

Measuring and Understanding Public Opinion: Perception and experience of hospital cleanliness September 2013

This public opinion data has been collected and analysed by NEMS from a representative sample of UK adults. It contains basic breakdowns by demography, geography and any key interesting market sub-groups.

You are free to use the data, providing you acknowledge/reference the source as "NEMS Market Research, September 2013".

If you would like to know more about this or anything else research related, please get in touch, we would be happy to help.



	Total	Male	Female	16 to 34	35 to 54	55+	ABC1	C2DE								
QA When you last visited a hospital, was it as a patient or visitor? [PR]																
Patient	45.0%	439	49.3%	233	41.0%	206	48.2%	153	35.1%	118	52.5%	167	42.6%	208	47.5%	232
Visitor	49.3%	480	47.1%	222	51.3%	258	49.0%	156	59.4%	201	38.9%	124	51.1%	249	47.4%	231
(Not applicable - never been to hospital)	4.0%	39	2.3%	11	5.6%	28	2.9%	9	4.6%	16	4.4%	14	5.4%	26	2.6%	13
(Refused)	1.7%	17	1.3%	6	2.1%	10	0.0%	0	1.0%	3	4.2%	13	0.9%	4	2.5%	12
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592

Mean score: [Excellent = 4, Good = 3, Adequate = 2, Poor =1]

QB On your last visit to hospital, how would you rate the overall cleanliness of the hospital? [PR]
Those who have visited a hospital (as a patient or visitor)

Excellent	36.8%	339	37.4%	170	36.3%	168	33.4%	103	37.4%	120	39.8%	116	37.8%	173	35.9%	166
Good	42.3%	389	43.8%	200	40.9%	190	50.5%	156	41.6%	133	34.5%	100	42.4%	194	42.3%	196
Adequate	11.8%	109	10.7%	49	12.9%	60	4.4%	14	15.7%	50	15.5%	45	10.7%	49	12.9%	60
Poor	5.1%	46	2.9%	13	7.1%	33	7.0%	22	3.4%	11	4.8%	14	4.3%	20	5.8%	27
(Don't know / can't remember)	3.9%	36	5.1%	23	2.8%	13	4.7%	15	1.8%	6	5.4%	16	4.8%	22	3.0%	14
Mean:		3.16		3.22		3.09		3.16		3.15		3.16		3.19		3.12
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

Mean score: [Excellent = 4, Good = 3, Adequate = 2, Poor =1]

QC1 How would you rate the cleanliness of... [PR]
Those who have visited a hospital (as a patient or visitor)

...waiting areas

Excellent	28.7%	264	29.1%	132	28.2%	131	27.2%	84	28.8%	92	30.2%	88	27.3%	125	30.0%	139
Good	45.4%	418	48.1%	219	42.8%	199	55.2%	171	40.7%	130	40.2%	117	49.7%	227	41.2%	191
Adequate	16.1%	148	15.7%	71	16.5%	77	13.3%	41	19.5%	62	15.4%	45	16.6%	76	15.6%	72
Poor	3.4%	31	3.7%	17	3.0%	14	1.7%	5	5.0%	16	3.4%	10	2.1%	10	4.7%	22
(Don't know)	6.4%	59	3.4%	15	9.4%	44	2.6%	8	6.0%	19	10.8%	31	4.3%	20	8.5%	39
Mean:		3.06		3.06		3.06		3.11		2.99		3.09		3.07		3.06
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

...the toilets

Excellent	24.8%	228	25.5%	116	24.2%	112	23.9%	74	22.7%	72	28.1%	82	21.3%	97	28.3%	131
Good	38.0%	349	38.8%	176	37.2%	173	45.2%	140	37.4%	119	31.0%	90	42.7%	195	33.3%	154
Adequate	12.2%	112	14.7%	67	9.7%	45	8.8%	27	16.0%	51	11.6%	34	13.6%	62	10.7%	50
Poor	5.5%	51	2.9%	13	8.1%	37	7.8%	24	4.7%	15	4.0%	12	5.8%	27	5.2%	24
(Don't know)	19.5%	179	18.2%	83	20.8%	96	14.3%	44	19.2%	61	25.3%	74	16.5%	75	22.4%	104
Mean:		3.02		3.06		2.98		2.99		2.97		3.12		2.95		3.09
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

...the floors

Excellent	28.4%	261	29.3%	133	27.4%	127	27.1%	84	27.3%	87	30.9%	90	27.5%	126	29.2%	135
Good	50.2%	462	51.7%	235	48.8%	227	52.7%	163	51.8%	165	45.9%	134	50.2%	229	50.2%	233
Adequate	12.9%	119	11.0%	50	14.8%	69	10.9%	34	14.4%	46	13.4%	39	13.2%	60	12.6%	58
Poor	3.6%	33	2.3%	10	5.0%	23	3.9%	12	4.4%	14	2.6%	7	2.7%	12	4.6%	21
(Don't know)	4.9%	45	5.7%	26	4.0%	19	5.5%	17	2.1%	7	7.2%	21	6.3%	29	3.4%	16
Mean:		3.09		3.15		3.03		3.09		3.04		3.13		3.09		3.08
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

	Total	Male	Female	16 to 34	35 to 54	55+	ABC1	C2DE								
...the walls																
Excellent	28.3%	260	29.0%	132	27.5%	128	27.1%	84	27.2%	87	30.7%	89	28.2%	129	28.3%	131
Good	46.9%	431	47.6%	217	46.2%	215	50.3%	155	47.8%	152	42.4%	123	46.1%	210	47.7%	221
Adequate	14.4%	133	12.9%	59	15.9%	74	13.8%	43	15.6%	50	13.9%	40	17.1%	78	11.8%	55
Poor	3.3%	31	3.1%	14	3.6%	17	2.5%	8	3.5%	11	4.0%	12	1.2%	5	5.5%	25
(Don't know)	7.1%	65	7.4%	34	6.8%	31	6.3%	20	6.0%	19	9.0%	26	7.5%	34	6.7%	31
Mean:		3.08		3.11		3.05		3.09		3.05		3.10		3.10		3.06
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

...bedding																
Excellent	23.9%	219	26.0%	118	21.8%	101	22.3%	69	21.5%	69	28.1%	82	23.2%	106	24.5%	114
Good	37.7%	347	39.7%	181	35.8%	166	44.4%	137	35.7%	114	32.9%	96	39.6%	181	35.9%	166
Adequate	11.5%	105	7.4%	34	15.5%	72	11.8%	36	12.0%	38	10.5%	31	12.5%	57	10.5%	49
Poor	2.5%	23	2.9%	13	2.2%	10	1.7%	5	3.1%	10	2.9%	8	0.6%	3	4.4%	20
(Don't know)	24.4%	224	24.0%	109	24.8%	115	19.9%	61	27.7%	88	25.6%	74	24.2%	110	24.6%	114
Mean:		3.10		3.17		3.02		3.09		3.05		3.16		3.13		3.07
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

