-	5	17

Overall the majority of respondents (70%) [19] who had direct experience of using the services provided by the Community Psychiatric Services were either satisfied or very satisfied (Table 5.22). Just over a fifth (21%) [6] were either dissatisfied or very dissatisfied with the service they received. No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with community psychiatric services and health board area.

**TABLE 5.22:** Overall, how satisfied or dissatisfied were you with the service? (community psychiatric services) (N=28)<sup>8</sup>

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	6	21	3	31	1	17	1	18	1	13
Satisfied	14	49	4	33	3	50	4	82	3	46
Dissatisfied	4	14	3	28	1	17	-	-	-	-
Very Dissatisfied	2	7	1	8	-	-	-	-	1	17
Don't know	3	10	-	-	1	17	-	-	2	25
<b>Total</b>	<b>28</b>	<b>101</b>	<b>11</b>	<b>100</b>	<b>5</b>	<b>101</b>	<b>5</b>	<b>100</b>	<b>7</b>	<b>101</b>
Satisfied	19	70	7	64	4	67	5	100	4	58
Dissatisfied	6	21	4	36	1	17	-	-	1	17
Don't know	3	10	-	-	1	17	-	-	2	25
<b>Total</b>	<b>28</b>	<b>101</b>	<b>11</b>	<b>100</b>	<b>5</b>	<b>101</b>	<b>5</b>	<b>100</b>	<b>7</b>	<b>100</b>

<sup>7</sup> Please note that low cell sizes are contained in this Table.

<sup>8</sup> Please note that Table contains low cell size numbers.

## 5.1.2 ACCESS TO AND SATISFACTION WITH SPECIFIC ASPECTS OF GP SERVICES

### ACCESS TO GP SERVICES

Respondents who confirmed having used their GP service in the last twelve months were asked how long they had to wait to get an appointment with their GP, the last time they made a routine, non-emergency appointment. A fifth of respondents (20%) [230] had to wait 4 – 7 days. Just under a fifth (19%) [215] said they got an appointment with their GP the same day. However, as Table 5.23 shows, some 16% [183] had to wait more than a week to obtain an appointment with their GP.

**TABLE 5.23:** *The last time you arranged a routine, non-emergency appointment to see your GP, how long did you have to wait for the appointment? (N=1,146)*

	NI		Eastern	Northern	Southern	Western
	N	%	%	%	%	%
Same day***	215	19	14	19	30	16
Next day	179	16	15	16	16	16
2 days	165	14	18	10	12	17
3 days	108	9	11	10	9	7
4 – 7 days	230	20	25	20	16	14
8 – 14 days	135	12	10	13	8	18
More than 2 weeks	48	4	4	5	4	6
Did not arrange a non-emergency in the last year	28	2	2	3	2	4
Don't know	38	3	3	4	3	3
<b>Total</b>	<b>1,146</b>	<b>99</b>	<b>102</b>	<b>100</b>	<b>100</b>	<b>101</b>

Analysis by health board area found that respondents from the Southern Health and Social Service Board area were significantly more likely than those from other Board areas to report getting an appointment on the same day (Table 5.24).

Males were significantly more likely than females to report getting a next day appointment.

**TABLE 5.24:** *Routine non-emergency appointment by gender (N=1,146)*

	Female		Male	
	N	%	N	%
Same day	129	20	86	18
Next day*	87	13	92	19
2 days	90	14	75	15
3 days	62	10	46	9
4 – 7 days	141	21	89	18
8 – 14 days	83	13	52	11
More than 2 weeks	34	5	14	3
Did not arrange a non-emergency in the last year	16	2	12	2
Don't know	16	2	22	5
<b>Total</b>	<b>658</b>	<b>100</b>	<b>488</b>	<b>100</b>

## SATISFACTION WITH WAITING TIME FOR APPOINTMENT

Respondents were asked how satisfied they were with the length of time they had to wait to obtain an appointment with their GP (Table 5.25). The majority of respondents (75%) [813] were either very satisfied or satisfied with the time they had to wait to obtain an appointment. Almost a quarter of respondents (24%) [262] felt either dissatisfied or very dissatisfied with the time they had to wait before obtaining an appointment with their GP. Respondents in the Western Board area were significantly less likely than those from other health board areas to report being satisfied with waiting times for appointments.

**TABLE 5.25:** *How satisfied were you with the length of time you had to wait for your appointment? (N=1,080)*

	<i>NI</i>		<i>Eastern</i>		<i>Northern</i>		<i>Southern</i>		<i>Western</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied	338	31	107	27	81	30	78	36	71	38
Satisfied*	475	44	197	49	128	47	87	40	64	34
Dissatisfied	158	15	62	16	39	14	28	13	29	16
Very Dissatisfied	104	10	33	8	25	9	25	12	21	11
Don't know	5	1	1	-	2	1	-	-	2	1
<b>Total</b>	<b>1,080</b>	<b>101</b>	<b>401</b>	<b>100</b>	<b>275</b>	<b>101</b>	<b>218</b>	<b>101</b>	<b>187</b>	<b>100</b>
Satisfied	813	75	305	76	209	76	165	76	135	72
Dissatisfied	262	24	95	24	64	23	53	24	50	27
Don't know	5	1	1	-	2	1	-	-	2	1
<b>Total</b>	<b>1,080</b>	<b>100</b>	<b>401</b>	<b>100</b>	<b>275</b>	<b>100</b>	<b>218</b>	<b>100</b>	<b>187</b>	<b>100</b>

## SATISFACTION WITH ARRANGEMENTS FOR EMERGENCY APPOINTMENTS TO SEE GP

Almost two-thirds of respondents (64%) [731] reported being either satisfied or very satisfied with arrangements for emergency appointments to see their GP. Fourteen per cent [158] stated that they were either dissatisfied or very dissatisfied with arrangements for emergency appointments to see their GP (Table 5.26). No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with arrangements for emergency appointments to see GP and health board area.

