

ATTACHMENT 1
QUESTIONNAIRE

Final Version

Health & Social Well-being Survey

Regional Strategy for Health and Social Services in N Ireland

Research & Evaluation Services (RES)

22 April 2004

SECTION A – PRIMARY HEALTH & SOCIAL CARE SERVICES

(explain Health & Social care services is not social security or private health care)

PRIMARY CARE SERVICES	
1	GP
2	Social Worker
3	Health Visitor, Midwife or District Nurse (Community Nursing)
4	Occupational Therapy / Physiotherapy / Speech and Language / Chiropody / Podiatry (Allied Professions to Health)
5	Home Help / Homecare Service
6	Day-centre Services / Elderly, Disabled
7	Pharmacy
8	Dentist
9	Community psychiatric services

I am going to read out a list of health and social care services and ask:
(ASK A1 TO A8 FOR EACH SERVICE)

A1 Have you any direct experience of using the service in the **last 12 months?**

Yes	No
1	2

A2 If used the service how would you rate each of the following:

ASK		Excellent	Good	Fair	Poor
Not 2,3,5	The convenience of getting to the service	1	2	3	4
Not 7	The length of time taken to receive the services of your<<practitioner>>	1	2	3	4
All	The helpfulness of any information provided	1	2	3	4
Not 5,7	The explanation of the next steps in your care	1	2	3	4
All	The general attitude of the <<professional medical staff>>	1	2	3	4
1, 8	The general attitude of the reception staff	1	2	3	4
7	The general attitude of the counter staff in the pharmacy	1	2	3	4
Not 2,3,5,7	The condition of the premises	1	2	3	4

A3 ASK FOR 1 ONLY

The last time you arranged a routine, non-emergency appointment to see your GP, how long did you have to wait for the appointment? [Open ended question – Do NOT prompt]

Same day	1	Go to A4
Next day	2	
2 days	3	
3 days	4	
4 – 7 days	5	
8 – 14 days	6	
More than 2 weeks	7	
Did not arrange a non-emergency in the last year	8	Go to A5

ASK FOR 1 ONLY

A4 How satisfied were you with the length of time you had to wait for your appointment?

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

ASK FOR 1 ONLY

A5 How satisfied are you with arrangements for **emergency** appointments to see your GP?

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

ASK FOR 1 ONLY

A6 How satisfied are you with arrangements for repeat prescriptions from your GP?

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

ALL

A7 Overall, how satisfied or dissatisfied were you with the service?

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

A8 Please suggest one change to improve the service in the future?
(DO NOT PROMPT)

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SECTION B – SECONDARY CARE

	SECONDARY CARE SERVICES
1	Had an overnight stays in Hospital for planned or emergency treatment
2	Day surgery (medical procedure carried out in hospital but with no overnight stay)
3	Attended a hospital outpatient appointment
4	Visited a Hospital A&E department (Casualty)

I am now going to read out a list of Hospital related services and again ask:
(ASK B1 TO B4 FOR EACH SERVICE)

B1 Have you any direct experience of using the service in the **last 12 months?**
(NOTE – if necessary, explain that this excludes any private (non-NHS) services)

Yes	No
1	2

B2 If used the service how would you rate each of the following:

		Excellent	Good	Fair	Poor
All	The convenience of getting to the service	1	2	3	4
4	Being seen and treated quickly by the doctor/nurse	1	2	3	4
All	The helpfulness of any information provided	1	2	3	4
All	The explanation of the next steps in your care	1	2	3	4
All	The general attitude of the doctors	1	2	3	4
All	The general attitude of the nurses	1	2	3	4
All	The condition of the premises	1	2	3	4
1	The quality of hospital food	1	2	3	4
All	The level of privacy	1	2	3	4
1	Discharge arrangements	1	2	3	4

(All)

B3 Overall, how satisfied or dissatisfied were you with the service?

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

B4 Please suggest one change to improve the service in the future?
(DO NOT PROMPT)

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SECTION C – PUBLIC HEALTH

C1 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?

	A lot	A little	Not at all	N/A
Eat more fruit and vegetables	1	2	3	
Improved your diet in other ways	1	2	3	
Increased the amount of exercise you take	1	2	3	
Reduced the amount of alcohol you drink	1	2	3	4
Reduced / stopped smoking	1	2	3	4

C2 Have you used the internet to access information about health or social care in the last 12 months?

Yes	1
No	2

SECTION D – GENERAL ISSUES

INCLUDE COMMENT: THE FOLLOWING QUESTIONS RELATE TO BOTH HEALTH AND SOCIAL CARE SERVICES IN NORTHERN IRELAND

D1 What do you feel is the biggest problem facing health and social care services in Northern Ireland today?

(UNPROMPTED – CODE ONE RESPONSE ONLY)

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D2 Do you feel that health and social care services treat all groups fairly?

(NOTE – if necessary, can explain age, gender, religion, race etc.)

Yes	1	Go to D4
No	2	Go to D3
Don't Know	3	Go to D4

D3 Which group / groups do you believe are treated less favourably?

DO NOT PROMPT

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D4 Other than paying for prescribed medication or dental treatment, have you paid for any other health or social care service directly from your own funds in the last 12 months (do not include private medical insurance)?

Yes	1	-> go to D5
No	2	-> go to D7

D5 Would you mind telling me what was the last service or treatment you paid for? You don't need to tell me if you don't want to.

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D6 What was the main reason you choose to pay for this health or social care service?
DO NOT PROMPT

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D7 How effective do you think the Health and Social Services are in resolving complaints?

Very effective	1
Effective	2
Not very effective	3
Not effective at all	4

(All)

D8 Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present?

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

SECTION E – BACKGROUND QUESTIONS

E1 GENDER: **(Do not ask; code only)**

Male	1
Female	2

E2 AGE: Please tell me your age. (Open ended **and code actual age**)

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E2b Age group – CODED FROM E2.

18-24	1
25-44	2
45-64	3
65-74	4
75+	5

E3 What is your marital status?

Single	1
Married	2
Cohabiting	3
Separated	4
Divorced	5
Widowed	6

E4 Number of Dependent Children aged 18 or under (if any)?

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(N/A = 88)

E5 What is the age of your youngest dependent child?