...furnishings (such as chairs and cabinets)																
Excellent	25.1%	231	26.0%	118	24.3%	113	21.3%	66	25.3%	81	29.0%	84	23.9%	109	26.3%	122
Good	50.3%	463	53.3%	243	47.4%	220	56.1%	174	49.6%	158	44.9%	131	54.5%	249	46.2%	214
Adequate	12.0%	111	12.0%	55	12.0%	56	6.2%	19	17.3%	55	12.4%	36	10.4%	48	13.6%	63
Poor	5.3%	49	3.0%	14	7.5%	35	6.2%	19	4.6%	15	5.1%	15	4.8%	22	5.8%	27
(Don't know)	7.2%	66	5.6%	26	8.8%	41	10.1%	31	3.1%	10	8.6%	25	6.4%	29	8.0%	37
Mean:		3.03		3.08		2.97		3.03		2.99		3.07		3.04		3.01
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

Mean score: [Very often = 4, Quite often = 3, Not very often = 2, Not at all = 1]

QC2 During your time there, how often were... [PR]
Those who have visited a hospital (as a patient or visitor)

...cleaning staff working																
Very often	16.1%	148	16.0%	73	16.2%	75	17.6%	55	14.2%	45	16.6%	48	15.8%	72	16.4%	76
Quite often	24.3%	223	26.8%	122	21.9%	101	23.1%	71	31.0%	99	18.2%	53	29.6%	135	19.0%	88
Not very often	6.8%	62	3.8%	17	9.6%	45	9.4%	29	3.5%	11	7.5%	22	7.5%	34	6.1%	28
Not at all	21.0%	193	20.4%	93	21.6%	100	21.7%	67	21.3%	68	19.9%	58	15.4%	70	26.5%	123
(Don't know)	31.9%	293	33.0%	150	30.8%	143	28.1%	87	30.1%	96	37.9%	110	31.7%	145	32.0%	148
Mean:		2.52		2.57		2.47		2.51		2.55		2.51		2.67		2.37
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

...medical staff showing poor hygiene and cleanliness																
Very often	2.8%	25	3.4%	16	2.1%	10	5.0%	16	0.8%	2	2.5%	7	4.6%	21	0.9%	4
Quite often	6.5%	59	5.1%	23	7.8%	36	4.6%	14	8.4%	27	6.3%	18	7.3%	33	5.6%	26
Not very often	5.7%	53	6.4%	29	5.1%	24	8.4%	26	5.5%	18	3.1%	9	4.7%	21	6.7%	31
Not at all	69.4%	638	69.6%	317	69.3%	322	69.4%	215	71.8%	229	66.9%	195	70.7%	323	68.2%	316
(Don't know)	15.6%	144	15.4%	70	15.8%	74	12.5%	39	13.6%	43	21.2%	62	12.8%	58	18.5%	86
Mean:		1.32		1.32		1.32		1.37		1.28		1.30		1.38		1.26
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

	Total	Male	Female	16 to 34	35 to 54	55+	ABC1	C2DE								
...blood not being cleaned-up (e.g. from floors or bedding)																
Very often	1.8%	16	1.1%	5	2.4%	11	0.6%	2	3.3%	10	1.4%	4	1.4%	7	2.1%	10
Quite often	4.3%	39	6.4%	29	2.1%	10	6.7%	21	4.3%	14	1.7%	5	3.3%	15	5.2%	24
Not very often	2.1%	19	1.0%	4	3.1%	15	2.2%	7	2.2%	7	1.8%	5	2.5%	11	1.6%	8
Not at all	67.1%	617	70.2%	319	64.1%	298	75.0%	232	65.0%	207	61.1%	178	72.6%	332	61.7%	286
(Don't know)	24.8%	228	21.3%	97	28.2%	131	15.6%	48	25.2%	80	34.1%	99	20.2%	92	29.3%	136
Mean:		1.21		1.22		1.20		1.20		1.28		1.14		1.17		1.26
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

Mean score: [Very old = 5, Quite old = 4, Neitehr = 3, Quite new = 2, Very new = 1]

QD Would you consider the hospital to be an old or new building? [PR]

Those who have visited a hospital (as a patient or visitor)

Very old	5.7%	53	4.8%	22	6.7%	31	6.4%	20	4.3%	14	6.7%	19	5.3%	24	6.2%	28
Quite old	27.2%	250	25.8%	117	28.6%	133	37.3%	115	23.8%	76	20.2%	59	32.7%	149	21.8%	101
Neither old nor new	18.3%	168	18.5%	84	18.0%	84	15.4%	48	19.1%	61	20.4%	59	15.3%	70	21.2%	98
Quite new	36.2%	333	42.3%	192	30.3%	141	35.4%	110	37.6%	120	35.5%	103	35.4%	162	37.0%	171
Very new	8.5%	78	6.0%	27	11.0%	51	4.6%	14	13.0%	42	7.7%	22	8.0%	37	9.0%	42
(Don't know)	4.0%	37	2.7%	12	5.4%	25	0.8%	2	2.2%	7	9.5%	28	3.3%	15	4.8%	22
Mean:		2.85		2.81		2.89		3.05		2.68		2.81		2.92		2.78
Weighted base:		919		455		464		309		319		291		457		463
Sample:		940		420		520		120		384		436		382		558

SEX Sex of respondent

Male	48.4%	472	100.0%	472	0.0%	0	50.1%	160	49.9%	168	45.2%	144	49.1%	239	47.8%	233
Female	51.6%	503	0.0%	0	100.0%	503	49.9%	159	50.1%	169	54.8%	174	50.9%	248	52.2%	255
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592

AGE To ensure we get a representative sample, could I ask how old you are ?

