



Terrye Teverson's NHS Inquiry Report

Based on 623 respondents in the Truro and Falmouth Constituency, Cornwall

**Commissioned by the Parliamentary Liberal Democrat
Team for Cornwall**

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Overview

This report is comprised of seven questions chosen from Terrye Teverson's NHS Inquiry as highly representative and important for the area covered by the Truro and Falmouth Constituency.

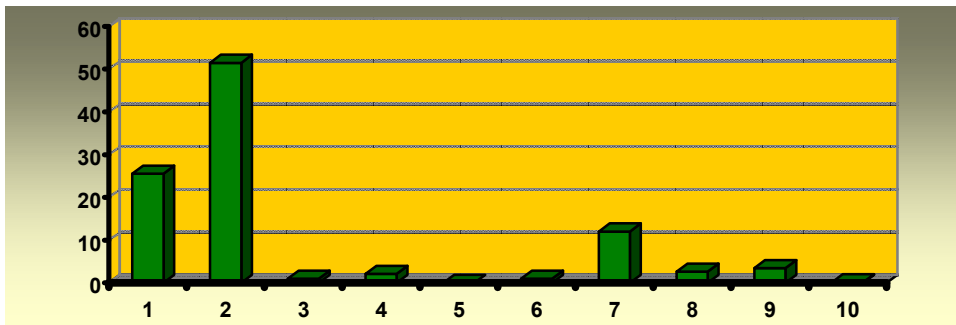
The questions areas follows:

- Who do you think should decide about major changes to our local health services?*
- How do you rate the out of hours care (evening and weekends) provided by your doctor?*
- How clean did you consider the hospital to be?*
- Were you aware of any problems with MRSA or other hospital related infections during your stay?*
- Are you registered as an NHS patient with a dentist?*
- Have you or anyone in your family experienced any problems in trying to get dental treatment with a local NHS dentist?*
- Generally how satisfied are you with the way in which the Government is handling the NHS?*

The data is based on a sample of 623 respondents. Every question shows a general and relative percentage. The general percentage (in brackets in the report) is calculated on the entire sample of respondents; the relative percentage, instead, is calculated on the number of respondents for each specific question. Charts are designed on the base of relative percentages.

Who do you think should decide about major changes to our local health services?

- Answers 606	97.28%	
- No answer 17	2.72%	
1. Local health boards elected by residents (155)	25.57%	(24.87%)
2. Local health professionals (312)	51.48%	(50%)
3. Local council (6)	1%	(0.96%)
4. Health Minister in Whitehall (13)	2.14%	(2.08%)
5. Unelected body in London (0)	0%	(0%)
6. Other (6)	1%	(0.96%)
7. 1+2 (73)	12.04%	(11.71%)
8. Other combinations involving 1 (16)	2.64%	(2.56%)
9. Other combinations involving 2 (21)	3.46%	(3.37%)
10. Other combinations (1)	0.16%	



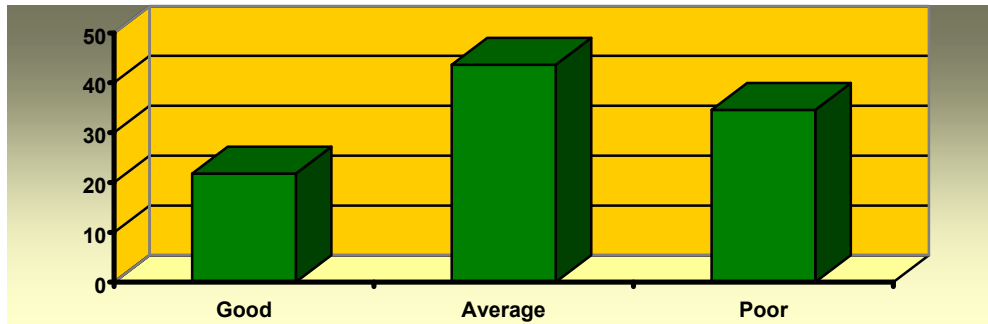
This question was answered by 97.28% of the people a sign of that this an issue people take very seriously.

51.48% of the sample would like to see ‘local health professionals’ choosing the major changes on local health services, whereas 25.57% would delegate this task to ‘local health boards elected by residents’. It is interesting that 12% of the sample spontaneously (the question is supposed to be a single answer question) chose an answer combined of the two above. Very few people, not even 4%, would delegate major changes to non local boards like Ministers in Whitehall or unelected bodies in London.