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(N/A = 88)

E6 Apart from dependant children, do you have any other significant caring responsibilities (e.g. a person who is disabled, elderly, chronically sick)

Yes	1
No	2

E7 Highest Educational Qualification (one only)

Degree Level or Higher	1
BTEC (Higher), BEC (Higher), TEC (Higher), HNC, HND	2
GCE A' Level (including NVQ Level 3), Senior Leaving Certificate	3
BTEC (National), TEC (National), BEC (National), ONC, OND	4
GCSE (including NVQ Level 2), GCE O' Level (including CSE Grade 1), BTEC (General), BEC (General), Junior Leaving Certificate	5
CSE (other than Grade 1)	6
Other qualification	7
No formal qualification	8

E8 Employment Status

Self-employed	1	Go to E10
Working full-time	2	
Working part-time	3	
Not working (seeking work)	4	Go to E9
Not working (Not seeking work)	5	
On a Government Training Scheme	6	
Retired	7	Go to E10
Student (Further or Higher Education)	8	Go to E9
Other (please specify)	9	

E9 Have you ever had a paid job?

Yes	1	Go to E10
No	2	Go to E11

E10 What is / was the title of your present / most recent job?

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And briefly describe what that work involves / involved.

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E11 Which community background group would you say you belonged to?
(DN – Prompt with the list below)

Protestant	1
Catholic	2
Other (no need to specify)	3
None	4
Refused	5

E12 What is your income before tax and national insurance contributions? Include all income from employment and benefits?

Under £3,000 per annum (less than £60 per week)	1
£3,000 - £3,999 per annum (£60 - £80 per week)	2
£4,000 - £6,999 per annum (£80 - £135 per week)	3
£7,000 - £9,999 per annum (£135 - £195 per week)	4
£10,000 - £14,999 per annum (£195 - £290 per week)	5
£15,000 - £19,999 per annum (£290 - £385 per week)	6
£20,000 - £25,999 per annum (£385 - £500 per week)	7
£26,000 - £29,999 per annum (£500 - £580 per week)	8
£30,000 - £39,999 per annum (£580 - £770 per week)	9
£40,000 + per annum (£770+ per week)	10

E13 Would you describe the area you live in as...

City	1
Suburb	2
Large Town	3
Small Town	4
Rural area (including village or hamlet)	5
Don't know	6
Refused	7

E14 Postcode e.g. BT07 3GZ INTERVIEWER PLEASE COMPLETE IN FULL - CODE DIRECT FROM ADDRESS LIST

BT

(INTERVIEWER READ:) Thank you for taking this time to answer these important questions. *This has given us valuable information about how people think about health and social services in Northern Ireland. I hope you found it interesting.*

(THANK RESPONDENT)

ATTACHMENT 2

TECHNICAL REPORT

1 RESEARCH DESIGN AND IMPLEMENTATION

1.1 IMPLEMENTING THE RESEARCH

The research was implemented as a discrete survey similar to that run in 2003.

1.2 METHODOLOGY

The research method applied was consistent with that used in the 2003 survey. The survey was quantitative in nature and was implemented using Computer Assisted Telephone Interviewing (CATI) at RES' Telephone Research Centre.

1.3 RES' TELEPHONE RESEARCH FACILITY

All interviews were conducted at RES' state-of-the-art Telephone Research Centre based in Belfast. The 24 station facility incorporates the most up-to-date software and hardware for computer telephony. The system combines Siemens telephony hardware, the call handling software 'Call View' (Swan Solutions) and 'Surveycraft' Computer Assisted Telephone Interviewing software (part of the SPSS group). RES has operated Surveycraft software on its Computer Assisted Personal Interviewing facility since 1996 and has highly trained Surveycraft spec writers in-house. A dedicated team of social research interviewers was used to conduct the survey.

1.4 SAMPLING OF HOUSEHOLDS

Stage one involved drawing a simple random sample of telephone numbers from an electronic copy of British Telecom's domestic listing.

1.5 SELECTING INDIVIDUALS WITHIN HOUSEHOLDS

Stage two involved selecting an adult (18+) with the most recent birthday to take part in the survey.

1.6 PILOTING THE QUESTIONNAIRE

The survey was piloted on 10 cases. Modifications to the questionnaire content and length were then made and a further pilot of 10 cases was carried out to ensure the smooth running of the questionnaire.

1.7 LENGTH OF QUESTIONNAIRE

The average length of interview in the survey was found to be 10 minutes per person interviewed.

1.8 FIELDWORK DATES

Fieldwork for the survey commenced on 14 April 2004 and was completed on 24 May 2004.

1.9 SURVEY PROFILE

The table below gives a breakdown of the profile of the 1500 sampled interviewees.

Table 2 Sample Profile		
Gender	N	%
Male	720	48
Female	780	52
Age Group		
18-24	109	7
25-44	487	33
45-64	509	34
65-74	244	16
75+	151	10
Health Board		
Northern	362	24
Southern	305	20
Eastern	568	38
Western	264	18
Total	1500	100

1.10 QUALITY ASSURANCE PROCEDURES

RES applies a range of quality assurance procedures to survey projects. In addition to monitoring interviewer performance through the CATI programme, a 10% sample of each interviewers allocation is back-checked by our team of telephone supervisors via the system's 'listening in' facility. RES interviewers have quarterly appraisals by fieldwork supervisors to review their performance as well as annual training reviews. These procedures are applied to all assignments conducted by RES on behalf of public sector organisations in Northern Ireland.

1.11 DATA HANDLING AND OUTPUTS

All data from the survey was captured using SurveyCraft software, and subsequently exported to SPSS. In addition a full range of validation checks were applied to the survey data file ensuring that the data set met the highest possible standards for validity and reliability. All data from the survey was supplied to the Agency in SPSS format.

ATTACHMENT 3

BACKGROUND VARIABLES

GENDER

As Table 1 shows, 52% of respondents [780] were female, 48% [720] were male.

	<i>N</i>	<i>%</i>
Male	720	48
Female	780	52
Total	1,500	100

AGE GROUP

Over a third of respondents (34%) [509] were aged between 45-64 years of age. A further 33% [487] were aged between 25-44 years, 16% [244] were aged 65-74 years. One tenth of respondents (10%) [151] were aged over 75 years. Seven per cent [109] were aged between 18-24 years (Table 5.2).

	<i>N</i>	<i>%</i>
18-24 years	109	7
25-44 years	487	33
45-64 years	509	34
65-74 years	244	16
75+	151	10
Total	1,500	100

MARITAL STATUS

As Table 3 shows, over half the respondents (57%) [860] were married, almost a quarter (23%) [351] were single. Of those remaining 12% were widowed [177], 4% were divorced [59], 2% were separated [31] and 1% [18] were living with partners.