16 to 24	15.1%	147	15.9%	75	14.4%	72	46.3%	147	0.0%	0	0.0%	0	15.8%	77	14.5%	71
25 to 34	17.5%	171	17.9%	84	17.2%	86	53.7%	171	0.0%	0	0.0%	0	18.8%	92	16.2%	79
35 to 44	18.4%	179	18.9%	89	17.9%	90	0.0%	0	53.0%	179	0.0%	0	22.0%	107	14.8%	72
45 to 54	16.3%	159	16.8%	79	15.8%	79	0.0%	0	47.0%	159	0.0%	0	16.4%	80	16.2%	79
55 to 64	13.1%	128	13.4%	63	12.8%	64	0.0%	0	0.0%	0	40.1%	128	11.9%	58	14.3%	70
65 +	19.6%	191	17.1%	81	21.9%	110	0.0%	0	0.0%	0	59.9%	191	15.1%	73	24.1%	117
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592

SEG Socio-economic group

A	1.1%	11	1.8%	9	0.5%	2	0.0%	0	1.5%	5	1.8%	6	2.2%	11	0.0%	0
B	14.6%	142	13.2%	62	16.0%	80	14.0%	44	13.0%	44	16.9%	54	29.2%	142	0.0%	0
C1	34.2%	334	35.7%	168	32.9%	166	39.0%	124	40.8%	138	22.5%	72	68.5%	334	0.0%	0
C2	30.4%	296	35.2%	166	25.9%	130	39.2%	125	28.9%	98	23.2%	74	0.0%	0	60.8%	296
D	7.5%	73	5.1%	24	9.8%	49	4.0%	13	10.0%	34	8.4%	27	0.0%	0	15.0%	73
E	12.1%	118	9.2%	43	14.9%	75	3.9%	12	5.8%	20	27.1%	86	0.0%	0	24.2%	118
(Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592

	Total	Male	Female	16 to 34	35 to 54	55+	ABC1	C2DE								
EMP Which of the following best describes your current employment status ? [PR]																
Working full-time (30+ hours a week)	39.3%	383	52.2%	246	27.1%	136	45.4%	145	57.4%	194	13.8%	44	45.2%	220	33.3%	162
Part-time	16.7%	163	7.3%	35	25.5%	128	16.2%	52	25.1%	85	8.4%	27	21.0%	102	12.4%	61
Not working - e.g. full-time student, not looking for work, unemployed (excluding retired / invalid)	17.8%	173	17.4%	82	18.1%	91	35.5%	113	11.1%	38	7.1%	23	14.2%	69	21.3%	104
Not working (retired / invalid)	24.9%	243	23.1%	109	26.6%	134	0.0%	0	5.1%	17	70.8%	225	18.4%	89	31.4%	153
(Refused)	1.4%	14	0.0%	0	2.7%	14	2.9%	9	1.3%	4	0.0%	0	1.2%	6	1.6%	8
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592
MAR Which of these best describes your current marital status ? [PR]																
Married / Living as married	51.7%	504	48.9%	231	54.4%	273	38.5%	123	66.6%	225	49.1%	156	56.4%	275	47.0%	229
Single	29.0%	283	38.7%	182	20.0%	101	55.5%	177	19.2%	65	13.0%	41	26.0%	127	32.0%	156
Divorced	6.2%	60	5.3%	25	7.0%	35	3.4%	11	7.7%	26	7.3%	23	6.6%	32	5.8%	28
Widowed	11.0%	107	6.1%	29	15.6%	78	1.9%	6	3.6%	12	27.9%	89	9.5%	46	12.5%	61
Separated	1.8%	17	1.0%	5	2.4%	12	0.7%	2	2.4%	8	2.2%	7	1.4%	7	2.1%	10
(Refused)	0.3%	3	0.0%	0	0.6%	3	0.0%	0	0.5%	2	0.4%	1	0.0%	0	0.6%	3
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592
CHI How many children live in your household, aged 15 years and under ?																
None	74.5%	726	75.8%	358	73.3%	368	69.9%	223	58.3%	197	96.3%	307	68.6%	334	80.4%	392
One	10.8%	106	9.4%	44	12.2%	61	13.5%	43	16.0%	54	2.7%	9	15.7%	76	6.0%	29
Two	12.1%	118	13.0%	61	11.2%	57	13.3%	42	21.4%	72	1.0%	3	11.4%	56	12.7%	62
Three	2.0%	19	0.6%	3	3.3%	17	1.8%	6	4.0%	14	0.0%	0	3.1%	15	0.9%	4
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	0.6%	6	1.2%	6	0.0%	0	1.5%	5	0.2%	1	0.0%	0	1.1%	6	0.0%	0
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592
ADU How many adults aged 16 years or older, including yourself, live in your household ?																
One	30.0%	292	31.1%	147	28.9%	145	23.2%	74	22.9%	77	44.3%	141	25.1%	122	34.8%	170
Two	45.3%	442	42.4%	200	48.0%	241	42.9%	137	50.4%	170	42.3%	135	47.2%	230	43.4%	212
Three	16.3%	158	18.3%	86	14.4%	72	19.5%	62	19.7%	66	9.4%	30	17.5%	85	15.1%	73
Four	6.3%	62	5.7%	27	6.9%	35	9.4%	30	5.9%	20	3.7%	12	7.2%	35	5.4%	26
Five	1.6%	15	1.3%	6	1.8%	9	3.5%	11	0.8%	3	0.4%	1	1.9%	9	1.2%	6
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	0.6%	6	1.2%	6	0.0%	0	1.5%	5	0.2%	1	0.0%	0	1.1%	6	0.0%	0
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592
IS2 ISBA region																
Ulster	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Scotland	8.1%	79	10.9%	52	5.5%	28	11.3%	36	5.7%	19	7.5%	24	6.0%	29	10.2%	50
North / Borders	5.9%	58	4.2%	20	7.5%	38	4.2%	13	7.0%	23	6.6%	21	6.3%	31	5.5%	27
Lancashire	13.2%	129	15.8%	75	10.8%	54	20.8%	66	9.7%	33	9.5%	30	12.7%	62	13.7%	67
Yorkshire	9.4%	92	7.1%	33	11.6%	58	6.8%	22	14.0%	47	7.1%	23	9.5%	46	9.4%	46
Wales & South West	12.0%	117	13.9%	65	10.2%	51	16.8%	54	7.5%	25	11.8%	38	10.3%	50	13.6%	66
Midlands	15.5%	151	19.6%	93	11.7%	59	17.9%	57	16.2%	55	12.4%	40	16.2%	79	14.9%	72
East England	6.7%	65	5.1%	24	8.2%	41	5.8%	18	4.7%	16	9.7%	31	7.6%	37	5.8%	28
London	20.3%	198	17.2%	81	23.2%	117	7.7%	25	27.6%	93	25.2%	80	24.3%	118	16.4%	80
Southern	8.8%	86	6.2%	29	11.2%	57	8.7%	28	7.6%	26	10.1%	32	7.1%	34	10.5%	51
Weighted base:		975		472		503		318		338		318		487		488
Sample:		1000		450		550		124		408		468		408		592

	Total	North (inc. Scotland)	Midlands (inc. Wales)	Southern
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QA When you last visited a hospital, was it as a patient or visitor? [PR]