**TABLE 5.26:** *How satisfied are you with arrangements for emergency appointments to see your GP? (N=1,146)*

	<i>NI</i>		<i>Eastern</i>		<i>Northern</i>		<i>Southern</i>		<i>Western</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied	304	27	106	25	82	28	65	28	50	25
Satisfied	427	37	170	41	105	36	77	33	75	37
Dissatisfied	110	10	38	9	29	10	23	10	20	10
Very Dissatisfied	48	4	11	3	10	3	15	7	12	6
Don't know	257	23	95	23	68	23	50	22	45	22
<b>Total</b>	<b>1,146</b>	<b>101</b>	<b>419</b>	<b>101</b>	<b>294</b>	<b>100</b>	<b>230</b>	<b>100</b>	<b>202</b>	<b>100</b>
<hr/>										
Satisfied	731	64	276	66	188	64	142	62	126	62
Dissatisfied	158	14	49	12	39	13	39	17	32	16
Don't know	257	23	95	23	68	23	50	22	45	22
<b>Total</b>	<b>1,146</b>	<b>101</b>	<b>419</b>	<b>101</b>	<b>294</b>	<b>100</b>	<b>230</b>	<b>101</b>	<b>202</b>	<b>100</b>

#### SATISFACTION WITH ARRANGEMENTS FOR REPEAT PRESCRIPTIONS FROM GP

The majority of respondents (86%) [990] stated that they were either very satisfied or satisfied with the arrangements for repeat prescriptions from their GP (Table 5.27). Only 4% [42] were dissatisfied or very dissatisfied with arrangements made for repeat prescriptions.

<b>TABLE 5.27: How satisfied are you with arrangements for repeat prescriptions from your GP?</b> (N=1,146)		
	<i>N</i>	<i>%</i>
Very satisfied	521	45
Satisfied	469	41
Dissatisfied	30	3
Very Dissatisfied	12	1
Don't know	114	10
<b>Total</b>	<b>1,146</b>	<b>100</b>
Satisfied	990	86
Dissatisfied	42	4
Don't know	114	10
<b>Total</b>	<b>1,146</b>	<b>100</b>

### 5.1.3 SUGGESTED IMPROVEMENTS TO PRIMARY CARE SERVICES

Respondents were asked to suggest one change which they felt would improve primary care services in the future. The main suggestions made are shown below by individual service. (See Attachment 4 for a complete list of suggestions made).

Of those who suggested changes to a service:

#### GPs

- Just over one third (36%) indicated that they wished to see waiting times reduced;
- Almost one fifth (19%) indicated that they wished to see better access to the service; and,
- Almost one in ten (9%) indicated that they wished to see more staff provided.

#### Social Workers

- Just over one fifth (21%) indicated that they wished to see waiting times reduced;
- Just over one fifth (21%) indicated that they wished to see better access to the service; and,
- 17% indicated that they wished the service to have more staff;

#### Health Visitors

- A quarter (25%) indicated that they wished to see better access to the service; and,
- Just of over one fifth (22%) indicated that they wished to see reduced waiting times.

#### Allied Professions to Health

- 42% indicated that they wished to see the waiting times reduced; and,
- More than one in ten (15%) wished to see better access to services.

Home Helps / Home Care Services

- (28%) indicated that they wished to see the waiting times reduced;
- More than one in ten (12%) wished to see better access to services; and,
- Almost one in ten (9%) wished to see more staff being employed in this service.

Day Centres

- One third (33%) proposed that there should be more staff;
- Almost one fifth (19%) considered that there should be better transport to / from the day centre and that the attitudes of the staff should be better; and,
- Almost one fifth (19%) that the service should reduce costs and provide more services.

Pharmacy

- A quarter (25%) proposed that the waiting times be reduced;
- Just over a one fifth (22%) felt that there should be better access to pharmacy services; and,
- Just over one in ten (12%) considered that costs / prices should be reduced.

Dentists

- Over a quarter (27%) wished to see waiting times reduced; and,
- Almost one fifth (18%) felt that there should be better access to services.

Community Psychiatric Services

- Almost one fifth (18%) wished to see better access to the service; and,
- 15% wished to see the waiting times reduced.

**5.2 SECONDARY CARE SERVICES**

**5.2.1 USE OF SECONDARY CARE SERVICES IN THE LAST TWELVE MONTHS**

Almost a third of respondents (31%) [467] had attended a hospital outpatient appointment in the last twelve months (Table 5.28). Twenty-one per cent of respondents [318] had visited a hospital A&E department. Fourteen per cent [209] had an overnight stay in hospital for planned or emergency treatment and 8% [124] had day surgery (medical procedure carried out in hospital but with no overnight stay).

**TABLE 5.28:** *Use of secondary care services in the last twelve months (N=1,500)*

	Yes		No	
	N	%	N	%
Had an overnight stays in Hospital for planned or emergency treatment	209	14	1,291	86
Day surgery (medical procedure carried out in hospital but with no overnight stay)	124	8	1,376	92
Attended a hospital outpatient appointment	467	31	1,033	69
Visited a Hospital A&E department (Casualty)	318	21	1,182	79

## OVERNIGHT STAY IN HOSPITAL

As Table 5.28 shows, some 14% of all respondents [209] had direct experience of having an overnight stay in hospital for planned or emergency treatment in the last twelve months. Eighty-nine per cent [185] of those who had an overnight stay in hospital thought the general attitude of the nurses was either excellent or good, with 85% [177] stating that the attitude of the doctors was either good or excellent. Almost half the respondents (46%) [94] considered the quality of the hospital food to be fair or poor. Forty per cent thought the level of privacy was either fair or poor [85].

