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What difference does a decade make? Satisfaction with the NHS in Northern Ireland in 1996 and 2006

Key Policy Developments

2000 Acute Hospitals Review

2002 Developing Better Services Report

2003 Review of Public Administration Paper published

2005 Appleby Review of resource issues in health and social care

2005 Review of Public Administration Consultative document - proposals for restructuring health system

2005 final proposals announced by NIO departed from review document

Satisfaction with the NHS overall 1996 and 2006 (%)

	1996	2006
Quite/very satisfied	37	42
Quite very dissatisfied	47	45

Satisfaction with GP services and dentists %

1996 2006

GP services

Quite/very satisfied	83	79
Quite/very dissatisfied	12	14

NHS dentists

Quite/very satisfied	71	65
Quite/very dissatisfied	13	19

In-patient and out-patient services (%)

	1996	2006
In-patient services		
Quite/very satisfied	62	54
Quite/very dissatisfied	19	21
Out-patient services		
Quite/very satisfied	60	61
Quite/very dissatisfied	23	22

Satisfaction with GP Services

	% satisfactory/very good	
	1996	2006
GP appointments systems	54	52
Amount of time given to patients	62	65
Quality of medical care provided by GPs	73	74
Being able to choose what GP to see	70	64

	1996 (N.I) (GB)		2006 (N.I) 2005 (GB)	
NHS overall				
Quite/very satisfied	37	36	42	44
Quite/very dissatisfied	47	50	45	37
GP Services				
Quite/very satisfied	83	77	79	72
Quite/very dissatisfied	12	13	14	17
NHS dentists				
Quite/very satisfied	71	52	65	42
Quite/very dissatisfied	13	25	19	38
In-patient services				
Quite/very satisfied	62	53	54	48
Quite/very dissatisfied	19	22	21	24
Out-patient services				
Quite/very satisfied	60	57	61	54
Quite/very dissatisfied	23	25	22	23

N.I Waiting List figures (DHSSPS)

In-patient March 2002 – 2006 **decrease 35.6%**

September 2006-June 2007 **decrease**
11.8% (total 35,918 people waiting)

First out-patient appointment March 2002-March
2007 – **increased 21.6%**

September 2006 – September 2007 – **decrease**
51.2%% (total 86,659 people waiting)

Waiting time for appointments with consultants (%)

	1996	2006
In need of a lot of improvement	45	47
In need of some improvement	40	32
Satisfied	13	14
Very good	2	3
Can't choose	0	4

Waiting time for non-emergency operations

	1996	2006
In need of a lot of improvement	39	40
In need of some improvement	45	31
Satisfied	15	18
Very good	2	4
Can't choose		7

Waiting time in accident and emergency departments before being seen by a doctor

	1996	2006
In need of a lot of improvement	31	44
In need of some improvement	43	34
Satisfied	23	14
Very good	3	3
Can't choose		6

Attitudes on Quality of Care

	1996	2006
Quality of medical treatment provided by GPs 'very good'	72	72
Satisfied with the amount of time a GP gives to each patient	61	61
Staffing numbers of nurses in hospitals needs to be improved	73	58
Staffing numbers of doctors in hospitals needs to be improved	77	59
Satisfied with the quality of medical treatment in hospital	62	61
Satisfied with the quality of nursing care	70	64

Should the NHS only be available to those with lower incomes?

Those who opposed this idea either 'a little' or 'a lot':

1996

72%

2006

73%

But 1996 – 35% 18-24 age group supporting a more selective service

Key Points

- While more people in 2006 are satisfied with the overall running of the service the figure is still only 42%
- Satisfaction levels with key aspects of the NHS have not improved significantly since 1996
- Support for a universal service remains high but 18-24 age group more likely to favour more selective services