Patient	45.0%	439	41.7%	149	52.6%	161	41.4%	129
Visitor	49.3%	480	53.0%	190	44.0%	135	50.3%	156
(Not applicable - never been to hospital)	4.0%	39	4.6%	17	2.0%	6	5.2%	16
(Refused)	1.7%	17	0.7%	2	1.4%	4	3.1%	10
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

Mean score: [Excellent = 4, Good = 3, Adequate = 2, Poor =1]

QB On your last visit to hospital, how would you rate the overall cleanliness of the hospital? [PR]

Those who have visited a hospital (as a patient or visitor)

Excellent	36.8%	339	33.7%	114	35.2%	104	42.3%	120
Good	42.3%	389	49.1%	166	41.0%	121	35.7%	102
Adequate	11.8%	109	10.8%	37	14.9%	44	9.8%	28
Poor	5.1%	46	3.0%	10	2.7%	8	9.9%	28
(Don't know / can't remember)	3.9%	36	3.4%	12	6.2%	18	2.2%	6
Mean:		3.16		3.18		3.16		3.13
Weighted base:		919		339		296		285
Sample:		940		418		280		242

Mean score: [Excellent = 4, Good = 3, Adequate = 2, Poor =1]

QC1 How would you rate the cleanliness of... [PR]

Those who have visited a hospital (as a patient or visitor)

...waiting areas

Excellent	28.7%	264	29.2%	99	29.2%	87	27.5%	78
Good	45.4%	418	48.1%	163	46.3%	137	41.5%	118
Adequate	16.1%	148	16.5%	56	14.0%	41	17.8%	51
Poor	3.4%	31	3.1%	11	4.3%	13	2.8%	8
(Don't know)	6.4%	59	3.1%	11	6.3%	19	10.5%	30
Mean:		3.06		3.07		3.07		3.05
Weighted base:		919		339		296		285
Sample:		940		418		280		242

...the toilets

Excellent	24.8%	228	23.9%	81	27.3%	81	23.5%	67
Good	38.0%	349	34.9%	118	45.9%	136	33.4%	95
Adequate	12.2%	112	13.4%	46	7.3%	21	15.8%	45
Poor	5.5%	51	3.6%	12	6.2%	18	7.1%	20
(Don't know)	19.5%	179	24.2%	82	13.4%	40	20.2%	58
Mean:		3.02		3.04		3.09		2.92
Weighted base:		919		339		296		285
Sample:		940		418		280		242

...the floors

Excellent	28.4%	261	28.4%	96	30.0%	89	26.6%	76
Good	50.2%	462	50.0%	169	48.6%	144	52.1%	148
Adequate	12.9%	119	12.9%	44	9.5%	28	16.4%	47
Poor	3.6%	33	4.7%	16	4.1%	12	1.9%	5
(Don't know)	4.9%	45	3.9%	13	7.7%	23	3.0%	8
Mean:		3.09		3.06		3.13		3.07
Weighted base:		919		339		296		285
Sample:		940		418		280		242

	Total	North (inc. Scotland)	Midlands (inc. Wales)	Southern
...the walls				
Excellent	28.3% 260	28.1% 95	30.3% 90	26.3% 75
Good	46.9% 431	46.8% 159	45.2% 134	48.7% 139
Adequate	14.4% 133	15.8% 54	11.3% 33	16.1% 46
Poor	3.3% 31	3.8% 13	2.5% 7	3.7% 11
(Don't know)	7.1% 65	5.5% 19	10.7% 32	5.2% 15
Mean:	3.08	3.05	3.16	3.03
Weighted base:	919	339	296	285
Sample:	940	418	280	242

...bedding				
Excellent	23.9% 219	21.6% 73	26.1% 77	24.1% 69
Good	37.7% 347	41.6% 141	34.5% 102	36.5% 104
Adequate	11.5% 105	13.3% 45	8.2% 24	12.7% 36
Poor	2.5% 23	2.4% 8	1.6% 5	3.7% 11
(Don't know)	24.4% 224	21.0% 71	29.6% 88	22.9% 65
Mean:	3.10	3.05	3.21	3.05
Weighted base:	919	339	296	285
Sample:	940	418	280	242

...furnishings (such as chairs and cabinets)				
Excellent	25.1% 231	27.4% 93	23.5% 70	24.1% 69
Good	50.3% 463	50.9% 172	49.0% 145	51.1% 145
Adequate	12.0% 111	12.9% 44	13.1% 39	9.9% 28
Poor	5.3% 49	5.0% 17	2.0% 6	9.1% 26
(Don't know)	7.2% 66	3.8% 13	12.5% 37	5.8% 17
Mean:	3.03	3.05	3.08	2.96
Weighted base:	919	339	296	285
Sample:	940	418	280	242

Mean score: [Very often = 4, Quite often = 3, Not very often = 2, Not at all = 1]

QC2 During your time there, how often were... [PR]
Those who have visited a hospital (as a patient or visitor)

...cleaning staff working				
Very often	16.1% 148	16.1% 55	21.5% 64	10.5% 30
Quite often	24.3% 223	25.0% 85	23.4% 69	24.5% 70
Not very often	6.8% 62	4.4% 15	5.8% 17	10.6% 30
Not at all	21.0% 193	17.0% 57	21.6% 64	25.1% 71
(Don't know)	31.9% 293	37.5% 127	27.8% 82	29.5% 84
Mean:	2.52	2.64	2.62	2.29
Weighted base:	919	339	296	285
Sample:	940	418	280	242

...medical staff showing poor hygiene and cleanliness				
Very often	2.8% 25	0.5% 2	7.4% 22	0.6% 2
Quite often	6.5% 59	3.2% 11	4.6% 14	12.3% 35
Not very often	5.7% 53	3.7% 13	10.8% 32	2.8% 8
Not at all	69.4% 638	74.2% 251	64.1% 190	69.3% 197
(Don't know)	15.6% 144	18.4% 62	13.0% 39	15.0% 43
Mean:	1.32	1.14	1.49	1.34
Weighted base:	919	339	296	285
Sample:	940	418	280	242

	Total	North (inc. Scotland)		Midlands (inc. Wales)		Southern		
...blood not being cleaned-up (e.g. from floors or bedding)								
Very often	1.8%	16	1.1%	4	1.3%	4	3.1%	9
Quite often	4.3%	39	3.3%	11	7.0%	21	2.6%	7
Not very often	2.1%	19	2.7%	9	3.0%	9	0.3%	1
Not at all	67.1%	617	67.6%	229	67.0%	198	66.7%	190
(Don't know)	24.8%	228	25.4%	86	21.7%	64	27.3%	78
Mean:		1.21		1.17		1.27		1.20
Weighted base:		919		339		296		285
Sample:		940		418		280		242