**TABLE 5.29:** How would you rate each of the following... (overnight stay in hospital) (N=209)

	<i>Excellent</i>		<i>Good</i>		<i>Fair</i>		<i>Poor</i>		<i>Don't know</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
The convenience of getting to the service	83	40	75	36	28	14	20	10	2	1
The helpfulness of any information provided	84	40	83	40	23	11	16	7	3	1
The explanation of the next steps in your care	76	37	86	41	23	11	17	8	6	3
The general attitude of the doctors	111	53	66	32	20	9	11	5	1	-
The general attitude of the nurses	123	59	62	30	16	8	6	3	1	-
The condition of the premises	72	35	71	34	36	17	29	14	1	-
The quality of hospital food	31	15	72	35	49	24	45	22	11	5
The level of privacy	45	22	76	36	38	18	47	22	4	2
Discharge arrangements	56	27	95	45	30	15	17	8	10	5

Overall, nine out of every ten respondents (90%) with experience of an overnight stay [187] were either satisfied or very satisfied with the service they received during their overnight stay (Table 5.30). Ten per cent [21] were either dissatisfied or very dissatisfied. No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with overnight stay in hospital and health board area.

**TABLE 5.30:** Overall, how satisfied or dissatisfied were you with the service? (overnight stay in hospital) (N=209)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	84	40	34	40	15	34	24	50	11	36
Satisfied	103	49	39	45	25	57	21	43	19	60
Dissatisfied	8	4	5	6	2	5	-	-	1	4
Very Dissatisfied	13	6	7	9	2	5	4	7	-	-
Don't know	1	-	1	1	-	-	-	-	-	-
<b>Total</b>	<b>209</b>	<b>99</b>	<b>86</b>	<b>101</b>	<b>43</b>	<b>101</b>	<b>48</b>	<b>100</b>	<b>31</b>	<b>100</b>
Satisfied	187	90	73	85	39	91	45	93	30	96
Dissatisfied	21	10	12	14	4	10	4	7	1	4
Don't know	1	-	1	1	-	-	-	-	-	-
<b>Total</b>	<b>209</b>	<b>100</b>	<b>86</b>	<b>100</b>	<b>43</b>	<b>101</b>	<b>48</b>	<b>100</b>	<b>31</b>	<b>100</b>

## DAY SURGERY

Eight per cent of all respondents [124] had direct experience of having a day procedure carried out at the hospital in the past twelve months. Of these respondents, 91% [113] rated the general attitude of doctors and the general attitude of nurses as being either good or excellent (Table 5.31). Just over a quarter of respondents (26%) [31] rated the convenience of getting to the service as either fair or poor. Twenty-one per cent [26] thought the level of privacy was either fair or poor.

**TABLE 5.31:** How would you rate each of the following... (day surgery) (N=124)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	33	27	57	46	23	19	8	7	2	1
The helpfulness of any information provided	50	41	56	45	13	11	2	1	2	2
The explanation of the next steps in your care	46	37	56	45	15	12	6	5	2	1
The general attitude of the doctors	62	50	51	41	5	4	4	3	2	2
The general attitude of the nurses	74	60	39	31	7	6	2	1	2	2
The condition of the premises	49	40	53	43	16	13	4	3	1	1
The level of privacy	38	31	57	46	15	12	11	9	2	1

Ninety-six percent of those with direct experience of day surgery [118] were either satisfied or very satisfied with the service they received (Table 5.32). Four per cent [5] said they were either dissatisfied or very dissatisfied with the service they received. No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with the day surgery service and health board area.

**TABLE 5.32: Overall, how satisfied or dissatisfied were you with the service? (day surgery)**  
(N=124)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	61	49	21	43	19	61	14	47	7	50
Satisfied	57	46	24	50	11	37	14	50	7	50
Dissatisfied	4	3	3	6	1	3	-	-	-	-
Very Dissatisfied	1	1	1	2	-	-	-	-	-	-
Don't know	1	1	-	-	-	-	1	3	-	-
<b>Total</b>	<b>124</b>	<b>100</b>	<b>49</b>	<b>101</b>	<b>31</b>	<b>101</b>	<b>28</b>	<b>100</b>	<b>15</b>	<b>100</b>
Satisfied	118	96	45	92	31	97	28	97	15	100
Dissatisfied	5	4	4	8	1	3	-	-	-	-
Don't know	1	1	-	-	-	-	1	3	-	-
<b>Total</b>	<b>124</b>	<b>101</b>	<b>49</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>28</b>	<b>100</b>	<b>15</b>	<b>100</b>

### HOSPITAL OUTPATIENT APPOINTMENT

As noted in Table 5.28, just under a third of respondents (31%) [467] had direct experience of attending a hospital outpatient appointment in the past twelve months. Of these respondents, some 94% [441] rated the general attitude of the nurses as being either good or excellent. Eighty-eight per cent [413] considered the general attitude of the doctors to be either good or excellent. Three in ten respondents (30%) [138] thought the convenience of getting to the service was either fair or poor. Just over a fifth (21%) [98] described the condition of the premises as fair or poor.

**TABLE 5.33: How would you rate each of the following... (hospital outpatient appointment)**  
(N=467)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	136	29	188	40	93	20	45	10	6	1
The helpfulness of any information provided	164	35	233	50	47	10	21	5	2	-
The explanation of the next steps in your care	165	35	224	48	46	10	22	5	11	2
The general attitude of the doctors	221	47	192	41	33	7	17	4	4	1
The general attitude of the nurses	240	51	201	43	13	3	5	1	9	2
The condition of the premises	165	35	203	43	66	14	32	7	2	-
The level of privacy	153	33	216	46	62	13	32	7	5	1

Overall, some 90% of respondents [422] were either satisfied or very satisfied with the service they received as an outpatient at the hospital (Table 5.34). Nine per cent [43] were either dissatisfied or very dissatisfied with the service they received. No statistically significant differences were found when comparisons were made

between overall satisfaction / dissatisfaction with hospital outpatient service by health board area.

