

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

Appendix 2

Survey Comparisons: 2003 & 2004

November 2004

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## 1 INTRODUCTION - SURVEY COMPARISONS BETWEEN 2003 AND 2004

The Department of Health, Social Services & Public Safety commissioned a telephone survey of 1500 people across Northern Ireland in 2003 on public attitudes to health and social services. A similar survey was repeated in 2004. This appendix provides comparisons between the 2003 and 2004 survey.

Throughout the comparisons 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.

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 1.2.

It should also be noted that the question dealing with use of primary health and social care services in the last twelve months was changed from the previous survey. The 2003 survey asked whether the interviewee, or a member of his / her immediate family used the service in the last twelve months. However, the 2004 survey asked specifically whether or not the interviewee had direct experience himself / herself of using a service in the last twelve months. Therefore, for the purpose of drawing comparisons, the figures for 2003 have been filtered to ensure that those who reported that a family member only had experience, as well as those with no experience have been omitted.

### 1.1 USE OF PRIMARY HEALTH AND SOCIAL CARE SERVICES IN THE LAST TWELVE MONTHS<sup>1</sup>

Comparison of the 2003 and 2004 survey findings showed that respondents in the 2004 survey were significantly less likely to report having had direct experience of using GP (-4%), pharmacy (-4%) and dentist (-6%) services in the last twelve months (Table 1.1). However, respondents in the 2004 were significantly more likely to report having used the following services: social work (+2%); community nursing (+3%); home help / home care services (+2%); and, day-centre services (+1%).

**TABLE 1.1:** Use of primary care services (N=1,503 – 2003) (N=1,500 – 2004)

	2003		2004	
	N	%	N	%
GP <sup>2*</sup>	1,203	80	1,146	76
Social Worker*	77	5	109	7
Health Visitor, Midwife or District Nurse (Community Nursing) <sup>3*</sup>	138	9	178	12

<sup>1</sup> Due to rounding row and column totals within tables may not always sum to 100. Note that base totals may also change in tables. Dash marks [-] are also used in some tables to indicate that the figure is less than 1%.

<sup>2</sup> Please note that in the 2003 survey this category contained ‘GP / Family Doctor / Practice Nurse’.

<sup>3</sup> The 2003 survey did not include ‘midwife’ in this category.

Occupational Therapy / Physiotherapy / Speech and Language / Chiropody / Podiatry (Allied Professions to Health)	230	15	225	15
Home Help / Homecare Service*	54	4	83	6
Day-centre Services / Elderly, Disabled <sup>4**</sup>	12	1	31	2
Pharmacy*	1,186	79	1,127	75
Dentist***	1,011	67	915	61

### 1.1.1 SATISFACTION WITH HAVING USED PRIMARY CARE SERVICES

#### GP SERVICES

Respondents in the 2004 survey were significantly more likely to report being very satisfied with the service they received from their GP compared with last year with 55% stating that they were very satisfied in 2004 and 45% reporting that they were very satisfied in 2003 (Table 1.2).

**TABLE 1.2:** Overall, how satisfied or dissatisfied were you with the service (GP's)?

	2003		2004	
	N	%	N	%
Very satisfied***	539	45	625	55
Satisfied	574	48	455	40
Dissatisfied	75	6	53	5
Very Dissatisfied	11	1	11	1
Don't know	4	-	2	-
<b>Total</b>	<b>1,203</b>	<b>100</b>	<b>1,146</b>	<b>101</b>
Satisfied	1,113	93	1,080	94
Dissatisfied	86	7	65	6
Don't Know	4	-	2	-
<b>Total</b>	<b>1,203</b>	<b>100</b>	<b>1,146</b>	<b>100</b>

<sup>4</sup> This category was referred to as 'day-care services' in the previous survey (2003).

## SOCIAL WORK SERVICES

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures regarding satisfaction with social work services (Table 1.3).

<b>TABLE 1.3:</b> Overall, how satisfied or dissatisfied were you with the service (Social Work)? <sup>5</sup>				
	2003		2004	
	N	%	N	%
Very satisfied	36	48	50	46
Satisfied	31	41	40	37
Dissatisfied	5	6	10	9
Very Dissatisfied	5	6	6	5
Don't know	-	-	3	3
<b>Total</b>	<b>77</b>	<b>101</b>	<b>109</b>	<b>100</b>
Satisfied	67	88	90	83
Dissatisfied	9	12	16	14
Don't Know	-	-	3	3
<b>Total</b>	<b>77</b>	<b>100</b>	<b>109</b>	<b>100</b>

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

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to satisfaction with community nursing services (Table 1.4).