Mean score: [Very old = 5, Quite old = 4, Neitehr = 3, Quite new = 2, Very new = 1]

QD Would you consider the hospital to be an old or new building? [PR]

Those who have visited a hospital (as a patient or visitor)

Very old	5.7%	53	5.5%	19	6.8%	20	4.9%	14
Quite old	27.2%	250	29.5%	100	25.1%	74	26.8%	76
Neither old nor new	18.3%	168	17.9%	61	16.0%	47	21.1%	60
Quite new	36.2%	333	33.7%	114	43.2%	128	32.1%	91
Very new	8.5%	78	12.0%	41	6.1%	18	6.9%	20
(Don't know)	4.0%	37	1.5%	5	2.9%	8	8.2%	23
Mean:		2.85		2.83		2.83		2.90
Weighted base:		919		339		296		285
Sample:		940		418		280		242

SEX Sex of respondent

Male	48.4%	472	50.2%	180	55.7%	171	39.1%	121
Female	51.6%	503	49.8%	178	44.3%	136	60.9%	189
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

AGE To ensure we get a representative sample, could I ask how old you are ?

16 to 24	15.1%	147	19.6%	70	14.8%	46	10.2%	32
25 to 34	17.5%	171	18.7%	67	24.1%	74	9.7%	30
35 to 44	18.4%	179	16.0%	57	17.3%	53	22.2%	69
45 to 54	16.3%	159	18.4%	66	12.2%	38	17.9%	56
55 to 64	13.1%	128	14.7%	53	12.2%	38	12.0%	37
65 +	19.6%	191	12.6%	45	19.3%	59	27.9%	87
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

SEG Socio-economic group

A	1.1%	11	1.6%	6	1.7%	5	0.0%	0
B	14.6%	142	16.2%	58	14.2%	44	13.2%	41
C1	34.2%	334	29.3%	105	35.0%	107	39.2%	122
C2	30.4%	296	39.4%	141	28.2%	86	22.2%	69
D	7.5%	73	6.5%	23	8.2%	25	7.9%	25
E	12.1%	118	7.0%	25	12.7%	39	17.5%	54
(Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

Total **North (inc. Scotland)** **Midlands (inc Wales)** **Southern**

EMP Which of the following best describes your current employment status ? [PR]

Working full-time (30+ hours a week)	39.3%	383	45.5%	163	37.1%	114	34.2%	106
Part-time	16.7%	163	20.7%	74	15.8%	48	13.0%	40
Not working - e.g. full-time student, not looking for work, unemployed (excluding retired / invalid)	17.8%	173	14.4%	51	24.2%	74	15.3%	48
Not working (retired / invalid)	24.9%	243	16.8%	60	23.0%	71	36.1%	112
(Refused)	1.4%	14	2.6%	9	0.0%	0	1.4%	4
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

MAR Which of these best describes your current marital status ? [PR]

Married / Living as married	51.7%	504	55.4%	198	50.5%	155	48.7%	151
Single	29.0%	283	28.6%	102	31.3%	96	27.4%	85
Divorced	6.2%	60	4.3%	15	7.4%	23	7.2%	22
Widowed	11.0%	107	9.1%	33	9.2%	28	14.9%	46
Separated	1.8%	17	2.6%	9	1.3%	4	1.3%	4
(Refused)	0.3%	3	0.0%	0	0.4%	1	0.6%	2
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

CHI How many children live in your household, aged 15 years and under ?

None	74.5%	726	75.8%	271	74.3%	228	73.2%	227
One	10.8%	106	12.3%	44	10.9%	33	9.1%	28
Two	12.1%	118	10.7%	38	12.7%	39	13.1%	41
Three	2.0%	19	1.2%	4	1.9%	6	3.1%	9
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	0.6%	6	0.0%	0	0.3%	1	1.5%	5
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

ADU How many adults aged 16 years or older, including yourself, live in your household ?

One	30.0%	292	28.7%	103	33.1%	102	28.4%	88
Two	45.3%	442	51.1%	183	42.5%	130	41.4%	128
Three	16.3%	158	11.6%	41	18.9%	58	19.0%	59
Four	6.3%	62	6.2%	22	3.1%	10	9.7%	30
Five	1.6%	15	2.5%	9	2.0%	6	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	0.6%	6	0.0%	0	0.3%	1	1.5%	5
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

IS2 ISBA region

Ulster	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Scotland	8.1%	79	22.2%	79	0.0%	0	0.0%	0
North / Borders	5.9%	58	16.1%	58	0.0%	0	0.0%	0
Lancashire	13.2%	129	36.0%	129	0.0%	0	0.0%	0
Yorkshire	9.4%	92	25.7%	92	0.0%	0	0.0%	0
Wales & South West	12.0%	117	0.0%	0	29.4%	90	8.6%	27
Midlands	15.5%	151	0.0%	0	49.4%	151	0.0%	0
East England	6.7%	65	0.0%	0	21.3%	65	0.0%	0
London	20.3%	198	0.0%	0	0.0%	0	63.8%	198
Southern	8.8%	86	0.0%	0	0.0%	0	27.6%	86
Weighted base:		975		358		307		310
Sample:		1000		440		298		262

	Total	Old Hospital (QD)	New Hospital (QD)	Excellent (QB)	Good (QB)	Adequate (QB)	Poor (QB)	Patient (QA)	Visitor (QA)									
QA When you last visited a hospital, was it as a patient or visitor? [PR]																		
Patient	45.0%	439	45.5%	138	52.1%	214	50.5%	171	52.7%	205	43.8%	48	18.7%	9	100.0%	439	0.0%	0
Visitor	49.3%	480	54.5%	165	47.9%	197	49.5%	168	47.3%	184	56.2%	61	81.3%	38	0.0%	0	100.0%	480
(Not applicable - never been to hospital)	4.0%	39	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	1.7%	17	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

Mean score: [Excellent = 4, Good = 3, Adequate = 2, Poor =1]

QB On your last visit to hospital, how would you rate the overall cleanliness of the hospital? [PR]
Those who have visited a hospital (as a patient or visitor)