**TABLE 5.34:** Overall, how satisfied or dissatisfied were you with the service? (hospital outpatient appointment) (N=467)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	212	45	78	41	56	48	39	43	40	56
Satisfied	210	45	90	48	51	43	46	51	23	33
Dissatisfied	28	6	16	9	4	4	4	5	3	4
Very Dissatisfied	15	3	4	2	6	5	1	1	4	6
Don't know	3	1	1	1	-	-	1	1	1	1
<b>Total</b>	<b>467</b>	<b>100</b>	<b>188</b>	<b>101</b>	<b>117</b>	<b>100</b>	<b>91</b>	<b>101</b>	<b>71</b>	<b>100</b>
Satisfied	422	90	168	89	106	91	85	93	63	89
Dissatisfied	43	9	20	11	11	9	5	6	7	10
Don't know	3	1	1	1	-	-	1	1	1	1
<b>Total</b>	<b>467</b>	<b>100</b>	<b>188</b>	<b>101</b>	<b>117</b>	<b>100</b>	<b>91</b>	<b>100</b>	<b>71</b>	<b>100</b>

#### HOSPITAL A&E APPOINTMENT

Just over a fifth of all respondents (21%) [318] had direct experience of having an A&E appointment within the last twelve months (Table 5.28). Of these, some 86% [272] thought the general attitude of the nurses was either good or excellent (Table 5.35). Eighty-one per cent [256] thought the attitude of the doctors was either good or excellent. Over half the respondents (54%) [172] rated being seen and treated quickly as being either fair or poor. Almost two-fifths of respondents (39%) [98] thought the level of privacy was either fair or poor.

**TABLE 5.35:** How would you rate each of the following...(hospital A&E appointment) (N=318)

	Excellent		Good		Fair		Poor		Don't know	
	N	%	N	%	N	%	N	%	N	%
The convenience of getting to the service	85	27	143	45	57	18	32	10	2	1
Being seen and treated quickly	75	24	71	22	57	18	115	36	-	-
The helpfulness of any information provided	84	26	143	45	57	18	32	10	3	1
The explanation of the next steps in your care	82	26	155	49	40	13	36	11	5	2
The general attitude of the doctors	114	36	142	45	41	13	19	6	1	-
The general attitude of the nurses	133	42	139	44	34	11	12	4	-	-
The condition of the premises	80	25	146	46	58	18	33	11	-	-
The level of privacy	33	13	119	48	45	18	53	21	1	-

Overall, just over three-quarters (77%) of respondents [244] were either satisfied or very satisfied with the service they received at their hospital A&E appointment (Table 5.36). Just over a fifth (23%) [73] expressed dissatisfaction with their hospital A&E appointment. No statistically significant differences were found when comparisons were made between overall satisfaction / dissatisfaction with hospital A&E appointment by health board area.

**TABLE 5.36:** Overall, how satisfied or dissatisfied were you with the service? (hospital A&E appointment) (N=318)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	87	27	34	27	21	28	15	23	17	36
Satisfied	157	50	64	50	38	49	33	50	23	48
Dissatisfied	49	16	23	18	10	13	12	18	5	10
Very Dissatisfied	24	8	7	5	8	11	6	9	3	6
<b>Total</b>	<b>318</b>	<b>100</b>	<b>127</b>	<b>100</b>	<b>78</b>	<b>101</b>	<b>65</b>	<b>100</b>	<b>48</b>	<b>100</b>
Satisfied	244	77	97	77	60	77	48	73	40	83
Dissatisfied	73	23	29	23	18	23	18	27	8	17
<b>Total</b>	<b>318</b>	<b>100</b>	<b>127</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>65</b>	<b>100</b>	<b>48</b>	<b>100</b>

## 5.2.2 SUGGESTED IMPROVEMENTS TO SECONDARY CARE SERVICES

The 2004 survey examined four different aspects of hospital care – overnight stays in hospital, day surgery, hospital outpatient appointments and hospital A&E appointments. Each of these had their own distinct ratings in terms of satisfaction with the various aspects of the service and we direct the reader to the survey itself for the detailed results.

Respondents were asked to suggest one change which they felt would improve secondary care services in the future. The main suggestions made are set out below. (See Attachment 4 for a complete list of suggestions made).

Of the survey respondents who suggested changes to *overnight stays* in hospital:

- 14% felt that more staff were needed; and,
- one in ten (10%) that more beds were needed.

Of the survey respondents who suggested changes to *day surgery* services:

- almost one third (31%) considered that waiting times needed to be reduced;
- 15% felt that more staff were needed.

Of the survey respondents who suggested changes to hospital *out patient appointments*:

- over one third (36%) believed that waiting times needed to be reduced;
- just over one in ten (11%) wished to see more staff being employed in this aspect of hospital services.

Of the survey respondents who suggested changes to *Accident and Emergency Services*:

- close to half (45%) wanted to see waiting times reduced; and,
- just over a fifth (22%) wished to see more staff being employed in this aspect of hospital services.

### 5.3 PUBLIC HEALTH

#### 5.3.1 IMPACT OF PUBLIC HEALTH MESSAGES

Almost half the respondents (47%) [702] said they ate a little or a lot more fruit and vegetables as a result of seeing health promotion messages in the media or in information leaflets (Table 5.37). Forty-two per cent [632] changed their diet in other ways a little or a lot as a result of seeing health promotion messages in the media or in information leaflets. Fifty-nine per cent [884] did not increase the amount of exercise they took as a result of seeing health promotion messages in the media or in information leaflets.