	<i>N</i>	<i>%</i>
Single	351	23
Married	860	57
Living with partner	18	1
Separated	31	2
Divorced	59	4
Widowed	177	12
Refused	4	-
Total	1,500	99

CHILDREN

Over a quarter of respondents (28%) [428] had dependent children aged 18 or under.

	<i>N</i>	<i>%</i>
Yes	423	28
No	1,073	72
Refused	4	-
Total	1,500	100

CARING RESPONSIBILITIES

Fourteen per cent of respondents [212] confirmed that they had a significant caring responsibility other than a dependant child (Table 5). The remaining 86% [1288] reported that they had no other significant caring responsibilities.

	<i>N</i>	<i>%</i>
Yes	212	14
No	1,288	86
Total	1,500	100

HIGHEST EDUCATIONAL QUALIFICATION

Almost a third of all respondents (32%) [488] had no formal qualification. One fifth (21%) [309] were educated to GCSE level (Table 6). Nineteen per cent [286] were educated to degree level.

	<i>N</i>	<i>%</i>
Degree Level or Higher	286	19
BTEC (Higher), BEC (Higher), TEC (Higher), HNC, HND	69	5
GCE A' Level (including NVQ Level 3), Senior Leaving Certificate	192	13
BTEC (National), TEC (National), BEC (National), ONC, OND	34	2
GCSE (including NVQ Level 2), GCE O' Level (including CSE Grade 1), BTEC (General), BEC (General), Junior Leaving Certificate	309	21
CSE (other than Grade 1)	29	2
Other qualification	78	5
No formal qualification	488	32
Refused	15	1
Total	1,500	100

EMPLOYMENT STATUS

Thirty-four per cent [514] of respondents who took part in the survey were retired, 31% [465] were working full-time, 10% [154] were working part-time and 9% [137] were not working (not seeking work) (Table 7).

	<i>N</i>	<i>%</i>
Self-employed	84	6
Working full-time	465	31
Working part-time	154	10
Not working (seeking work)	56	4
Not working (Not seeking work)	137	9
On a Government Training Scheme	2	-
Retired	514	34
Student (Further or Higher Education)	39	3
Other (please specify)	38	3
Refused	10	1
Total	1,500	101

EVER HAD A PAID JOB

Those not working were asked if they had ever had a paid job. Eighty-seven per cent [237] said they did have a paid job (Table 8). Twelve per cent [32] of respondents said they had never had a paid job.

	<i>N</i>	<i>%</i>
Yes	237	87
No	32	12
Don't know	3	1
Total	272	100

COMMUNITY BACKGROUND

Forty per cent of respondents [606] said they belonged to a Protestant background. A third of respondents (32%) [481] belonged to a Catholic background (Table 9). Almost a quarter of respondents (25%) [368] stated they belonged to another community background.

	<i>N</i>	<i>%</i>
Protestant	606	40
Catholic	481	32
Other	368	25
Not specified	45	3
Total	1,500	100

INCOME

Just over a tenth of respondents (12%) [173] said their income before tax and National Insurance contributions was between £10,000 and £14,999 per annum (Table 10). A further 10% [144] reported that their income was between £4,000 and £6,999. Almost a quarter (23%) [351] stated that they did not know their income, whilst 14% [217] refused to comment.

TABLE 10: *What is your income before tax and national insurance contributions? Include all income from employment and benefits? (N=1,500)*

	<i>N</i>	<i>%</i>
Under £3,000 per annum (less than £60 per week)	77	5
£3,000 - £3,999 per annum (£60 - £80 per week)	73	5
£4,000 - £6,999 per annum (£80 - £135 per week)	144	10
£7,000 - £9,999 per annum (£135 - £195 per week)	122	8
£10,000 - £14,999 per annum (£195 - £290 per week)	173	12
£15,000 - £19,999 per annum (£290 - £385 per week)	112	7
£20,000 - £25,999 per annum (£385 - £500 per week)	104	7
£26,000 - £29,999 per annum (£500 - £580 per week)	30	2
£30,000 - £39,999 per annum (£580 - £770 per week)	65	4
£40,000 + per annum (£770+ per week)	34	2
Don't know	351	23
Refused	217	14
Total	1,500	100

AREA LIVED IN

Almost a third of respondents (30%) [443] described the area they lived in as a rural area. One-fifth (20%) [305] lived in a suburb (Table 11). Eighteen per cent [271] said they lived in a small town, 17% [257] lived in a large town and 14% [209] stated they lived in a city.

TABLE 11: *Would you describe the area you live in as... (N=1,500)*

	<i>N</i>	<i>%</i>
City	209	14
Suburb	305	20
Large Town	257	17
Small Town	271	18
Rural area (including village or hamlet)	443	30
Don't know	8	1
Refused	7	1
Total	1,500	101

HEALTH BOARD AREA

Some 38% of respondents [568] were resident in the Eastern Health and Social Service Board area (Table 12). Almost a quarter 24% [362] lived in the Northern Board area, 20% [305] in the Southern Board area and 18% [264] in the Western Board area.

TABLE 12: Health Board Area (N=1,500)		
	<i>N</i>	<i>%</i>
NHSSB	362	24
SHSSB	305	20
EHSSB	568	38
WHSSB	264	18
Total	1,500	100

SOCIAL CLASS

Some 59% of respondents [818] were in social classes ABC1, the remaining 41% [578] were in social classes C2DE (Table 13).

TABLE 13: Social Class (N=1,395)		
	<i>N</i>	<i>%</i>
ABC1	818	59
C2DE	578	41
Total	1,395	100