Excellent	36.8%	339	28.3%	86	45.4%	187	100.0%	339	0.0%	0	0.0%	0	0.0%	0	39.0%	171	34.9%	168
Good	42.3%	389	41.0%	124	42.8%	176	0.0%	0	100.0%	389	0.0%	0	0.0%	0	46.8%	205	38.3%	184
Adequate	11.8%	109	13.4%	40	9.7%	40	0.0%	0	0.0%	0	100.0%	109	0.0%	0	10.9%	48	12.7%	61
Poor	5.1%	46	9.4%	28	1.1%	5	0.0%	0	0.0%	0	0.0%	0	100.0%	46	2.0%	9	7.9%	38
(Don't know / can't remember)	3.9%	36	8.0%	24	1.0%	4	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.4%	6	6.2%	30
Mean:		3.16		2.96		3.34		4.00		3.00		2.00		1.00		3.25		3.07
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

Mean score: [Excellent = 4, Good = 3, Adequate = 2, Poor =1]

QC1 How would you rate the cleanliness of... [PR]
Those who have visited a hospital (as a patient or visitor)

...waiting areas

Excellent	28.7%	264	24.4%	74	35.4%	146	70.9%	240	5.7%	22	1.1%	1	0.0%	0	36.5%	160	21.6%	104
Good	45.4%	418	42.2%	128	48.5%	199	21.5%	73	78.7%	306	17.3%	19	2.6%	1	47.7%	209	43.4%	208
Adequate	16.1%	148	19.4%	59	9.6%	40	2.6%	9	9.1%	36	74.3%	81	44.6%	21	8.2%	36	23.4%	112
Poor	3.4%	31	4.7%	14	1.5%	6	0.0%	0	1.7%	6	2.2%	2	47.9%	22	3.1%	13	3.7%	18
(Don't know)	6.4%	59	9.3%	28	5.1%	21	5.1%	17	4.8%	19	5.0%	5	5.0%	2	4.6%	20	8.0%	39
Mean:		3.06		2.95		3.24		3.72		2.93		2.18		1.52		3.23		2.90
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

...the toilets

Excellent	24.8%	228	16.9%	51	32.7%	135	61.4%	208	4.5%	18	1.7%	2	1.7%	1	31.5%	138	18.7%	90
Good	38.0%	349	39.7%	120	36.3%	149	16.9%	57	63.9%	249	19.1%	21	7.6%	4	40.1%	176	36.0%	173
Adequate	12.2%	112	12.3%	37	8.8%	36	6.1%	21	7.2%	28	50.7%	55	12.5%	6	8.4%	37	15.6%	75
Poor	5.5%	51	10.4%	32	0.5%	2	0.0%	0	1.9%	7	10.1%	11	69.7%	32	2.8%	12	8.0%	39
(Don't know)	19.5%	179	20.6%	63	21.7%	89	15.5%	53	22.6%	88	18.3%	20	8.5%	4	17.2%	76	21.6%	104
Mean:		3.02		2.80		3.29		3.66		2.92		2.15		1.36		3.21		2.84
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

...the floors

Excellent	28.4%	261	21.4%	65	36.5%	150	73.7%	250	2.3%	9	1.1%	1	1.7%	1	33.9%	149	23.3%	112
Good	50.2%	462	44.4%	134	51.9%	214	21.4%	73	91.7%	357	20.2%	22	10.1%	5	52.8%	232	47.9%	230
Adequate	12.9%	119	17.4%	53	9.8%	40	2.0%	7	4.6%	18	65.1%	71	43.6%	20	8.6%	38	16.9%	81
Poor	3.6%	33	7.4%	22	0.2%	1	1.2%	4	0.0%	0	8.9%	10	42.2%	20	2.7%	12	4.5%	22
(Don't know)	4.9%	45	9.4%	29	1.6%	7	1.6%	5	1.4%	5	4.7%	5	2.4%	1	2.0%	9	7.5%	36
Mean:		3.09		2.88		3.27		3.70		2.98		2.14		1.71		3.20		2.97
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

	Total	Old Hospital (QD)		New Hospital (QD)		Excellent (QB)	Good (QB)		Adequate (QB)		Poor (QB)		Patient (QA)		Visitor (QA)			
...the walls																		
Excellent	28.3%	260	20.1%	61	37.1%	153	73.7%	250	2.1%	8	1.1%	1	1.7%	1	33.9%	149	23.1%	111
Good	46.9%	431	41.2%	125	46.6%	192	17.5%	59	88.8%	346	15.4%	17	9.4%	4	50.3%	221	43.8%	210
Adequate	14.4%	133	19.8%	60	12.1%	50	4.7%	16	5.2%	20	70.6%	77	34.8%	16	9.5%	42	18.9%	91
Poor	3.3%	31	6.3%	19	0.2%	1	0.0%	0	1.0%	4	2.7%	3	51.5%	24	2.5%	11	4.1%	20
(Don't know)	7.1%	65	12.5%	38	4.1%	17	4.1%	14	3.0%	12	10.1%	11	2.7%	1	3.8%	17	10.0%	48
Mean:		3.08		2.86		3.26		3.72		2.95		2.17		1.60		3.20		2.95
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

...bedding																		
Excellent	23.9%	219	14.7%	44	33.6%	138	61.6%	208	2.3%	9	1.9%	2	0.0%	0	28.6%	125	19.6%	94
Good	37.7%	347	34.3%	104	39.7%	163	18.7%	63	67.3%	262	12.9%	14	6.7%	3	36.8%	162	38.6%	185
Adequate	11.5%	105	20.0%	61	6.1%	25	0.3%	1	6.5%	25	51.5%	56	43.1%	20	8.3%	36	14.4%	69
Poor	2.5%	23	3.8%	12	0.2%	1	0.0%	0	0.3%	1	0.7%	1	45.8%	21	1.7%	7	3.3%	16
(Don't know)	24.4%	224	27.2%	82	20.5%	84	19.4%	66	23.6%	92	32.9%	36	4.4%	2	24.6%	108	24.2%	116
Mean:		3.10		2.82		3.34		3.76		2.94		2.24		1.59		3.22		2.98
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

...furnishings (such as chairs and cabinets)																		
Excellent	25.1%	231	17.4%	53	33.5%	138	65.4%	222	1.9%	7	1.1%	1	0.0%	0	30.7%	135	20.0%	96
Good	50.3%	463	43.7%	132	51.6%	212	30.6%	104	86.2%	336	15.6%	17	7.6%	4	52.7%	231	48.2%	231
Adequate	12.0%	111	14.6%	44	10.2%	42	0.5%	2	7.0%	27	67.0%	73	10.9%	5	9.0%	39	14.8%	71
Poor	5.3%	49	10.7%	32	0.6%	2	0.0%	0	0.5%	2	7.1%	8	81.5%	38	2.2%	10	8.1%	39
(Don't know)	7.2%	66	13.6%	41	4.2%	17	3.5%	12	4.4%	17	9.1%	10	0.0%	0	5.4%	24	8.9%	43
Mean:		3.03		2.79		3.23		3.67		2.94		2.12		1.26		3.18		2.88
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