Therefore, if we take into account the first and second answers together we will see that more than 89% of people clearly express a desire for the ‘re-localisation’ of decisions over major changes on local health services.

How do you rate the out of hours care (evenings and weekends) provided by your doctor?

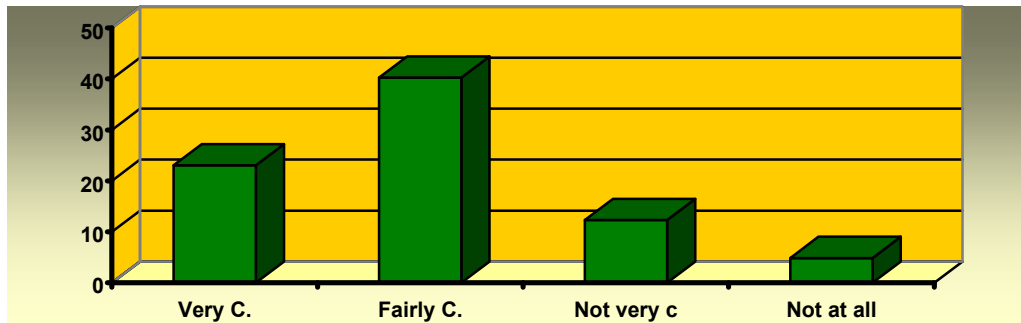
- Answers 463	74.31%
- No answer 160	25.68%
1. Good (101)	21.81% (16.21%)
2. Average (202)	43.62% (32.42%)
3. Poor (160)	34.55% (25.68%)



As with the previous question, this one appears to be of high interest from the sample, with 74.31% answering to it. The distribution of the answers does not present any pick. 21.8% of the sample considers the out of hours care provided by the doctor quite 'good', 43.62% of the sample thinks it is 'average', but importantly, 34.5% of the sample considers such an important service, as doctor's out of hours care, to be generally poor.

How clean did you consider the hospital to be?

- Answers 308	39.8%
- No answer 315	60.19%
1. Very clean (71)	28.62% (11.39%)
2. Fairly clean (124)	50% (19.90%)
3. Not very clean (38)	15.32% (6.09%)
4. Not at all clean (15)	6.04% (2.40%)

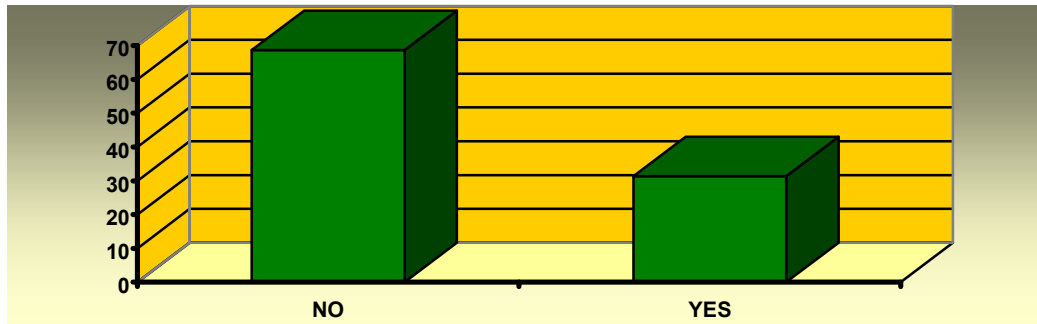


This question as with the next one, shows a very low number of people answering it 39.8% for this question and 38% for the following one. The low percentage of answers is probably related to whether or not a person has had a hospitalisation experience. So for these two questions it is very important to look at the 'relative' percentage rather than the total ones. People answering this question seem basically satisfied with hospital cleanliness. 78.6% of people consider the hospital to be 'very' or 'fairly' clean and just 21% 'not very clean' or 'not clean at all'. Considering also the normal discontent people generally show about social services during a personal critical moment, the 15% of 'not very clean' answers could suffer of a 'personal perception bias' dropping the negative consideration of the hospital cleanliness at an even slightly lower grade. Concluding, hospital cleanliness does not seem to be considered an issue for the sample of study.

Were you aware of any problems with MRSA or other hospital related infections during your stay?

