

Appendix: Confidence in health care

(1) This table lists various healthcare services, organisations, and care providers that you might have contact with. You may have more confidence in some services than others. Please show how much confidence you have in them by circling one response on each line of the table.

	A great deal of confidence	A fair amount of confidence	Little confidence	No confidence at all	Don't know
(a) GPs/family doctors	1	2	3	4	5
(b) Specialists (hospital doctors)	1	2	3	4	5
(c) Nurses	1	2	3	4	5
(d) Complementary therapists who are also doctors	1	2	3	4	5
(e) Complementary therapists who are not doctors	1	2	3	4	5
(f) Physiotherapists	1	2	3	4	5
(g) Pharmacists	1	2	3	4	5
(h) Dentists	1	2	3	4	5
(i) Health service managers	1	2	3	4	5
(j) Homes for the elderly	1	2	3	4	5
(k) Hospitals	1	2	3	4	5
(l) Home care services	1	2	3	4	5
(m) Nursing homes	1	2	3	4	5
(n) Mental health care services	1	2	3	4	5
(o) Services for people with disabilities	1	2	3	4	5

(2) How much confidence do you have in today's healthcare system?
 Please give a rating between 1 (not at all confident) and 10 (extremely confident):
 Rating:

(3) How much better or worse do you think the general standard of health care in the NHS has been getting in the past 5 years?
 Improved¹
 No change²
 Deteriorated³

(4) Things are changing in the healthcare system. How much confidence do you think you will have in the healthcare system of the future?
 Please give a rating between 1 (not at all confident) and 10 (extremely confident):
 Rating:

(5) Please show how much trust you have in the following statements by circling one response on each line of the table.

	How much do you trust that ...	A lot	Quite a lot	Little	Very little	Don't know
(a)	Patients are taken seriously	1	2	3	4	5
(b)	Patients won't be the victim of rising costs of health care	1	2	3	4	5
(c)	Doctors can do everything	1	2	3	4	5
(d)	Patients always get the right dose of their medicine	1	2	3	4	5
(e)	Patients get sufficient information about the effects of their treatments	1	2	3	4	5
(f)	Healthcare providers are good at cooperating with each other	1	2	3	4	5
(g)	Patients get enough attention	1	2	3	4	5
(h)	Patients will be able to pay for their own health care if they have to	1	2	3	4	5
(i)	Doctors know everything about all sorts of diseases	1	2	3	4	5
(j)	Patients always get the right medicine	1	2	3	4	5

	How much do you trust that ...	A lot	Quite a lot	Little	Very little	Don't know
(k)	Patients get sufficient information about the various treatments that are available	1	2	3	4	5
(l)	Patients aren't given conflicting information	1	2	3	4	5
(m)	Patients are listened to	1	2	3	4	5
(n)	Medical help and patient care will not be compromised by the shortening of waiting lists	1	2	3	4	5
(o)	New treatments are put into practice in the healthcare system	1	2	3	4	5
(p)	Doctors don't prescribe medicines too late	1	2	3	4	5
(q)	The information given to patients is clear and understandable	1	2	3	4	5
(r)	High levels of specialisation do not cause problems in the healthcare system	1	2	3	4	5
(s)	Doctors spend enough time on their patients	1	2	3	4	5
(t)	Cost cutting does not disadvantage patients	1	2	3	4	5
(u)	The education and training of doctors in this country is one of the world's best	1	2	3	4	5
(v)	A lot of care is taken to keep patients' medical information confidential in the health service	1	2	3	4	5
(w)	Patients get sufficient information about the cause of their problem	1	2	3	4	5
(x)	Patients are referred in time	1	2	3	4	5
(y)	Doctors provide their patients with good guidance	1	2	3	4	5

	How much do you trust that ...	A lot	Quite a lot	Little	Very little	Don't know
(z)	Waiting times are never too long	1	2	3	4	5
(aa)	Doctors always do enough tests	1	2	3	4	5
(bb)	Doctors discuss things fully with their patients	1	2	3	4	5
(cc)	Patients will always get the best treatment	1	2	3	4	5
(dd)	Doctors always make the right diagnosis	1	2	3	4	5
(ee)	Doctors are well regulated in the UK	1	2	3	4	5
(ff)	Patients will show doctors respect	1	2	3	4	5