Mean score: [Very often = 4, Quite often = 3, Not very often = 2, Not at all = 1]

QC2 During your time there, how often were... [PR]
Those who have visited a hospital (as a patient or visitor)

...cleaning staff working																		
Very often	16.1%	148	16.2%	49	18.3%	75	27.6%	93	12.6%	49	4.0%	4	0.0%	0	17.5%	77	14.9%	71
Quite often	24.3%	223	19.0%	58	23.4%	96	17.5%	59	34.2%	133	22.1%	24	7.5%	3	25.9%	114	22.8%	110
Not very often	6.8%	62	12.9%	39	3.4%	14	4.1%	14	3.1%	12	15.2%	16	40.7%	19	5.4%	24	8.0%	39
Not at all	21.0%	193	23.0%	70	19.2%	79	18.3%	62	19.9%	78	26.0%	28	49.2%	23	21.6%	95	20.4%	98
(Don't know)	31.9%	293	29.0%	88	35.6%	147	32.6%	110	30.2%	118	32.8%	36	2.6%	1	29.7%	130	33.9%	163
Mean:		2.52		2.40		2.63		2.81		2.57		2.06		1.57		2.56		2.49
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

...medical staff showing poor hygiene and cleanliness																		
Very often	2.8%	25	2.4%	7	3.8%	16	5.1%	17	0.7%	3	1.8%	2	7.4%	3	3.0%	13	2.5%	12
Quite often	6.5%	59	10.3%	31	4.4%	18	3.2%	11	2.3%	9	17.4%	19	42.2%	20	6.2%	27	6.7%	32
Not very often	5.7%	53	6.6%	20	6.1%	25	4.2%	14	8.9%	35	3.3%	4	0.0%	0	8.8%	39	2.9%	14
Not at all	69.4%	638	63.0%	191	71.2%	293	73.5%	249	72.1%	281	67.2%	73	29.4%	14	68.3%	300	70.5%	338
(Don't know)	15.6%	144	17.7%	54	14.5%	59	14.0%	47	16.0%	62	10.3%	11	21.1%	10	13.7%	60	17.4%	84
Mean:		1.32		1.42		1.31		1.30		1.18		1.49		2.35		1.35		1.29
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

	Total	Old Hospital (QD)	New Hospital (QD)	Excellent (QB)	Good (QB)	Adequate (QB)	Poor (QB)	Patient (QA)	Visitor (QA)									
...blood not being cleaned-up (e.g. from floors or bedding)																		
Very often	1.8%	16	3.5%	11	0.2%	1	0.5%	2	2.0%	8	1.6%	2	11.8%	5	2.7%	12	0.9%	4
Quite often	4.3%	39	3.8%	12	5.6%	23	4.0%	14	4.8%	19	3.9%	4	5.9%	3	6.3%	28	2.4%	11
Not very often	2.1%	19	3.6%	11	0.8%	3	0.9%	3	1.7%	7	8.7%	9	0.0%	0	2.4%	10	1.8%	9
Not at all	67.1%	617	62.1%	188	71.8%	295	70.4%	238	68.4%	266	60.2%	65	64.7%	30	63.7%	280	70.3%	338
(Don't know)	24.8%	228	27.0%	82	21.8%	90	24.2%	82	23.2%	90	25.7%	28	17.6%	8	24.9%	109	24.7%	119
Mean:		1.21		1.30		1.16		1.14		1.22		1.29		1.57		1.31		1.12
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

Mean score: [Very old = 5, Quite old = 4, Neitehr = 3, Quite new = 2, Very new = 1]

QD Would you consider the hospital to be an old or new building? [PR]

Those who have visited a hospital (as a patient or visitor)

Very old	5.7%	53	17.4%	53	0.0%	0	4.1%	14	6.7%	26	3.3%	4	12.8%	6	6.8%	30	4.7%	23
Quite old	27.2%	250	82.6%	250	0.0%	0	21.2%	72	25.2%	98	34.0%	37	48.3%	22	24.6%	108	29.6%	142
Neither old nor new	18.3%	168	0.0%	0	0.0%	0	14.4%	49	20.7%	81	22.1%	24	20.7%	10	15.5%	68	20.8%	100
Quite new	36.2%	333	0.0%	0	80.9%	333	41.6%	141	40.0%	156	27.5%	30	8.1%	4	40.6%	178	32.3%	155
Very new	8.5%	78	0.0%	0	19.1%	78	13.5%	46	5.3%	21	9.2%	10	1.9%	1	8.3%	36	8.8%	42
(Don't know)	4.0%	37	0.0%	0	0.0%	0	5.2%	18	2.1%	8	4.0%	4	8.2%	4	4.3%	19	3.8%	18
Mean:		2.85		4.17		1.81		2.59		2.88		2.94		3.68		2.80		2.89
Weighted base:		919		303		412		339		389		109		46		439		480
Sample:		940		266		450		356		370		132		44		458		482

SEX Sex of respondent

Male	48.4%	472	45.9%	139	53.4%	220	50.3%	170	51.3%	200	44.9%	49	28.9%	13	53.0%	233	46.3%	222
Female	51.6%	503	54.1%	164	46.6%	192	49.7%	168	48.7%	190	55.1%	60	71.1%	33	47.0%	206	53.7%	258
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

AGE To ensure we get a representative sample, could I ask how old you are ?

16 to 24	15.1%	147	22.5%	68	9.4%	39	17.4%	59	14.6%	57	4.5%	5	37.6%	17	11.9%	52	17.9%	86
25 to 34	17.5%	171	22.2%	67	20.7%	85	13.1%	44	25.5%	99	7.9%	9	8.9%	4	23.1%	101	14.5%	70
35 to 44	18.4%	179	18.6%	56	20.0%	82	19.5%	66	19.0%	74	25.0%	27	3.5%	2	11.7%	52	24.9%	120
45 to 54	16.3%	159	10.9%	33	19.2%	79	15.8%	53	15.1%	59	21.1%	23	20.2%	9	15.2%	67	16.9%	81
55 to 64	13.1%	128	9.8%	30	14.1%	58	14.7%	50	8.5%	33	22.6%	25	19.0%	9	14.4%	63	12.1%	58
65 +	19.6%	191	16.0%	48	16.5%	68	19.5%	66	17.3%	67	19.0%	21	10.8%	5	23.7%	104	13.7%	66
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