- Answers 236 37.89%
- No answer 387 62.11%

- 1. No (162) 68.64% (26%)
- 2. Yes (74) 31.35% (11.87%)

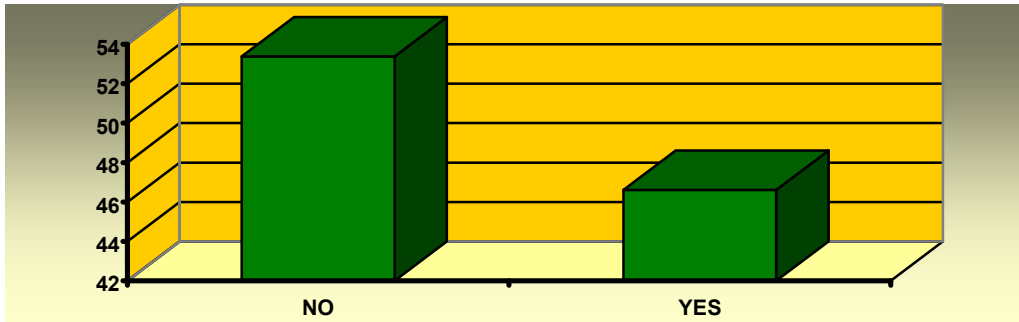


As with the question before, this one is related to a 'hospitalisation experience'. 68.6% of the sample that answered the question are not aware and basically uninformed about MRSA or other related infections in the hospital. A lack of information and probably education to make people aware of possible infections they may contract in the hospital is obvious.

Are you registered as an NHS patient with a dentist?

- Answers 605 97.12%
- No answer 18 2.88%

- 1. Yes (282) 46.61% (45.26%)
- 2. No (323) 53.38% (51.84%)

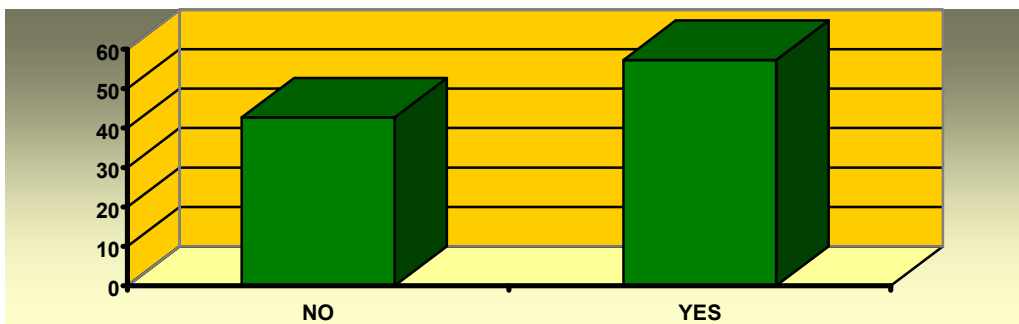


**Note: see following question*

Have you or anyone in your family experienced any problems in trying to get dental treatment with a local NHS dentist?

- Answers 536 86.04%
- No answer 87 13.96%

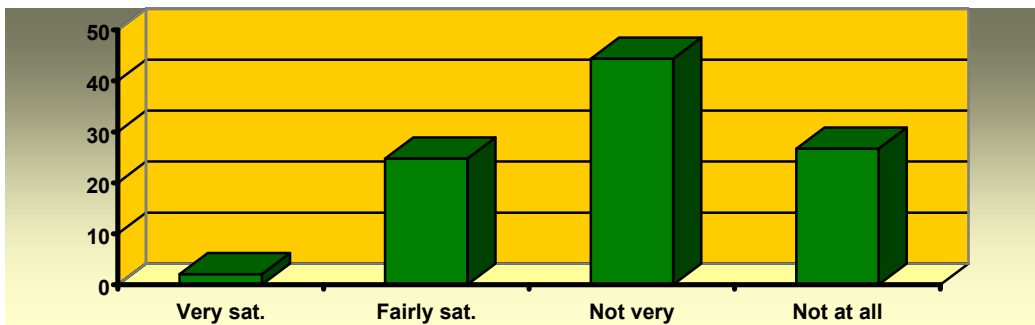
- 1. Yes (307) 57.27% (49.27%)
- 2. No (229) 42.72% (36.75%)



The two questions above are strongly related and tied in their percentages. The two questions split the sample almost fifty/fifty- 46.6% of people are registered with a NHS dentist, 53% are not (first question), at the same time 57% experienced problems in finding a NHS dentist (second question), 43% did not. At a first glance to the original data an answer pattern like 'Yes/Not' and 'Not/Yes' appears obvious. People registered with a NHS dentist in the extreme majority of the cases didn't experience any problem in finding it, not registered people instead experienced problems in finding a dentist. It suggests that in almost all the cases there has been a migration of people that experienced problems to a private service. The pattern of 'Yes/Yes', i.e. 'I am registered and I have experienced problems' is very unlikely to appear in the data.