**TABLE 5.37:** *Thinking about health promotion messages in the media or information leaflets, to what extent have these made you do any of the following during the last 12 months? (N=1,500)*

	<i>A lot</i>		<i>A little</i>		<i>Not at all</i>		<i>N/A</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Eat more fruit and vegetables	270	18	432	29	798	53	-	-
Improved your diet in other ways	224	15	408	27	868	58	-	-
Increased the amount of exercise you take	211	14	405	27	884	59	-	-
Reduced the amount of alcohol you drink	63	4	168	11	694	46	574	38
Reduced / stopped smoking	72	5	123	8	317	21	988	66

Males were significantly more likely than females to state that they did not do any of the following as a result of seeing health promotion messages in the media or in information leaflets (Table 5.38).

**TABLE 5.38:** *Thinking about health promotion messages in the media or information leaflets, to what extent have these made you do any of the following during the last 12 months... by gender (N=1,500)*

	<i>A lot</i>		<i>A little</i>		<i>Not at all</i>	
	<i>%</i>		<i>%</i>		<i>%</i>	
	<i>Female</i>	<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>	<i>Male</i>
Eat more fruit and vegetables*	20	16	30	27	50	57
Improved your diet in other ways*	16	14	30	25	55	61
Increased the amount of exercise you take***	16	12	29	25	54	64

Respondents with formal educational qualifications were significantly more likely to state that they had not reduced the amount of alcohol they drank as a result of seeing health promotion messages in the media or in information leaflets (Table 5.39).

**TABLE 5.39:** *Thinking about health promotion messages in the media or information leaflets, to what extent have these made you reduce the amount of alcohol you drink?* (N=921)

	<i>With formal qualifications</i>		<i>No formal qualifications</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
A lot	40	6	23	10
A little	120	17	48	21
Not at all*	528	77	161	69
<b>Total</b>	<b>688</b>	<b>100</b>	<b>233</b>	<b>100</b>

### 5.3.2 USE OF INTERNET TO ACCESS INFORMATION ABOUT HEALTH OR SOCIAL CARE IN THE LAST TWELVE MONTHS

Just over a tenth of respondents (11%) [161] confirmed having used the internet to access information about health and social care in the last twelve months (Table 5.40). The remaining 89% [1,339] stated that they had not used the internet to access information about health and social care in the last twelve months. No statistically significant differences were found when comparisons were made between using the internet to access information about health or social care in the last twelve months by health board area.

**TABLE 5.40:** *Have you used the internet to access information about health or social care in the last 12 months?* (N=1,500)

	<i>N</i>	<i>%</i>
Yes	161	11
No	1,339	89
<b>Total</b>	<b>1,500</b>	<b>100</b>

Those aged 65+ years were significantly less likely to have reported having used the internet to access information about health or social care in the last twelve months (Table 5.41).

**TABLE 5.41:** *Have you used the internet to access information about health or social care in the last 12 months by age* (N=1,500)

	<i>18-24 yrs</i>		<i>25-44 yrs</i>		<i>45-64 yrs</i>		<i>65+ yrs</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	20	18	87	18	47	9	7	2
No	89	82	400	82	462	91	388	98
<b>Total</b>	<b>109</b>	<b>100</b>	<b>487</b>	<b>100</b>	<b>509</b>	<b>100</b>	<b>395</b>	<b>100</b>

Respondents with formal educational qualifications were significantly more likely to report having used the internet to access information about health or social care in the last twelve months (Table 5.42).

**TABLE 5.42:** *Have you used the internet to access information about health or social care in the last 12 month by educational qualification? (N=1,485)*

	<i>With formal qualifications</i>		<i>No formal qualifications</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	151	15	10	2
No	846	85	478	98
<b>Total</b>	<b>997</b>	<b>100</b>	<b>488</b>	<b>100</b>

Respondents in the higher social classes (ABC1) were significantly more likely than those from social classes C2DE to state that they had used the internet to access information about health or social care in the last twelve months (Table 5.43).

**TABLE 5.43:** *Have you used the internet to access information about health or social care in the last 12 month by social class (N=1,395)*

	<i>ABC1</i>		<i>C2DE</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	120	15	31	5
No	698	85	546	95
<b>Total</b>	<b>818</b>	<b>100</b>	<b>578</b>	<b>100</b>

## 5.4 GENERAL ISSUES

### 5.4.1 PERCEPTIONS OF THE BIGGEST PROBLEMS FACING HEALTH AND SOCIAL CARE SERVICES IN NORTHERN IRELAND TO-DAY

Respondents were asked to comment on what they perceived to be the biggest problems facing health and social care services in Northern Ireland to-day. The main comments made are shown below. (See Attachment 4 for a complete list of comments made).

Of the survey respondents who gave an answer to this question:

- Almost a quarter (24%) indicated that lack of funding was a major issue;
- Almost one fifth (19%) indicated that the waiting times being too long were the biggest problem; and,
- 14% believed that staff shortages were the biggest concern.

## 5.4.2 PERCEPTIONS OF WHETHER OR NOT HEALTH AND SOCIAL CARE SERVICES TREAT ALL GROUPS FAIRLY

As Table 5.44 shows, 71% [1,070] of respondents thought that health and social services treated all groups fairly. Fifteen per cent [230] thought that health and social services did not treat all groups fairly, whilst 13% [200] did not know. No statistically significant differences were found when comparisons were made between whether or not respondents felt that health and social care services treated all groups fairly by health board area.