<b>TABLE 1.4:</b> Overall, how satisfied or dissatisfied were you with the service (Community Nursing)?				
	2003		2004	
	N	%	N	%
Very satisfied	86	62	111	62
Satisfied	41	30	54	30
Dissatisfied	4	3	6	4
Very Dissatisfied	5	4	5	3
Don't know	2	2	2	1
<b>Total</b>	<b>138</b>	<b>101</b>	<b>178</b>	<b>100</b>
Satisfied	127	92	165	93
Dissatisfied	9	7	11	6
Don't Know	2	2	2	1
<b>Total</b>	<b>138</b>	<b>101</b>	<b>178</b>	<b>100</b>

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

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

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to satisfaction with the allied professions to health (Table 1.5).

**TABLE 1.5:** Overall, how satisfied or dissatisfied were you with the service (Allied Professions to Health)?

	2003		2004	
	N	%	N	%
Very satisfied	116	50	131	58
Satisfied	97	42	78	35
Dissatisfied	9	4	7	3
Very Dissatisfied	4	2	5	2
Don't know	4	2	5	2
<b>Total</b>	<b>230</b>	<b>100</b>	<b>225</b>	<b>100</b>
Satisfied	213	93	208	93
Dissatisfied	13	6	12	5
Don't Know	4	2	5	2
<b>Total</b>	<b>230</b>	<b>101</b>	<b>225</b>	<b>100</b>

## HOME HELP / HOMECARE SERVICES

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to satisfaction with home help / homecare services (Table 1.6).

<b>TABLE 1.6: Overall, how satisfied or dissatisfied were you with the service (Home Help / Home Care Services)?<sup>6</sup></b>				
	2003		2004	
	N	%	N	%
Very satisfied	31	57	43	51
Satisfied	20	36	29	35
Dissatisfied	2	4	5	6
Very Dissatisfied	2	3	4	4
Don't know	-	-	3	4
<b>Total</b>	<b>54</b>	<b>100</b>	<b>83</b>	<b>100</b>
Satisfied	51	93	72	86
Dissatisfied	4	7	9	10
Don't Know	-	-	3	4
<b>Total</b>	<b>54</b>	<b>100</b>	<b>83</b>	<b>100</b>

## DAY-CENTRE SERVICES / ELDERLY / DISABLED SERVICES

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to satisfaction with day-centre services (Table 1.7).

<b>TABLE 1.7: Overall, how satisfied or dissatisfied were you with the service (Day-Centre Services / Elderly, Disabled Services)?<sup>7</sup></b>				
	2003		2004	
	N	%	N	%
Very satisfied	8	68	14	46
Satisfied	3	25	10	32
Dissatisfied	-	-	4	13
Very Dissatisfied	1	6	-	-
Don't know	-	-	3	9
<b>Total</b>	<b>12</b>	<b>99</b>	<b>31</b>	<b>100</b>
Satisfied	11	94	24	78
Dissatisfied	1	6	4	13
Don't Know	-	-	3	9
<b>Total</b>	<b>12</b>	<b>100</b>	<b>31</b>	<b>100</b>

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

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

## PHARMACY SERVICES

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to satisfaction with pharmacy services (Table 1.8).

**TABLE 1.8:** Overall, how satisfied or dissatisfied were you with the service (Pharmacy Services)?

	2003		2004	
	N	%	N	%
Very satisfied	824	70	771	68
Satisfied	349	29	339	30
Dissatisfied	8	1	8	1
Very Dissatisfied	1	-	7	1
Don't know	5	-	3	-
<b>Total</b>	<b>1,186</b>	<b>100</b>	<b>1,127</b>	<b>100</b>
<hr/>				
Satisfied	1,173	99	1,109	98
Dissatisfied	8	1	15	1
Don't Know	5	-	3	-
<b>Total</b>	<b>1,186</b>	<b>100</b>	<b>1,127</b>	<b>99</b>

## DENTAL SERVICES

Respondents in the 2004 survey were significantly more likely than those who took part in the 2003 survey to report being very satisfied with dental services (Table 1.9).