Generally how satisfied are you with the way in which the Government is handling the NHS?

- Answers	618	99.20%
- No answer	5	0.80%
1. Very satisfied	13	2.10% (2.08%)
2. Fairly satisfied	152	24.75% (24.5%)
3. Not very satisfied	274	44.33% (43.98%)
4. Not at all satisfied	165	26.69% (26.48%)

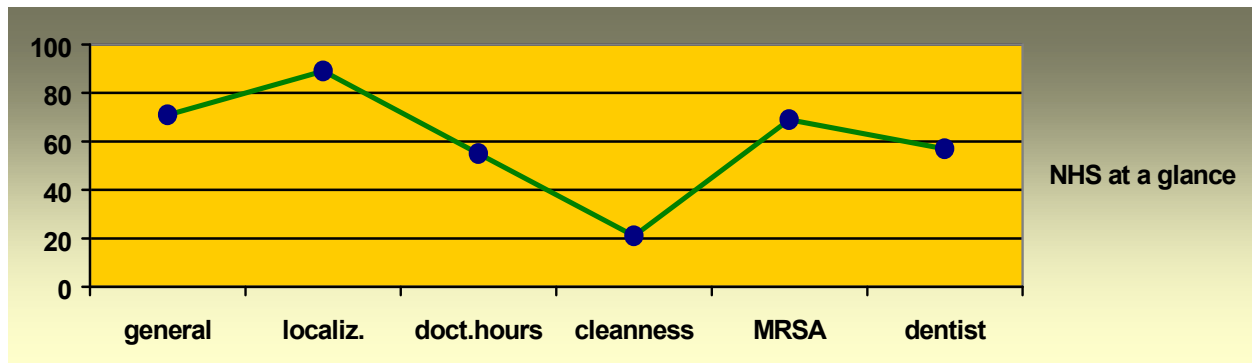


Asked to give a general answer as to their satisfaction with the NHS service, the sample appears to be highly critical. 99% of the people give an answer and 71% consider themselves ‘not very satisfied’ or ‘not satisfied at all. Just 26% of the people express a slightly positive opinion on the service.

It may be concluded that the NHS is not generally rated well by the sample of study, but the causes of it should be searched in a general comprehensive picture of its status that contributes to a general negative perception of it. Some services that NHS is meant to offer in a better quality like ‘doctor’s out of office hours care’, ‘availability of NHS dentists’, ‘information on current infections’ and so on, contribute in a large portion to the general result a lot more than some issues like ‘hospital cleanliness’. The problem for the sample of study seems to be rooted more in a central mismanagement of the system rather than a local organization of it, proof of this being that the majority of people ask for a ‘re-localization’ of the system management.

The NHS at a glance

The following chart is designed taking into account people's negative perception on 6 issues present in the survey. The related dots represent the percentage of people who think a specific service is an issue for the NHS.



General dissatisfaction with the NHS (not very sat./not at all)	71%
Desire for re-localisation of NHS management	89%
Doctor's out of hours care (poor/mildly-poor)	55%*
Hospital cleanliness (not very clean/not at all)	21%
MRSA (no information provided by the hospital)	69%
NHS dentists (experienced problems)	57%

The above chart shows how most of the people answering the NHS survey are not satisfied with the service provided. Doctor's out of hours care (55%)*, availability of NHS dentists (57%) and lack of information about the MRSA infection (69%) showed to be among the biggest concerns over the NHS management, while hospital cleanliness (21%) seems not to be an issue. The vast majority of people (71%) are not satisfied by the general status and management of the NHS, and almost all of them (89%) think the NHS would benefit from a re-localisation of decision making to Local Health Boards and Professionals.

*(This percentage is calculated with the 34% of 'poor' answers plus half of the 'average' answers in order to have a comparable two-split model)