**TABLE 5.44:** *Do you feel that health and social care services treat all groups fairly?* (N=1,500)

	<i>NI</i>		<i>Eastern</i>		<i>Northern</i>		<i>Southern</i>		<i>Western</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes	1,070	71	387	68	265	73	217	71	202	76
No	230	15	98	17	51	14	52	17	30	11
Don't know	200	13	84	15	46	13	36	12	33	13
<b>Total</b>	<b>1,500</b>	<b>99</b>	<b>568</b>	<b>100</b>	<b>362</b>	<b>100</b>	<b>305</b>	<b>100</b>	<b>264</b>	<b>100</b>

Male respondents were significantly more likely than females to express the view that health and social services do treat all groups fairly (Table 5.45).

**TABLE 5.45:** *Do services treat all groups fairly by gender* (N=1,500)

	<i>Female</i>		<i>Male</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	525	67	545	76
No	143	18	87	12
Don't know	112	14	88	12
<b>Total</b>	<b>780</b>	<b>99</b>	<b>720</b>	<b>100</b>

Respondents in the 18-24 years of age category were significantly more likely than those from other age groups to state that health and social services treat all groups fairly (Table 5.46).

**TABLE 5.46:** *Do services treat all groups fairly by age* (N=1,500)

	<i>18-24 yrs</i>		<i>25-44 yrs</i>		<i>45-64 yrs</i>		<i>65+ yrs</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	92	85	352	72	337	66	288	73
No	9	9	79	16	98	19	44	11
Don't know	7	7	56	11	73	14	63	16
<b>Total</b>	<b>109</b>	<b>101</b>	<b>487</b>	<b>99</b>	<b>509</b>	<b>99</b>	<b>395</b>	<b>100</b>

Catholics were significantly more likely than Protestants to report that services treated all groups fairly (Table 5.47).

**TABLE 5.47:** *Do services treat all groups fairly by religion* (N=1,275)

	<i>Protestant</i>		<i>Catholic</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	506	69	406	76
No	111	15	82	15
Don't know	122	17	47	9
<b>Total</b>	<b>739</b>	<b>101</b>	<b>536</b>	<b>100</b>

Respondents in the lower social classes (C2DE) were significantly more likely than those from social classes ABC1 to state that health and social care services treat all groups fairly (Table 5.48).

	<i>ABC1</i>		<i>C2DE</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	553	68	446	77
No	143	17	72	12
Don't know	122	15	60	10
<b>Total</b>	<b>818</b>	<b>100</b>	<b>578</b>	<b>99</b>

#### 5.4.3 PERCEPTIONS OF GROUPS THAT ARE TREATED LESS FAVOURABLY

Respondents were asked to comment on which group / groups they believed were treated less favourably. The main comments made are shown below. (See Attachment 4 for a complete list of comments).

Of the survey respondents who believed that health and social services does not treat all groups fairly:

- almost two thirds (63%) felt that elderly people were treated less favourably; and,
- 4% considered that working class people were treated less favourably.

#### 5.4.4 PAYMENTS MADE FROM OWN FUNDS FOR HEALTH AND SOCIAL CARE SERVICES IN THE LAST TWELVE MONTHS

Eight per cent of respondents [124] confirmed that they had paid for other health and social care services directly from their own funds in the last twelve months (Table 5.49). The remaining 92% [1376] stated that they had not paid for any health or social care service directly from their own funds in the last twelve months.

	<i>NI</i>		<i>Eastern</i>		<i>Northern</i>		<i>Southern</i>		<i>Western</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes	124	8	41	7	37	10	27	9	19	7
No	1,376	92	527	93	325	90	278	91	246	93
<b>Total</b>	<b>1,500</b>	<b>100</b>	<b>568</b>	<b>100</b>	<b>362</b>	<b>100</b>	<b>305</b>	<b>100</b>	<b>264</b>	<b>100</b>

#### 5.4.5 LAST SERVICE OR TREATMENT PAID FOR

Respondents were asked if they had paid for health and social care services in the last twelve months.

Of the 8% who indicated that they had paid, the responses showed that:

- Almost a quarter of them (23%) have paid for opticians’ services;
- 13% of them had paid for physiotherapy; and,
- 8% of them had paid to see a private consultant.

See Attachment 4 for a complete list of services / treatments paid for by respondents.

#### 5.4.6 MAIN REASON CHOSE TO PAY FOR HEALTH OR SOCIAL CARE SERVICE

Respondents were asked to give the main reason why they chose to pay for particular health and social care services.

The survey also found that there were two main reasons for paying:

- not wanting to wait (31%); and,
- treatment required was not available on the National Health Service (24%)

See Attachment 4 for a complete list of reasons given.

#### 5.4.7 PERCEPTIONS OF HOW EFFECTIVE THE HEALTH AND SOCIAL SERVICES ARE IN RESOLVING COMPLAINTS

Almost a third of respondents (32%) [477] thought that health and social services were either effective or very effective in resolving complaints (Table 5.50). Eighteen per cent [274] considered health and social services to be not very effective or not effective at all in resolving complaints. Thirty-eight per cent [566] reported that they had no knowledge of complaints.<sup>9</sup>

**TABLE 5.50:** *How effective do you think the Health and Social Services are in resolving complaints? (N=1,500)*

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very effective	100	7	32	6	20	6	23	8	26	10
Effective	377	25	140	25	88	24	84	28	65	25
Not very effective	183	12	60	11	51	14	40	13	31	12
Not effective at all	91	6	44	8	16	5	23	8	8	3
Have no knowledge of complaints	566	38	207	37	151	42	104	34	104	39
Don't know	183	12	86	15	36	10	31	10	31	12
<b>Total</b>	<b>1,500</b>	<b>100</b>	<b>568</b>	<b>102</b>	<b>362</b>	<b>101</b>	<b>305</b>	<b>101</b>	<b>264</b>	<b>101</b>
Effective	477	64	172	62	108	62	107	63	90	70
Not effective	274	37	104	38	67	39	63	37	40	31
<b>Total</b>	<b>751</b>	<b>101</b>	<b>275</b>	<b>100</b>	<b>175</b>	<b>101</b>	<b>170</b>	<b>100</b>	<b>130</b>	<b>101</b>

<sup>9</sup> Please note that the figures in the shaded area of Table 5.50 have been based only on those respondents who expressed a view on effectiveness. In other words, those who reported having had no knowledge of complaints or did not know have been omitted.