ATTACHMENT 4

OPEN-END RESPONSES

Main change to improve GP services

	N	% (1)	N	% (2)
7 None	535	47%	-	-
2 Reduced waiting times	195	17%	195	36%
5 Better access to services	102	9%	102	19%
8 Don't know / Missing	72	6%	-	-
3 More staff	49	4%	49	9%
13 Better arrangements for appointments	24	2%	24	4%
41 Poor attitude of staff	22	2%	22	4%
17 Better arrangements for prescriptions (including repeat)	16	1%	16	3%
19 Improve phone system - difficult to get through	15	1%	15	3%
1 Better information	14	1%	14	3%
7 Better patient care	13	1%	13	3%
14 You should always be able to see the same doctor	11	1%	11	2%
4 More funding	8	1%	8	1%
29 Better emergency treatment	7	1%	7	1%
11 Better equipment / facilities	4	0%	4	1%
42 Too many time wasters	4	0%	4	1%
22 Better treatment of elderly	4	0%	4	1%
50 Premises need renovation	3	0%	3	1%
25 House visits	3	0%	3	1%
20 Better disabled facilities	3	0%	3	0%
34 More female GPs	3	0%	3	0%
36 Better parking facilities	3	0%	3	0%
32 Cheaper / Free prescriptions	2	0%	2	0%
23 GPs should concentrate on prevention rather than curing	2	0%	2	0%
48 Better GPs	2	0%	2	0%
27 Larger waiting rooms	2	0%	2	0%
38 Improved announce system	2	0%	2	0%
39 Less admin	2	0%	2	0%
45 Open surgery	2	0%	2	0%
47 Better child facilities	2	0%	2	0%
18 Better service overall	1	0%	1	0%
24 Younger doctors	1	0%	1	0%
43 Better organisation	1	0%	1	0%
52 Free transport to surgery	1	0%	1	0%
54 Speed process up	1	0%	1	0%
55 Better online services	1	0%	1	0%
60 More GPs / better physiotherapy facilities	1	0%	1	0%
62 Waiting lists & times / poor attitude of staff	1	0%	1	0%
63 Accountability for decisions / better training for GPs	1	0%	1	0%
6 Let doctors work from their own practices	1	0%	1	0%
21 More GPs / more female GPs / better opening hours	1	0%	1	0%
31 GPs should provide alternative medicine	1	0%	1	0%
33 Screening for younger women	1	0%	1	0%
35 Better follow up treatment	1	0%	1	0%
37 Get priorities right	1	0%	1	0%
40 Cleanliness of premises	1	0%	1	0%
44 More GPs / better opening hours	1	0%	1	0%
46 Counsellor required in practice / waiting times	1	0%	1	0%
53 More sympathy for stand in doctors	1	0%	1	0%
57 Better opening hours / better follow up care	1	0%	1	0%
58 More GPs / better PR	1	0%	1	0%
59 Waiting times & lists / more staff	1	0%	1	0%
61 More GPs / waiting lists & times	1	0%	1	0%
Total	1146	100%	539	100%

Main change to improve Social Worker services

	N	% (1)	N	% (2)
7 None	63	58%	-	-
5 Better access to services	8	7%	8	21%
3 More staff	7	6%	7	17%
8 Don't know / Missing	7	6%	-	-
4 A more pro-active attitude	4	4%	4	9%
13 Poor attitude of staff	2	2%	2	6%
21 People who are more committed to the job	2	2%	2	6%
2 Reduced waiting times	2	2%	2	5%
1 Better information	2	2%	2	5%
4 More funding	1	1%	1	3%
3 Faster response time	1	1%	1	3%
10 More specialists / waiting times & lists	1	1%	1	3%
12 A more open approach	1	1%	1	3%
15 Better training	1	1%	1	3%
18 Finish one job before going onto the next	1	1%	1	3%
22 Home visits for sick and disabled	1	1%	1	3%
6 Better inter-agency communication	1	1%	1	2%
14 More time spent with patients	1	1%	1	2%
17 More time spent with minors	1	1%	1	2%
19 Better patient care	1	1%	1	2%
Total	109	100%	39	100%

Main change to improve Health Visitor, Midwife or District Nurse services

	N	% (1)	N	% (2)
7 None	136	76%	-	-
5 Better access to services	9	5%	9	25%
2 Reduced waiting times	8	4%	8	22%
8 Don't know / Missing	6	4%	-	-
3 More staff	6	3%	6	17%
12 More home visits	3	2%	3	8%
1 Better information	2	1%	2	6%
13 Poor attitude of staff	2	1%	2	5%
10 Reduce cost	1	1%	1	3%
15 Better psychological understanding of people	1	1%	1	3%
3 Better care of elderly	1	0%	1	2%
4 More continuous care	1	0%	1	2%
11 Better staff	1	0%	1	2%
14 Better understanding of bilingual people	1	0%	1	2%
Total	178	100%	35	100%

Main change to improve Allied Professions to Health services

	N	% (1)	N	% (2)
7 None	144	64%	-	-
2 Reduced waiting times	26	12%	26	42%
8 Don't know / Missing	18	8%	-	-
5 Better access to services	9	4%	9	15%
3 More staff	4	2%	4	6%
6 More staff	4	2%	4	6%
4 More funding	3	1%	3	5%
14 Reduce cost	2	1%	2	3%
11 New premises	2	1%	2	3%
1 Better information	1	1%	1	2%
7 Better treatment	1	1%	1	2%
1 Bigger premises	1	0%	1	1%
4 Poor attitude of staff	1	0%	1	1%
12 Better treatment of elderly	1	0%	1	1%
13 Poor communication between agencies	1	0%	1	1%
15 Should always be able to see the same person	1	0%	1	1%
16 Longer treatment period	1	0%	1	1%
17 Better parking facilities	1	0%	1	1%
18 Better patient car	1	0%	1	1%
19 Better understanding of bilingual people	1	0%	1	1%
20 More privacy	1	0%	1	1%
21 Reduce costs	1	0%	1	1%
22 More privacy / use disposable sheets	1	0%	1	1%
Total	225	100%	63	100%

Main change to improve Home Help / Homecare services

	N	% (1)	N	% (2)
7 None	56	67%	-	-
8 Don't know / Missing	8	9%	-	-
2 Reduced waiting times	6	7%	6	28%
5 Better access to services	2	3%	2	12%
3 More staff	2	2%	2	9%
5 Keep to the same person	1	1%	1	6%
10 Finish job before starting next / communication with carer	1	1%	1	6%
15 Helpers should be provided with a budget	1	1%	1	6%
17 More staff and money	1	1%	1	6%
1 A downstairs toilet	1	1%	1	4%
3 Poor attitude of staff	1	1%	1	4%
11 More staff / less red tape for holiday cover	1	1%	1	4%
12 Home help would not turn up	1	1%	1	4%
14 More care for sick and elderly	1	1%	1	4%
16 Management should visit more often	1	1%	1	4%
Total	83	100%	20	100%

Main change to improve Day-centre services

	N	% (1)	N	% (2)
7 None	19	62%	-	-
8 Don't know / Missing	6	19%	-	-
3 More staff	2	7%	2	33%
3 Transport to and from services / poor attitude of staff	1	4%	1	19%
4 Reduce costs / more services	1	4%	1	19%
5 Improve phone system	1	3%	1	14%
6 Better management	1	3%	1	14%
Total	31	100%	6	100%