SEG Socio-economic group

A	1.1%	11	1.0%	3	1.1%	4	1.3%	5	0.6%	2	2.7%	3	0.0%	0	1.2%	5	1.2%	6
B	14.6%	142	16.8%	51	14.4%	59	16.1%	55	15.6%	61	11.6%	13	0.0%	0	19.8%	87	9.3%	45
C1	34.2%	334	39.5%	120	32.8%	135	33.5%	113	33.5%	131	30.7%	33	42.1%	20	26.3%	116	41.4%	199
C2	30.4%	296	23.1%	70	35.7%	147	32.5%	110	30.1%	117	32.3%	35	37.0%	17	34.6%	152	27.3%	131
D	7.5%	73	8.7%	26	5.5%	23	5.8%	20	8.2%	32	11.4%	12	10.3%	5	5.4%	24	9.7%	47
E	12.1%	118	11.0%	33	10.6%	44	10.8%	37	12.0%	47	11.3%	12	10.7%	5	12.8%	56	11.1%	53
(Refused)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

	Total	Old Hospital (QD)	New Hospital (QD)	Excellent (QB)	Good (QB)	Adequate (QB)	Poor (QB)	Patient (QA)	Visitor (QA)
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EMP Which of the following best describes your current employment status ? [PR]

Working full-time (30+ hours a week)	39.3%	383	39.5%	120	41.0%	169	34.1%	115	47.7%	186	34.4%	37	32.7%	15	39.3%	173	41.3%	198
Part-time	16.7%	163	21.3%	65	16.5%	68	19.9%	67	16.8%	65	13.1%	14	4.5%	2	15.5%	68	18.0%	86
Not working - e.g. full-time student, not looking for work, unemployed (excluding retired / invalid)	17.8%	173	22.0%	67	17.3%	71	19.4%	66	14.4%	56	21.2%	23	46.9%	22	15.0%	66	21.6%	104
Not working (retired / invalid)	24.9%	243	15.7%	48	25.2%	104	26.6%	90	19.9%	77	31.3%	34	15.9%	7	30.1%	132	18.2%	88
(Refused)	1.4%	14	1.4%	4	0.0%	0	0.0%	0	1.1%	4	0.0%	0	0.0%	0	0.0%	0	0.9%	4
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

MAR Which of these best describes your current marital status ? [PR]

Married / Living as married	51.7%	504	54.8%	166	54.3%	224	53.4%	181	48.9%	190	52.5%	57	53.8%	25	54.8%	240	49.0%	235
Single	29.0%	283	32.8%	100	28.0%	115	25.9%	88	37.6%	146	22.0%	24	37.8%	18	26.5%	116	33.6%	161
Divorced	6.2%	60	6.9%	21	6.2%	25	7.3%	25	5.5%	21	5.6%	6	0.0%	0	5.7%	25	6.3%	30
Widowed	11.0%	107	3.4%	10	10.4%	43	12.4%	42	5.9%	23	12.8%	14	6.6%	3	11.0%	48	8.8%	42
Separated	1.8%	17	1.7%	5	1.2%	5	0.9%	3	1.7%	7	6.1%	7	1.8%	1	1.6%	7	2.1%	10
(Refused)	0.3%	3	0.4%	1	0.0%	0	0.0%	0	0.4%	2	1.1%	1	0.0%	0	0.4%	2	0.2%	1
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

CHI How many children live in your household, aged 15 years and under ?

None	74.5%	726	72.6%	220	70.9%	292	69.5%	236	72.0%	280	78.6%	86	98.1%	46	74.6%	328	73.5%	353
One	10.8%	106	14.5%	44	8.5%	35	13.2%	45	10.8%	42	9.8%	11	1.9%	1	8.0%	35	13.1%	63
Two	12.1%	118	10.8%	33	17.7%	73	13.8%	47	14.1%	55	11.7%	13	0.0%	0	14.0%	61	11.5%	55
Three	2.0%	19	2.2%	7	1.7%	7	2.1%	7	3.2%	12	0.0%	0	0.0%	0	3.4%	15	0.9%	4
Four	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Five	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	0.6%	6	0.0%	0	1.2%	5	1.4%	5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.0%	5
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

ADU How many adults aged 16 years or older, including yourself, live in your household ?

One	30.0%	292	25.2%	76	30.8%	127	27.4%	93	32.8%	128	35.3%	38	15.7%	7	32.4%	142	28.6%	137
Two	45.3%	442	45.6%	138	49.3%	203	48.5%	164	41.3%	161	49.5%	54	34.1%	16	45.2%	199	45.3%	218
Three	16.3%	158	19.4%	59	15.3%	63	16.4%	56	18.9%	74	15.2%	17	4.3%	2	18.5%	81	13.9%	67
Four	6.3%	62	8.5%	26	2.7%	11	3.0%	10	6.8%	27	0.0%	0	38.8%	18	2.2%	10	9.5%	46
Five	1.6%	15	1.3%	4	0.8%	3	3.3%	11	0.2%	1	0.0%	0	7.1%	3	1.6%	7	1.7%	8
Six or more	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
(Refused)	0.6%	6	0.0%	0	1.2%	5	1.4%	5	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.0%	5
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482

IS2 ISBA region

Ulster	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Scotland	8.1%	79	6.0%	18	11.1%	46	7.6%	26	11.0%	43	6.7%	7	1.4%	1	9.4%	41	7.5%	36
North / Borders	5.9%	58	8.4%	26	6.2%	25	6.8%	23	5.5%	21	4.2%	5	4.0%	2	5.5%	24	6.1%	29
Lancashire	13.2%	129	11.9%	36	13.1%	54	10.6%	36	16.1%	63	10.9%	12	11.6%	5	12.9%	57	12.9%	62
Yorkshire	9.4%	92	12.8%	39	7.2%	30	8.8%	30	10.1%	39	11.9%	13	4.7%	2	6.2%	27	12.9%	62
Wales & South West	12.0%	117	6.3%	19	15.7%	65	12.5%	42	12.8%	50	15.3%	17	9.3%	4	14.7%	65	10.9%	52
Midlands	15.5%	151	18.3%	55	16.4%	67	12.1%	41	15.4%	60	26.1%	28	3.2%	1	16.9%	74	14.8%	71
East England	6.7%	65	9.5%	29	6.0%	25	9.2%	31	4.6%	18	4.6%	5	11.7%	5	7.4%	32	5.9%	28
London	20.3%	198	21.4%	65	14.8%	61	20.7%	70	15.6%	61	15.9%	17	51.6%	24	18.9%	83	19.2%	92
Southern	8.8%	86	5.3%	16	9.5%	39	11.8%	40	8.9%	35	4.4%	5	2.6%	1	8.2%	36	9.8%	47
Weighted base:		975		303		412		339		389		109		46		439		480
Sample:		1000		266		450		356		370		132		44		458		482