#### 5.4.8 OVERALL SATISFACTION WITH HEALTH AND SOCIAL CARE SERVICES IN NORTHERN IRELAND AT PRESENT

Overall, almost four-fifths of respondents (79%) [1,181] reported being either satisfied or very satisfied with health and social services in Northern Ireland at present (Table 5.51). Seventeen per cent [258] were either dissatisfied or very dissatisfied with health and social services in Northern Ireland at present. The remaining 4% [60] did not know how satisfied or dissatisfied they were with health and social services in Northern Ireland at present.

**TABLE 5.51:** Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present? (N=1,500)

	NI		Eastern		Northern		Southern		Western	
	N	%	N	%	N	%	N	%	N	%
Very satisfied	276	18	102	18	63	17	59	19	52	20
Satisfied	906	60	332	59	233	64	175	57	165	62
Dissatisfied	196	13	80	14	41	11	42	14	33	12
Very Dissatisfied	62	4	31	5	13	4	14	5	4	2
Don't know	60	4	23	4	11	3	15	5	11	4
<b>Total</b>	<b>1,500</b>	<b>99</b>	<b>568</b>	<b>100</b>	<b>362</b>	<b>99</b>	<b>305</b>	<b>100</b>	<b>264</b>	<b>100</b>
Satisfied	1,181	79	434	76	296	82	234	77	217	82
Dissatisfied	258	17	111	20	55	15	56	18	37	14
Don't know	60	4	23	4	11	3	15	5	11	4
<b>Total</b>	<b>1,500</b>	<b>100</b>	<b>568</b>	<b>100</b>	<b>362</b>	<b>100</b>	<b>305</b>	<b>100</b>	<b>264</b>	<b>100</b>

Females were significantly more likely than males to report being dissatisfied with health and social care services in Northern Ireland at present (Table 5.52).

**TABLE 5.52:** Overall satisfaction with health and social care services by gender (N=1,500)

	Female		Male	
	N	%	N	%
Very satisfied	126	16	149	21
Satisfied	473	61	433	60
Dissatisfied**	122	16	74	10
Very Dissatisfied	32	4	31	4
Don't know	27	4	33	5
<b>Total</b>	<b>780</b>	<b>101</b>	<b>720</b>	<b>100</b>
Satisfied	599	77	582	81
Dissatisfied*	154	20	105	15
Don't know	27	4	33	5
<b>Total</b>	<b>780</b>	<b>101</b>	<b>720</b>	<b>101</b>

Respondents in the 65+ years of age category were significantly more likely than those in other age groups to report being very satisfied with health and social care services in Northern Ireland (Table 5.53). Overall, those aged between 45-64 years were significantly more likely to report being dissatisfied with health and social care services.

**TABLE 5.53: Overall satisfaction with health and social care services by age (N=1,500)**

	18-24 yrs		25-44 yrs		45-64 yrs		65+ yrs	
	N	%	N	%	N	%	N	%
Very satisfied***	16	15	64	13	84	17	112	28
Satisfied	75	69	323	66	288	57	219	55
Dissatisfied	10	10	69	14	76	15	42	11
Very Dissatisfied	3	3	18	4	37	7	4	1
Don't know	4	4	14	3	24	5	19	5
<b>Total</b>	<b>109</b>	<b>101</b>	<b>487</b>	<b>100</b>	<b>509</b>	<b>101</b>	<b>395</b>	<b>100</b>
<hr/>								
Satisfied	91	84	387	80	373	73	330	84
Dissatisfied**	14	12	87	18	112	22	46	12
Don't know	4	4	14	3	24	5	19	5
<b>Total</b>	<b>109</b>	<b>100</b>	<b>487</b>	<b>101</b>	<b>509</b>	<b>100</b>	<b>395</b>	<b>101</b>

No statistically significant differences were found when comparisons were made between overall satisfaction with health and social care services with regard to having children (Table 5.54).

**TABLE 5.54: Overall satisfaction with health and social care services by whether or not have children (N=1,496)**

	Have Children		Have No Children	
	N	%	N	%
Very satisfied	63	15	213	20
Satisfied	267	63	636	59
Dissatisfied	65	15	132	12
Very Dissatisfied	17	4	45	4
Don't know	11	3	48	5
<b>Total</b>	<b>423</b>	<b>100</b>	<b>1,073</b>	<b>100</b>
<hr/>				
Satisfied	330	78	848	79
Dissatisfied	82	19	177	17
Don't know	11	3	48	5
<b>Total</b>	<b>423</b>	<b>100</b>	<b>1,073</b>	<b>101</b>

No statistically significant differences were found when comparisons were made between overall satisfaction with health and social care services with regard to religion (Table 5.55).

**TABLE 5.55: Overall satisfaction with health and social care services by religion (N=1,275)**

	Protestant		Catholic	
	N	%	N	%
Very satisfied	137	19	101	19
Satisfied	446	60	326	61
Dissatisfied	104	14	70	13
Very Dissatisfied	25	3	23	4
Don't know	28	4	16	3
<b>Total</b>	<b>739</b>	<b>100</b>	<b>536</b>	<b>100</b>
<hr/>				
Satisfied	583	79	427	80
Dissatisfied	129	17	93	17
Don't know	28	4	16	3
<b>Total</b>	<b>739</b>	<b>100</b>	<b>536</b>	<b>100</b>

Respondents in the higher income bracket (£30,000+) were significantly more likely to report being dissatisfied with health and social services in Northern Ireland (Table 5.56).

