

GLA HEALTH POLL
TOPLINE RESULTS – MARCH 2014

- Results are based on interviews with 1000 London residents aged 18+.
- Interviews were carried out by telephone between 14th – 16th March 2014.
- A representative sample was interviewed, with quotas set by age, gender and borough.
- The data has been weighted by age, gender, social class, work status, ethnicity and borough.
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated.
- Results are based on all respondents unless otherwise stated.
- All polls use the same methodology. When comparing results between polls, based on the full sample and assuming a 95% confidence interval, differences need to be between 2.6 and 4.4 percentage points (depending on the percentage giving a certain answer) to be considered statistically significant.
- An asterisk (*) represents a value of less than one half of one percent, but not zero.
- Study undertaken by ICM on behalf of the Greater London Authority.

SATISFACTION WITH HEALTH SERVICES

Q1. How often would you say you use health services, by which I mean, visiting your GP, hospitals, A&E, community health services or anything else provided by the NHS? Would you say you use them....READ OUT. CODE

	Base: 1000
More than once a week	1%
Once a week	2%
Once a fortnight	4%
Once a month	18%
Once every few months	31%
Approximately once every six months	21%
Approximately once a year	12%
Less than once a year	8%
Never	2%
Don't know	1%

Q2. Which health service have you used most recently? READ OUT. CODE ONE

	Base: 984
GP surgery	70%
Hospital for a planned appointment	15%
Hospital for accident and emergency	6%
Community services (e.g. district nurses, maternity services, physio-therapy and so on)	4%
Other	3%
Don't know	1%

Q3 How satisfied were you with the following aspects of the health service you used most recently? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied? CODE ONE FOR EACH

- 1 = Very satisfied**
2 = Fairly satisfied
3 = Neither
4 = Fairly dissatisfied
5 = Very dissatisfied

Base: 1000	Very dissatisfied	Fairly dissatisfied	Neither/nor	Fairly satisfied	Very satisfied
The time you had to wait while you were there	5%	7%	6%	44%	38%
Availability of specific doctors and medical staff	6%	9%	7%	40%	37%
Availability of equipment	2%	3%	19%	26%	40%
Quality of medical care	3%	5%	5%	33%	55%
Quality of customer service and facilities	4%	6%	7%	37%	45%

Q4 Overall how satisfied are you with the health service you used most recently? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied? CODE ONE

	Base: 984
Very satisfied	45%
Fairly satisfied	40%
Neither satisfied nor dissatisfied	6%
Fairly dissatisfied	6%
Very dissatisfied	3%
Don't know	*

Q5 Which, if any, of the following would be your main concern if you needed to access health services? READ OUT. CODE ONE

	Base: 1000
Availability of relevant doctors	11%
Availability of medicines/specialist equipment	2%
Availability and convenience of appointments	28%
Convenient opening times	7%
Seeing the same doctor as you have before	16%
Quality of treatment	16%
Ease of access and distance to health services	3%
Waiting times once you are there	12%
Other...(write in)	3%
Don't know	2%

Q6 There are a number of ways that people can access non-emergency health services. For each of the following how likely would you be to contact your doctor using these technologies? Would you say very likely, somewhat likely, neither likely nor unlikely, Somewhat unlikely or very unlikely? **READ OUT. CODE ONE FOR EACH**

- 1 = Very likely
2 = Somewhat likely
3 = Neither
4 = Somewhat unlikely
5 = Very unlikely

Base: 1000	Very unlikely	Somewhat unlikely	Neither	Somewhat likely	Very likely
E-mail to communicate directly with your doctor	29%	9%	4%	17%	40%
Video link/live chat to communicate directly with your doctor	42%	15%	6%	14%	22%
Telephone to communicate directly with your doctor	7%	5%	3%	22%	62%
Book appointments via the internet	30%	8%	4%	13%	45%
Receive results of tests by e-mail/online	31%	8%	4%	14%	41%
Access your patient records online	39%	7%	5%	15%	33%
Monitor your health using a device at home and send results to your doctor, e.g., blood pressure.	26%	9%	7%	21%	35%

SHAPING HEALTH POLICY

Q7 To what extent do you think the Mayor of London has responsibility for ensuring good quality of care in London? Would you say the Mayor has....**READ OUT. CODE ONE**

	Base: 1000
Full responsibility	13%
Main but not full responsibility	17%
Partial responsibility	38%
No responsibility at all	25%
Don't know	7%

Q8 The Mayor and City Hall has no formal role around health service provision, but many of the functions of the Mayor such as planning, transport and housing influence the health of Londoners. Do you think the Mayor should have some responsibility for healthcare service provision in London? Would you say.....READ OUT. CODE ONE