Main change to improve Pharmacy services

	N	% (1)	N	% (2)
7 None	820	73%	-	-
8 Don't know / Missing	64	6%	-	-
2 Reduced waiting times	60	5%	60	25%
5 Better access to services	54	5%	54	22%
5 Reduce costs / prices	29	3%	29	12%
3 More staff	13	1%	13	5%
1 Better information	11	1%	11	4%
4 Better advice / explanation of next steps	10	1%	10	4%
22 Better premises	9	1%	9	4%
18 Poor attitude of staff	8	1%	8	3%
4 More funding	5	0%	5	2%
3 Bigger premises	5	0%	5	2%
16 Home delivery	5	0%	5	2%
7 Better emergency services	4	0%	4	1%
14 More privacy	4	0%	4	1%
25 Better stock	3	0%	3	1%
29 Better car parking	3	0%	3	1%
30 Better care when distributing medication	3	0%	3	1%
13 Better arrangements for (repeat) prescriptions	2	0%	2	1%
12 More local services	2	0%	2	1%
33 Security precautions are intimidating	2	0%	2	1%
15 Better disabled access	2	0%	2	1%
21 Upgrade some treatments	1	0%	1	0%
23 More personal attention	1	0%	1	0%
27 More child friendly	1	0%	1	0%
31 Upgrade equipment	1	0%	1	0%
34 Pharmacists should be given more power	1	0%	1	0%
35 More tablets available on prescription eg hayfever	1	0%	1	0%
24 Better service for elderly	1	0%	1	0%
26 Wider range and more effective services	1	0%	1	0%
28 Better waiting area	1	0%	1	0%
Total	1127	100%	243	100%

Main change to improve Dentist services

	N	% (1)	N	% (2)
7 None	569	62%	-	-
2 Reduced waiting times	82	9%	82	27%
5 Better access to services	54	6%	54	18%
4 Reduce prices / costs	49	5%	49	16%
8 Don't know / Missing	42	5%	-	-
11 Better premises	12	1%	12	4%
3 More staff	11	1%	11	4%
33 Better provision of NHS services	9	1%	9	3%
20 Better advice / explanation of treatment	8	1%	8	3%
7 Better explanation of costs	6	1%	6	2%
1 Better information	6	1%	6	2%
4 More funding	5	1%	5	2%
32 Better car parking	4	0%	4	1%
28 Better pain relief	4	0%	4	1%
22 More frequent appointments	3	0%	3	1%
23 Bigger premises	3	0%	3	1%
34 Poor attitude of staff	3	0%	3	1%
37 Better treatment of elderly	3	0%	3	1%
46 Better disabled access	3	0%	3	1%
6 Better emergency access	3	0%	3	1%
39 Update premises	2	0%	2	1%
40 Better reception staff	2	0%	2	1%
17 Mercury fillings are poisonous	2	0%	2	1%
21 Dentists should provide more sophisticated treatment	2	0%	2	1%
27 Better communication	2	0%	2	1%
41 More personal treatment	2	0%	2	1%
45 More child friendly waiting area	2	0%	2	1%
48 Upgrade premises	2	0%	2	1%
14 Punishment for missed appointments	1	0%	1	0%
15 Free treatment for pensioners	1	0%	1	0%
16 Monitor dentists ability on ongoing basis	1	0%	1	0%
31 More staff	1	0%	1	0%
35 Dentist should be more thorough	1	0%	1	0%
36 Better dental assistants	1	0%	1	0%
38 Premises should be on ground floor	1	0%	1	0%
42 Better arrangements for appointments	1	0%	1	0%
43 Cleaner premises	1	0%	1	0%
47 Free treatment	1	0%	1	0%
49 Waiting lists & times / reduce prices	1	0%	1	0%
50 Better treatment of elderly / better parking	1	0%	1	0%
51 Waiting lists & times / more dentists	1	0%	1	0%
12 More experienced dentists	1	0%	1	0%
13 Free dental treatment / waiting lists & times	1	0%	1	0%
24 Longer appointments for children	1	0%	1	0%
25 Quicker follow-ups	1	0%	1	0%
29 More access to cosmetic treatments / reduce prices	1	0%	1	0%
30 Should get same dentist every time	1	0%	1	0%
44 A wider range and more cost effective services	1	0%	1	0%
Total	915	100%	305	100%

Main change to improve Community Psychiatric services

	N	% (1)	N	% (2)
7 None	11	39%	-	-
2 No changes	6	22%	6	38%
5 Better access to services	3	11%	3	18%
2 Reduced waiting times	2	8%	2	15%
5 More professionals	1	4%	1	7%
1 Better information	1	3%	1	5%
3 Transport to / from service	1	3%	1	5%
4 Better emergency access	1	3%	1	5%
6 Better care of people with poor mental health	1	3%	1	5%
8 Don't know	1	3%	-	-
Total	28	100%	16	100%

Main change to improve overnight stays in Hospital

	N	% (1)	N	% (2)
7 None	93	45%	-	-
3 More staff	14	7%	14	14%
8 Don't know / Missing	12	6%	-	-
4 More beds	10	5%	10	10%
2 Better food	8	4%	8	8%
13 Cleanliness of hospital	7	4%	7	7%
19 Reduce waiting list / times	5	3%	5	5%
15 A new hospital in local area	5	2%	5	5%
4 More funding	4	2%	4	4%
27 Poor attitude of staff	4	2%	4	4%
2 Reduced waiting times	3	2%	3	3%
7 More explanation about next steps	3	1%	3	3%
21 More room in wards	3	1%	3	3%
28 Cleanliness of hospital / better food	3	1%	3	3%
29 More privacy	3	1%	3	3%
41 Beds / staff	2	1%	2	2%
1 People should be discharged in time	2	1%	2	2%
26 Improve everything	2	1%	2	2%
32 More private rooms	2	1%	2	2%
1 Better information	2	1%	2	2%
5 Less noise	1	1%	1	1%
11 Doctors should read patients notes more carefully	1	1%	1	1%
12 Better co-ordination/communication between staff	4	2%	1	1%
20 Better patient care	1	1%	1	1%
35 Group people in wards by age	1	1%	1	1%
38 More staff / more facilities	1	1%	1	1%
39 Better nursing care / cleanliness of hospitals	1	1%	1	1%
14 More privacy / More explanation about next steps	1	0%	1	1%
16 More time to prepare children for operations	1	0%	1	1%
17 More experienced doctors	1	0%	1	1%
18 Better co-ordination/communication between different clinics	1	0%	1	1%
22 Free TV	1	0%	1	1%
23 Cleanliness of hospital / more staff	1	0%	1	1%
24 Mixed wards / better food	1	0%	1	1%
31 More room in wards / better food	1	0%	1	1%
33 More beds / more staff / more funding	1	0%	1	1%
34 More facilities for relatives	1	0%	1	1%
36 Too many admin staff / pay nurses & doctors more	1	0%	1	1%
37 Would like to be able top speak directly with consultant	1	0%	1	1%
40 More privacy / better food	1	0%	1	1%
Total	209	100%	101	100%