**TABLE 1.9:** Overall, how satisfied or dissatisfied were you with the service (Dental Services)?

	2003		2004	
	N	%	N	%
Very satisfied***	556	55	589	64
Satisfied	418	41	292	32
Dissatisfied	24	2	19	2
Very Dissatisfied	11	1	11	1
Don't know	2	-	4	-
<b>Total</b>	<b>1,011</b>	<b>99</b>	<b>915</b>	<b>99</b>
<hr/>				
Satisfied	974	96	881	96
Dissatisfied	35	3	30	3
Don't Know	2	-	4	-
<b>Total</b>	<b>1,011</b>	<b>99</b>	<b>915</b>	<b>99</b>

## 1.2 SECONDARY CARE SERVICES

### 1.2.1 USE OF SECONDARY CARE SERVICES IN THE LAST TWELVE MONTHS

As Table 1.10 shows, respondents in the 2003 survey were significantly more likely than those who took part in the 2004 survey, to report having had direct experience of attending a hospital outpatient appointment.

	2003		2004	
	N	%	N	%
Had an overnight stay in Hospital for planned or emergency treatment	243	16	209	14
Attended a hospital outpatient appointment***	556	37	467	31
Visited a Hospital A&E department (Casualty)	298	20	318	21

### SATISFACTION WITH OVERNIGHT STAY IN HOSPITAL

Those who took part in the 2004 survey were significantly more likely to report being satisfied with their overnight stay in hospital compared to those who took part in the 2003 survey (Table 1.11). As the Table shows, the proportion of respondents who reported being very satisfied or satisfied with their overnight stay in hospital increased from 84% in 2003 to 90% in 2004. This represented a 6% increase in satisfaction.

	2003		2004	
	N	%	N	%
Very satisfied	118	49	84	40
Satisfied**	85	35	103	49
Dissatisfied	23	10	8	4
Very Dissatisfied	14	6	13	6
Don't know	3	1	1	-
<b>Total</b>	<b>243</b>	<b>101</b>	<b>209</b>	<b>99</b>
Satisfied	203	84	187	89
Dissatisfied	37	15	21	10
Don't Know	3	1	1	-
<b>Total</b>	<b>243</b>	<b>100</b>	<b>209</b>	<b>100</b>

## HOSPITAL OUTPATIENT APPOINTMENT

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to overall satisfaction with hospital outpatient appointments (Table 1.12).

**TABLE 1.12:** Overall, how satisfied or dissatisfied were you with the service (Hospital Outpatient Appointment)?

	2003		2004	
	N	%	N	%
Very satisfied	232	42	212	45
Satisfied	257	46	210	45
Dissatisfied	45	8	28	6
Very Dissatisfied	23	4	15	3
Don't know	-	-	3	1
<b>Total</b>	<b>556</b>	<b>100</b>	<b>467</b>	<b>100</b>
<hr/>				
Satisfied	489	88	422	90
Dissatisfied	67	12	43	9
Don't Know	-	-	3	1
<b>Total</b>	<b>556</b>	<b>100</b>	<b>467</b>	<b>100</b>

## HOSPITAL ACCIDENT AND EMERGENCY APPOINTMENT

No significant differences were found when comparisons were drawn between the 2003 and 2004 figures with regard to overall satisfaction with hospital A&E appointments (Table 1.13).

**TABLE 1.13:** Overall, how satisfied or dissatisfied were you with the service (Hospital A&E Appointment)?

	2003		2004	
	N	%	N	%
Very satisfied	65	22	87	27
Satisfied	145	49	157	50
Dissatisfied	48	16	49	16
Very Dissatisfied	38	13	24	8
Don't know	1	-	-	-
<b>Total</b>	<b>298</b>	<b>100</b>	<b>318</b>	<b>101</b>
<hr/>				
Satisfied	210	71	244	77
Dissatisfied	87	29	73	23
Don't Know	1	-	-	-
<b>Total</b>	<b>298</b>	<b>100</b>	<b>318</b>	<b>100</b>

### 1.3 GENERAL ISSUES

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

Respondents in the 2003 survey were significantly more likely than those who took part in the 2004 survey to report that they felt that health and social care services did not treat all groups fairly. As Table 1.14 shows, 71% of respondents in 2004 thought that health and social services treated all groups fairly, this compared with 67% in 2003.

	2003		2004	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes	1,001	67	1,070	71
No***	378	25	230	15
Don't know	124	8	200	13
<b>Total</b>	<b>1,503</b>	<b>100</b>	<b>1,500</b>	<b>99</b>

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

Caution should be used in drawing comparisons between the figures for 2003 and 2004 with regard to payment made for health and social care services as the question used in 2003 did not exclude prescription / private medical insurance, both of which were excluded in the 2004 question (Table 1.15).