	Base: 1000
Yes, a great deal	26%
Yes, a little bit	44%
No, None at all	27%
Don't know	2%

Q9 Currently food producers label their foods with the nutritional information so that people can make their own decisions about what they do or don't want to eat. Some policy makers believe that the government should regulate the food industry more, to encourage producers to make the food we buy healthier, e.g. influence crisps producers to use less salt. Other people think that it is up to consumer to decide what they eat. Which one of the following statements best reflects your opinion? READ OUT. CODE ONE

	Base: 1000
The government should intervene and regulate what is produced	28%
The government should encourage food producers to make healthier foods, but not intervene and regulate directly	46%
People should be able to make their own personal choices about what they eat and the government should have no say in it.	24%
Don't know	2%

Q10 In addition to taking responsibility for your own health, local authorities, employers, the NHS and the Mayor of London all play some role in Londoners health. Which of the following statements best reflects your opinion? READ OUT. CODE ONE

	Base: 1000
Local authorities, employers, the NHS and the Mayor of London should be solely responsible for my health and wellbeing	4%
Local authorities, employers, the NHS and the Mayor of London and I myself should be equally responsible for my health	57%
I should be solely responsible for my health	37%
Don't know	2%

Q11 Which one or two of the following would you say should be the priority for improving the health of Londoners? READ OUT. CODE MAX TWO.

	Base: 1000
Developing technology and skills to improve treatment	15%
Improving and inventing new medicines	12%
Improving early detection of diseases	36%
Educating people about leading a healthy lifestyle and looking after their health	48%
Stopping the sale of harmful products i.e. cigarettes, cheap alcohol	18%
Tackling poverty, unemployment and other causes of health	39%
Other... (write in)	3%
Don't know	2%

Q12 How much would you say you do to look after yourself when it comes to.....Would you say you look after yourself...READ OUT. CODE ONE FOR EACH.

- 1 = A considerable amount
- 2 = More than probably necessary
- 3 = About an acceptable amount
- 4 = Less than is probably necessary
- 5 = Hardly at all

Base: 1000	Hardly at all	Less than is probably necessary	About an acceptable amount	More than probably necessary	A considerable amount
Eating healthily	3%	9%	38%	16%	34%
Exercising and keeping active	5%	16%	37%	14%	27%
Managing your happiness and mental well being	4%	7%	40%	13%	35%
Monitoring your health (e.g seeing a doctor regularly)	12%	19%	39%	8%	21%

**Q13 How willing are you to lead a healthier lifestyle in the following areas?
Would you say....very willing, quite willing, not very willing, not willing at all?**

- 1 = Very willing
2 = Quite willing
3 = Not very willing
4 = Not willing at all

Base: 1000	Not willing at all	Not very willing	Quite willing	Very willing
Healthy eating	2%	3%	33%	62%
Exercise and activity level	2%	6%	39%	51%
Managing your happiness and mental well being	2%	4%	34%	59%
Monitoring your health (e.g seeing a doctor regularly)	4%	9%	40%	46%
Limiting unhealthy activities such as alcohol and smoking	6%	7%	30%	51%

**Q14 What is the main thing that stops you from improving your health when it comes to healthy eating, exercise and activity, and monitoring your health?
DO NOT READ OUT. CODE TO LIST**

	Base: 1000
Not enough time	38%
Not enough money	16%
Not enough knowledge about making healthy choices	2%
Too many other challenges / too much stress	7%
Too easy to choose unhealthy options	8%
I feel healthy enough	6%
Something else (specify)	27%
.....	
Nothing	15%
Don't know	4%

Q15 It is widely accepted that certain behaviours negatively influence people's health. If applicable to you, why might you tend to carry on with behaviours like....READ OUT EACH OPTION (Prompted)

- 1 - Not eating healthily
- 2 - Drinking too much alcohol
- 3 - Smoking?

Base: 1000	Not eating healthily	Drinking too much alcohol	Smoking
Enjoyment	22%	26%	9%
Stress	16%	7%	4%
Habit/addiction	13%	6%	10%
Lack of knowledge that it can be harmful	5%	2%	2%
Cost of stopping/choosing healthy options instead	9%	1%	*
Too hard to stop/choose healthy options instead	6%	2%	2%
Something else (specify)	9%	3%	2%
.....			
Not applicable	17%	53%	70%
Don't know	3%	1%	1%

Q16 Which of the following would you say should be a priority for improving London to make it a healthier city for Londoners? READ OUT. CODE ONE

	Base: 1000
Improving air quality	18%
Creating more opportunities to walk/cycle	16%
Creating more sporting opportunities/ facilities	15%
Improving and creating more green spaces	11%
Improving food in nurseries and schools	15%
Reducing amount of fast food outlets	19%
Something else (specify)	4%
Don't know	2%