Main change to improve Day Surgery services

	N	% (1)	N	% (2)
7 None	80	64%	-	-
2 Reduced waiting times	12	9%	12	31%
3 More staff	6	4%	6	15%
8 Don't know / Missing	6	5%	-	-
11 Better individual care	4	4%	4	12%
3 More privacy	3	2%	3	8%
4 More funding	2	2%	2	5%
4 Appointments should be made closer to the time	1	1%	1	3%
15 Should only be seen by one doctor	1	1%	1	3%
16 Facilities need updated	1	1%	1	3%
1 Better information	1	1%	1	2%
1 More beds / transport to and from hospital	1	1%	1	2%
5 Waiting lists & times / overworked	1	1%	1	2%
6 Waiting list & times / more staff	1	1%	1	2%
7 Total overhaul required / poor attitude of staff	1	1%	1	2%
10 More contact with doctors	1	1%	1	2%
13 Better food	1	1%	1	2%
14 More local services	1	1%	1	2%
17 Waiting lists & times	1	1%	1	2%
Total	124	100%	38	100%

Main change to improve Hospital Outpatient appointment services

	N	% (1)	N	% (2)
7 None	232	50%	-	-
2 Reduced waiting times	78	17%	78	36%
3 More staff	23	5%	23	11%
8 Don't know / Missing	20	4%	-	-
10 Better arrangements for appointments	18	4%	18	9%
5 Better access to services	17	4%	17	8%
13 Poor attitude of staff	13	3%	13	6%
15 Better parking facilities	9	2%	9	4%
4 More funding	8	2%	8	4%
6 More privacy	8	2%	8	4%
1 Better information	6	1%	6	3%
7 Build new facilities	6	1%	6	3%
4 Better transport	4	1%	4	2%
21 Less admin	2	1%	2	1%
11 Doctors should listen to patients more	2	0%	2	1%
17 Cleanliness of hospital	2	0%	2	1%
19 Cleanliness of hospital / more beds	2	0%	2	1%
20 Waiting lists & times / poor attitude of staff	2	0%	2	1%
14 More available doctors	1	0%	1	1%
23 Better disabled access	1	0%	1	1%
24 Bring back matrons	1	0%	1	1%
30 Improve funding / better machinery / more staff / less admin	1	0%	1	1%
31 Reform from the top down	1	0%	1	1%
32 Waiting lists & times / more staff	1	0%	1	1%
3 Better parking facilities / better PA system	1	0%	1	0%
12 Doctors should introduce themselves	1	0%	1	0%
16 Waiting lists & times / better explanation of next steps	1	0%	1	0%
18 Cleanliness of hospital / more staff	1	0%	1	0%
22 Never see the same doctor twice	1	0%	1	0%
25 More local facilities	1	0%	1	0%
26 Facilities too small / poor PA system	1	0%	1	0%
28 Better facilities for children	1	0%	1	0%
29 Improved toilet facilities	1	0%	1	0%
Total	467	100%	215	100%

Main change to improve Hospital A&E services

	N	% (1)	N	% (2)
2 Reduced waiting times	99	31%	99	45%
7 None	90	28%	-	-
3 More staff	49	16%	49	22%
8 Don't know / Missing	8	2%	-	-
4 More funding	8	2%	8	3%
12 More privacy	8	2%	8	3%
3 Poor attitude of staff	7	2%	7	3%
11 Larger waiting rooms	5	2%	5	2%
25 Update premises / facilities	4	1%	4	2%
16 Improve décor	3	1%	3	1%
5 Better access to services	3	1%	3	1%
20 Triage priorities should be changed	2	1%	2	1%
31 Ensure staff are fluent in English	2	1%	2	1%
15 Reform from the top down	2	1%	2	1%
18 More beds	2	1%	2	1%
23 More staff / better facilities	2	1%	2	1%
28 More local facilities required	2	1%	2	1%
1 Better information	1	0%	1	1%
4 More privacy / more staff	1	0%	1	1%
5 No mixed wards	1	0%	1	1%
10 Waiting times / more staff	1	0%	1	1%
22 Less admin	1	0%	1	1%
27 Should be transferred to most suitable immediately	1	0%	1	1%
29 Too many time wasters	1	0%	1	1%
30 Improve communication / better doctors / more beds	1	0%	1	1%
33 More staff / more beds / more facilities	1	0%	1	1%
35 More funding / better facilities / more staff / less admin	1	0%	1	1%
36 Better decision making responsibility for specially trained	1	0%	1	1%
37 Better doctors	1	0%	1	1%
7 They should take people even if it is not an emergency	1	0%	1	0%
13 Cleanliness of hospital	1	0%	1	0%
14 Waiting times / English speaking doctors	1	0%	1	0%
17 Improve décor / more privacy	1	0%	1	0%
19 More staff / more funding	1	0%	1	0%
21 Separate A & E for children	1	0%	1	0%
24 Build a new hospital	1	0%	1	0%
26 More experienced staff	1	0%	1	0%
32 Waiting times / more privacy	1	0%	1	0%
Total	318	100%	220	100%