	2003		2004	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Yes***	564	38	124	8
No	934	62	1,376	92
Don't know	5	-	-	-
<b>Total</b>	<b>1,503</b>	<b>100</b>	<b>1,500</b>	<b>100</b>

#### 1.3.3 OVERALL SATISFACTION WITH HEALTH AND SOCIAL CARE SERVICES IN NORTHERN IRELAND

As Table 1.16 shows, respondents in the 2004 survey were significantly more likely than those who participated in the 2003 survey to report being very satisfied with health and social care services in Northern Ireland. The proportion of respondents who reported being very satisfied or satisfied overall with the health and social care services in Northern Ireland increased

from 74% in 2003 to 79% in 2004. This represented a 5% increase in satisfaction.

**TABLE 1.16:** Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present?

	2003		2004	
	N	%	N	%
Very satisfied***	176	12	276	18
Satisfied	931	62	906	60
Dissatisfied	293	20	196	13
Very Dissatisfied	75	5	62	4
Don't know	27	2	60	4
<b>Total</b>	<b>1,503</b>	<b>101</b>	<b>1,500</b>	<b>99</b>
Satisfied	1,107	74	1,181	79
Dissatisfied***	368	25	258	17
Don't Know	27	2	60	4
<b>Total</b>	<b>1,503</b>	<b>101</b>	<b>1,500</b>	<b>100</b>

Respondents in the Northern Health Board area were significantly more likely in the 2003 survey to report being dissatisfied with health and social care services in Northern Ireland compared to those who took part in the 2004 survey (Table 1.17).

**TABLE 1.17:** Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present – Northern Board area

	2003		2004	
	N	%	N	%
Very satisfied	44	10	63	17
Satisfied	283	62	233	64
Dissatisfied***	100	22	41	11
Very Dissatisfied	15	3	13	4
Don't know	13	3	11	3
<b>Total</b>	<b>454</b>	<b>100</b>	<b>362</b>	<b>99</b>
Satisfied	326	72	296	82
Dissatisfied**	115	25	55	15
Don't Know	13	3	11	3
<b>Total</b>	<b>454</b>	<b>100</b>	<b>362</b>	<b>100</b>

Respondents in the Southern, Eastern and Western Health Board areas were significantly more likely in the 2003 survey to report being dissatisfied overall with health and social care services in Northern Ireland compared to 2004 (Tables 1.18 - 1.20).

**TABLE 1.18:** Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present – Southern Board area

	2003		2004	
	N	%	N	%
Very satisfied*	45	15	59	19
Satisfied	183	61	175	57
Dissatisfied	49	17	42	14
Very Dissatisfied	20	7	14	5
Don't know	3	1	15	5
<b>Total</b>	<b>300</b>	<b>101</b>	<b>305</b>	<b>100</b>
Satisfied	228	76	234	77
Dissatisfied**	69	23	56	18
Don't Know	3	1	15	5
<b>Total</b>	<b>300</b>	<b>100</b>	<b>305</b>	<b>100</b>

**TABLE 1.19:** Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present – Eastern Board area

	2003		2004	
	N	%	N	%
Very satisfied***	58	12	102	18
Satisfied	301	60	332	59
Dissatisfied	101	20	80	14
Very Dissatisfied	33	7	31	5
Don't know	8	2	23	4
<b>Total</b>	<b>500</b>	<b>101</b>	<b>568</b>	<b>100</b>
Satisfied	359	72	434	76
Dissatisfied**	134	27	111	20
Don't Know	8	2	23	4
<b>Total</b>	<b>500</b>	<b>101</b>	<b>568</b>	<b>100</b>

**TABLE 1.20:** Overall, how satisfied or dissatisfied are you with health and social care services in Northern Ireland at present – Western Board area

	2003		2004	
	N	%	N	%
Very satisfied*	29	12	52	20
Satisfied	165	66	165	62
Dissatisfied	43	17	33	12
Very Dissatisfied	8	3	4	2
Don't know	4	2	11	4
<b>Total</b>	<b>249</b>	<b>100</b>	<b>264</b>	<b>100</b>
Satisfied	194	78	217	82
Dissatisfied*	51	20	37	14
Don't Know	4	2	11	4
<b>Total</b>	<b>249</b>	<b>100</b>	<b>264</b>	<b>100</b>