**TABLE 5.56: Overall satisfaction with health and social care services by income (N=1,500)**

	<i>Less than £10,000</i>	<i>£10,000 - £19,999</i>	<i>£20,000 - £29,999</i>	<i>£30,000+</i>	<i>Don't Know / Refused</i>
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
Very satisfied	23	14	15	8	19
Satisfied	56	66	61	66	60
Dissatisfied*	14	13	13	17	12
Very Dissatisfied	4	4	5	6	4
Don't know	2	3	6	3	6
<b>Total</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
<hr/>					
Satisfied	79	81	76	74	79
Dissatisfied	19	16	18	23	16
Don't know	2	3	6	3	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>

Those with caring responsibilities (apart from children) were significantly more likely than those without to be dissatisfied with health and social services in Northern Ireland (Table 5.57).

**TABLE 5.57: Overall satisfaction with health and social care services by whether or not have significant caring responsibilities (apart from children) (N=1,500)**

	<i>Have Significant Caring Responsibilities (Apart from Children)</i>		<i>Do not have significant caring responsibilities (Apart from Children)</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied	36	17	240	19
Satisfied	114	54	791	61
Dissatisfied*	43	20	154	12
Very Dissatisfied	11	5	51	4
Don't know	7	3	53	4
<b>Total</b>	<b>212</b>	<b>99</b>	<b>1,288</b>	<b>100</b>
<hr/>				
Satisfied	151	71	1031	80
Dissatisfied**	54	26	204	16
Don't know	7	3	53	4
<b>Total</b>	<b>212</b>	<b>100</b>	<b>1,288</b>	<b>100</b>

Those with no formal qualifications were significantly more likely than those with formal qualifications to report being satisfied with health and social services in Northern Ireland (Table 5.58).

**TABLE 5.58: Overall satisfaction with health and social care services by educational qualification (N=1,485)**

	<i>With formal qualifications</i>		<i>With no formal qualifications</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied*	165	17	109	22
Satisfied	605	61	296	61
Dissatisfied	140	14	51	10
Very Dissatisfied	43	4	18	4
Don't know	44	4	13	3
<b>Total</b>	<b>997</b>	<b>100</b>	<b>488</b>	<b>100</b>
Satisfied*	771	77	406	83
Dissatisfied	182	18	69	14
Don't know	44	4	13	3
<b>Total</b>	<b>997</b>	<b>99</b>	<b>488</b>	<b>100</b>

Respondents who were married / cohabiting were significantly more likely than those from other marital groups to report being dissatisfied with health and social services in Northern Ireland (Table 5.59).

**TABLE 5.59: Overall satisfaction with health and social care services by marital status (N=1,496)**

	<i>Single</i>		<i>Married / Cohabiting</i>		<i>Separated / Divorced / Widowed</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied	70	20	143	16	62	23
Satisfied	223	63	528	60	153	57
Dissatisfied*	36	10	134	15	26	10
Very Dissatisfied	12	3	40	5	9	4
Don't know	10	3	34	4	16	6
<b>Total</b>	<b>351</b>	<b>99</b>	<b>879</b>	<b>100</b>	<b>267</b>	<b>100</b>
Satisfied	293	84	671	76	216	81
Dissatisfied**	48	14	174	20	35	13
Don't know	10	3	34	4	16	6
<b>Total</b>	<b>351</b>	<b>101</b>	<b>879</b>	<b>100</b>	<b>267</b>	<b>100</b>

Respondents in social classes (C2DE) were significantly more likely than those from social classes ABC1 to report being satisfied with health and social care services in Northern Ireland (Table 5.60).

**TABLE 5.60: Overall satisfaction with health and social care services by social class (N=1,395)**

	<i>ABC1</i>		<i>C2DE</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied	148	18	115	20
Satisfied	477	58	362	63
Dissatisfied	117	14	63	11
Very Dissatisfied	42	5	20	3
Don't know	34	4	19	3
<b>Total</b>	<b>818</b>	<b>99</b>	<b>578</b>	<b>100</b>
Satisfied*	625	76	477	83
Dissatisfied	159	19	82	14
Don't know	34	4	19	3
<b>Total</b>	<b>818</b>	<b>99</b>	<b>578</b>	<b>100</b>

Respondents who were not in employment were significantly more likely than those in employment to report being very satisfied with health and social services in Northern Ireland (Table 5.61).

**TABLE 5.61: Overall satisfaction with health and social care services by employment status (N=1,490)**

	<i>In employment</i>		<i>Not in employment</i>	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Very satisfied***	88	13	187	24
Satisfied	460	65	439	56
Dissatisfied	91	13	104	13
Very Dissatisfied	36	5	26	3
Don't know	29	4	29	4
<b>Total</b>	<b>704</b>	<b>100</b>	<b>786</b>	<b>100</b>
Satisfied	547	78	626	80
Dissatisfied	127	18	130	17
Don't know	29	4	29	4
<b>Total</b>	<b>704</b>	<b>100</b>	<b>786</b>	<b>101</b>

No statistically significant differences were found when comparisons were made between overall satisfaction with health and social care services with regard to type of area lived in (Table 5.62).

**TABLE 5.62:** Overall satisfaction with health and social care services by type of area lived in (N=1,485)

	<i>City</i>	<i>Suburbs</i>	<i>Large town</i>	<i>Small town</i>	<i>Rural area</i>
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
Very satisfied	22	19	14	19	19
Satisfied	54	60	64	60	61
Dissatisfied	15	13	14	11	13
Very Dissatisfied	4	3	6	4	4
Don't know	5	5	3	5	3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>
Satisfied	76	79	77	79	80
Dissatisfied	19	17	20	15	17
Don't know	5	5	3	5	3
<b>Total</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>