What do you feel is the biggest problem facing health & social care services

	N	% (1)	N	% (2)
4 Not enough funding	287	19%	287	24%
2 Waiting times are too long (i.e. once at surgery/hospital appointment)	233	16%	233	19%
8 (Don't know)	218	15%	-	-
3 Not enough staff	165	11%	165	14%
5 Difficult to access services/Waiting lists are to long	101	7%	101	8%
9 Missing	61	4%	-	-
14 Removal of local services	45	3%	45	4%
16 Lack of beds	35	2%	35	3%
63 Management problems	24	2%	24	2%
26 Funding problems / staff shortages	24	2%	24	2%
50 Too much administration	22	1%	22	2%
25 Educate people to look after their own health	16	1%	16	1%
3 Staff problems / lack of beds	15	1%	15	1%
43 Corruption / abuse of system	14	1%	14	1%
15 Staff problems / waiting lists & times	10	1%	10	1%
56 Care of the elderly	9	1%	9	1%
11 People using resources with minor ailments	8	1%	8	1%
13 Smokers drain resources	6	0%	6	1%
19 Alcohol related problems drain resources	6	0%	6	1%
84 Build more / extend hospitals	6	0%	6	1%
32 Poor attitude of staff	6	0%	6	1%
34 Waiting lists & times / funding problems	6	0%	6	0%
82 Low pay	5	0%	5	0%
1 Not enough information provided	5	0%	5	0%
67 Drug and alcohol related problems	5	0%	5	0%
88 Home help / home care shortage	5	0%	5	0%
72 Drug related problems	4	0%	4	0%
85 Lack of facilities	4	0%	4	0%
93 Obesity	4	0%	4	0%
42 Inexperienced staff	4	0%	4	0%
45 The ageing population	4	0%	4	0%
129 Lack of beds / waiting lists & times	4	0%	4	0%
91 Lack of political leadership	4	0%	4	0%
44 Lack of beds / funding problems	3	0%	3	0%
54 Smoking and alcohol related problems	3	0%	3	0%
58 Staff shortages / low pay	3	0%	3	0%
64 Waiting lists & times / staff shortages / funding problems	3	0%	3	0%
92 Overworked staff	3	0%	3	0%
33 Funding problems / not enough hospitals	3	0%	3	0%
80 MRSA	2	0%	2	0%
114 Inexperienced staff / funding problems	2	0%	2	0%
2 Lack of beds / lack of ambulances	2	0%	2	0%
21 Lack of personal / individual care	2	0%	2	0%
30 Staff shortages / poor management / bad use of resources	2	0%	2	0%
47 Staff shortages / time wasters	2	0%	2	0%
66 Waiting lists / care of elderly / cleanliness of hospitals	2	0%	2	0%
74 Staff shortages / lack of beds / funding problems	2	0%	2	0%
86 Care of the elderly	2	0%	2	0%
87 Obesity / smoking / alcohol problems	2	0%	2	0%
90 Poor management / funding problems	2	0%	2	0%
97 People moaning	2	0%	2	0%
123 Emergency services inadequate	2	0%	2	0%
20 General awareness	2	0%	2	0%
31 Staff shortages / not enough hospitals	2	0%	2	0%

60 Attitude of patients	2	0%	2	0%
103 Healthy food is too expensive	2	0%	2	0%
118 Not in touch with public needs	2	0%	2	0%
132 Unequal distribution of care	2	0%	2	0%
17 Inexperienced staff / poor facilities	1	0%	1	0%
24 People should be required to pay for private care	1	0%	1	0%
29 Speed up building of new hospital in Downpatrick	1	0%	1	0%
35 Funding problems / removal of local services	1	0%	1	0%
41 Ambulance service segregated	1	0%	1	0%
52 Funding / communication between services / poor leadership	1	0%	1	0%
57 Care of the elderly / disabled	1	0%	1	0%
59 Funding problems / ageing population	1	0%	1	0%
70 Poor management / better patient care	1	0%	1	0%
76 Poor treatment / waiting lists & times	1	0%	1	0%
89 Lack of resources / staff taken for granted	1	0%	1	0%
96 Attacks on ambulance staff	1	0%	1	0%
100 Lack of car parking for the disabled	1	0%	1	0%
102 Care of the elderly / care of children	1	0%	1	0%
105 Violence against staff	1	0%	1	0%
109 Staff undervalued	1	0%	1	0%
110 Poor A & E services / Poor government policy	1	0%	1	0%
111 Unrealistic expectations	1	0%	1	0%
119 Structure problems / staff problems	1	0%	1	0%
120 Waiting times / more old peoples homes	1	0%	1	0%
121 Lack of resources	1	0%	1	0%
125 Lack of mental health facilities	1	0%	1	0%
127 Waiting lists & times / poor A & E services	1	0%	1	0%
134 Funding problems / bad political decisions	1	0%	1	0%
135 Too much admin / staff shortages	1	0%	1	0%
1 Slack	1	0%	1	0%
5 More beds / problems getting appointments	1	0%	1	0%
7 Government making poor decisions / removal of local services	1	0%	1	0%
12 Funding problems / leadership problems	1	0%	1	0%
22 Overworked staff / waiting lists & times	1	0%	1	0%
23 Safety of staff	1	0%	1	0%
27 Funding problems / staff shortages / underpaid staff	1	0%	1	0%
28 Funding problems / caring for elderly	1	0%	1	0%
36 Funding problems / waiting lists & times / overcrowding	1	0%	1	0%
37 Poor condition of hospitals / funding problems	1	0%	1	0%
38 Waiting lists & times / not in touch with public needs	1	0%	1	0%
39 Lack of ambulances / funding problems	1	0%	1	0%
40 Poor management / bad use of resources / lack of beds	1	0%	1	0%
46 Staff shortages / funding problems / low morale	1	0%	1	0%
48 Waiting lists & times / poor hygiene in hospitals	1	0%	1	0%
49 Leadership problems / poor attitude of staff	1	0%	1	0%
51 Lack of speech and language / better access for parents	1	0%	1	0%
53 Low staff morale	1	0%	1	0%
55 Lists / cancer services / health education / accessibility	1	0%	1	0%
61 Not always being given the right information	1	0%	1	0%
62 Low standards	1	0%	1	0%
65 Demand for services	1	0%	1	0%
68 Staff shortages / too much admin / cleanliness of hospitals	1	0%	1	0%
69 Lack of advice and help / staff shortages / funding problems	1	0%	1	0%
71 Lack of funding / lack of communication / funding problems	1	0%	1	0%
73 Funding problems / staff shortages / condition of hospitals	1	0%	1	0%
75 Local services / parking / waiting lists / overworked staff	1	0%	1	0%
77 Poor facilities / poor management	1	0%	1	0%

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78 Poor dental service	1	0%	1	0%
79 Lack of holistic treatment	1	0%	1	0%
81 Lack of holistic treatment / lack of emergency services	1	0%	1	0%
83 Patients taking legal action against the NHS	1	0%	1	0%
94 Educate people about health / alcohol related problems	1	0%	1	0%
95 Too many drugs being prescribed	1	0%	1	0%
98 Failure to look at the bigger picture	1	0%	1	0%
99 Lack of beds / lack of attention from doctors	1	0%	1	0%
101 No matrons	1	0%	1	0%
104 More ante-natal services	1	0%	1	0%
106 People unaware of services available	1	0%	1	0%
107 Don't do enough to help the community	1	0%	1	0%
108 Opposed to privatisation	1	0%	1	0%
112 Cleanliness of hospitals	1	0%	1	0%
115 Waiting lists & times / too much admin	1	0%	1	0%
116 Lack of beds / cleanliness in hospitals	1	0%	1	0%
117 All areas could be improved	1	0%	1	0%
122 Waiting lists & times / inform about services	1	0%	1	0%
124 You have to pay if you want a good service	1	0%	1	0%
126 Overworked staff / lack of beds	1	0%	1	0%
128 Poor attitude of staff / lack of family doctors	1	0%	1	0%
130 Care of elderly / waiting lists & times	1	0%	1	0%
131 Lack of beds / waiting lists & times / funding problems	1	0%	1	0%
133 Funding problems / low pay	1	0%	1	0%
Total	1500	100%	1221	100%

Which group / groups do you believe are treated less favourably

	N	% (1)	N	% (2)
1 The elderly	139	60%	139	63%
9 Missing	11	5%	-	-
13 The working class	9	4%	9	4%
25 Ethnic minorities	5	2%	5	2%
5 Certain geographical areas (postcode lottery)	4	2%	4	2%
15 Those who cannot afford to pay for private treatment	4	2%	4	2%
29 The disabled	4	2%	4	2%
3 People with lower levels of education	3	1%	3	1%
24 Younger people	3	1%	3	1%
26 The middle class	3	1%	3	1%
21 People with mental health problems	3	1%	3	1%
10 Members of staff	3	1%	3	1%
11 The elderly / the disabled	3	1%	3	1%
12 The inarticulate	3	1%	3	1%
6 People on low incomes	2	1%	2	1%
7 The elderly / People with mental health problems	2	1%	2	1%
36 Children	2	1%	2	1%
4 Certain religious groups (unspecified)	2	1%	2	1%
17 The travelling community	2	1%	2	1%
30 People on low incomes / People with lower education	2	1%	2	1%
23 People with learning disabilities	1	1%	1	1%
37 Ethnic minorities / travellers / the disabled	1	1%	1	1%
39 People with learning disabilities / ethnic minorities	1	1%	1	1%
43 Younger people / the disabled	1	1%	1	1%
47 The unemployed	1	1%	1	1%
2 The elderly / ethnic minorities	1	0%	1	0%
14 Too much focus placed on minority groups	1	0%	1	0%
16 The elderly / vulnerable groups	1	0%	1	0%
18 The elderly / smokers	1	0%	1	0%
19 Single parents	1	0%	1	0%
22 The middle aged	1	0%	1	0%
27 Protestants	1	0%	1	0%
28 Infrequent users of the health service	1	0%	1	0%
31 People with rare diseases	1	0%	1	0%
32 The elderly / children	1	0%	1	0%
33 Those who don't complain / the vulnerable	1	0%	1	0%
34 Smokers / alcoholics	1	0%	1	0%
35 Alcoholics	1	0%	1	0%
38 Ethnic minorities get treatment quicker	1	0%	1	0%
40 Smokers	1	0%	1	0%
41 20 - 50 year olds	1	0%	1	0%
42 The elderly / Certain geographical areas (postcode lottery)	1	0%	1	0%
44 Elderly people / middle aged women	1	0%	1	0%
46 People who speak the Irish language	1	0%	1	0%
48 Our own citizens	1	0%	1	0%
49 Home owners / savers / younger people	1	0%	1	0%
Total	230	100%	220	100%

The last service or treatment you paid for

	N	% (1)	N	% (2)
5 Opticians	27	22%	27	23%
6 Physiotherapy	15	12%	15	13%
16 Private consultant	9	7%	9	8%
9 Missing	7	5%	-	-
15 Chiropractor	6	5%	6	5%
21 Chiropodist	6	5%	6	5%
2 Alternative medicine	5	4%	5	4%
17 Dentist	4	3%	4	3%
25 General private healthcare	4	3%	4	3%
1 Osteopath	4	3%	4	3%
7 Acupuncture	3	2%	3	2%
14 Home help	3	2%	3	2%
27 Private ante-natal	2	2%	2	2%
30 MRI Scan	2	2%	2	2%
12 Podiatry	2	1%	2	1%
28 Rheumatologist	2	1%	2	1%
4 Heart checks	1	1%	1	1%
20 Supplements in pharmacy	1	1%	1	1%
22 Smoking patches	1	1%	1	1%
24 Medication	1	1%	1	1%
32 A private doctor	1	1%	1	1%
34 Hip replacement	1	1%	1	1%
35 Opticians / Dentists / Chiroprodists	1	1%	1	1%
39 Dentist / chiropodist	1	1%	1	1%
43 Colonoscopy	1	1%	1	1%
3 A drip from private healthcare	1	1%	1	1%
10 Special needs care for son with autism	1	1%	1	1%
11 Vaccination	1	1%	1	1%
13 Care treatment	1	1%	1	1%
18 Cataract operation	1	1%	1	1%
19 Cardiologist / eye specialist / surgeon	1	1%	1	1%
23 Cod liver oil tablets	1	1%	1	1%
26 Physiotherapy and surgery	1	1%	1	1%
29 Laser eye surgery	1	1%	1	1%
31 Physiotherapy and a private consultant	1	1%	1	1%
33 Natal care for new born baby	1	1%	1	1%
36 Splinters for arthritis	1	1%	1	1%
37 Cardiologist / Rheumatologist / orthopaedic surgeon	1	1%	1	1%
40 Optician / Dentist	1	1%	1	1%
41 Dermatologist	1	1%	1	1%
42 Throat treatment	1	1%	1	1%
Total	124	100%	118	100%

Main reason you chose to pay for this health or social care service

	N	% (1)	N	% (2)
10 Did not want to wait	38	31%	38	31%
5 Treatment was unavailable on NHS / had to pay	29	24%	29	24%
9 Missing	12	10%	-	-
15 Had to pay towards spectacles	7	6%	7	6%
6 Did not trust the NHS	6	5%	6	5%
1 Previous treatment was ineffective	5	4%	5	4%
12 Just preferred to pay	4	3%	4	3%
19 The private healthcare was recommended	4	3%	4	3%
16 Pay for all care	3	3%	3	3%
2 Had to - went private	3	2%	3	2%
7 Thought private treatment was better	2	2%	2	2%
3 Local practice did not have enough funds	2	1%	2	1%
14 Private treatment was easier / better	2	1%	2	1%
17 Wanted the best	2	1%	2	1%
4 Member of BUPA	1	1%	1	1%
11 Dentist was retiring	1	1%	1	1%
18 Treatment on NHS was unacceptable	1	1%	1	1%
13 Needed glasses for reading and driving	1	1%	1	1%
Total	124	100%	112	90%