

# Experience of Out of Hours Care

Research Conducted for  
The National Audit Office

November 2005

---

# Contents

---

Introduction	1
Objectives of the Research	1
Methodology	1
Summary	2
Findings	4
Usage of Out of Hours Care	4
Experience of Out of Hours Care	6
Length of wait for service: Doctor or nurse visit	7
Length of wait for service: Doctor or nurse telephone call-back	8
Satisfaction with Out of Hours Care	9
Quality of advice	11
Overall satisfaction	12

## Appendices

Technical Details – MORI Telephone Omnibus

Data Tables

# Introduction

---

This report examines how the general public currently experiences Out of Hours health care. Following the introduction of the new GMS Contract, individual practices are no longer responsible for delivering Out of Hours care (OOH) – a function that now devolves to PCTs. PCTs in turn buy OOH services from suppliers, often GP co-operatives, but potentially other providers too.

As the NAO is responsible for ensuring that the NHS receives value for money from its providers regarding OOH care, in addition to surveying PCTs, the NAO also wishes to assess the users' perspective on the services provided.

Consequently, NAO commissioned MORI to conduct interviews with the general public across England, examining their use and experience of Out of Hours care.

## Objectives of the Research

The objectives of the research are:

- To measure the overall penetration of OOH care use, and the frequency of which it is accessed
- To assess how much non-users know about how to access the service
- To measure satisfaction with various aspects of the service

## Methodology

MORI's fortnightly telephone omnibus was used to conduct the interviews. This method represented a fast and effective means of interviewing a representative sample of the population of England only.

A quota based sample was used, with quotas set on age, gender, socio-economic group and region. The final data were weighted. Full technical details of the MORI telephone omnibus are appended.

Interviewing took place over four weekends: 3/4 and 17/18 September, 1/2 and 15/16 October. In total 3,447 interviews were conducted with a representative sample of adults in England. Of these, 654 had contacted Out of Hours care providers, allowing sub-group analysis in most instances.

# Summary

---

## Usage of Out of Hours Care

- One in five respondents (19%) has accessed Out of Hours care in the last six months
- Usage is on average slightly more common among females (22%), those aged 35-54 (23%) and those with children aged under 16 in their household (31%)
- For those who *have not* accessed the service in the last six months, almost half (47%) would call their local GP's surgery. The next most popular choices are to call NHS Direct (13%) or to go to Accident and Emergency (10%)
- Among those that *have* used the service before, going somewhere such as Accident and Emergency is the most frequent course of action to take (44%). Nearly a quarter of service users (23%) had a telephone conversation with a doctor, and 18% with a nurse. Home visits comprise the smallest group of service use (15%)
- Six in ten (61%) of those receiving home visits waited for less than two hours before the practitioner arrived
- Three in ten service users (30%) who had telephone contact received a call-back from a doctor or nurse in less than 20 minutes and two-thirds (65%) in less than one hour

## Satisfaction with Out of Hours Care

On the whole, the majority of users (63%) rate the **quality of care** as good or excellent, although it should be noted that nearly one in five (19%) rate the service as quite or very poor and 18% as fair. Looking more closely at demographic sub-groups, higher proportions of the over-55s and those receiving a home visit rate the quality of service good or excellent than do service users overall.

Most respondents think the **quality of advice** is good or excellent (74%). One in ten say the advice was wrong to some extent or totally wrong.

**Overall satisfaction** is also high, again nearly three quarters (74%) say they are quite or very satisfied, although one in five (20%) say they are fairly or very dissatisfied.

Quality of advice has an important bearing on overall satisfaction, with nine out of ten rating the advice they received as good or excellent, also satisfied with the quality of Out of Hours care they received. This compares with only one in six (16%) satisfied among those that thought the advice they received was wrong.

## **Age and Service Accessed**

Older respondents (aged over 55) have a tendency to rate the quality of care, quality of advice and overall satisfaction higher than the survey average. This is consistent with other MORI health research projects where this age group are generally more favourable towards the services they receive.

A higher proportion of this group receive a home visit (28%), compared to the survey average of 13%. Those that receive a home visit are also more likely to rate the quality of advice as good or excellent and show higher overall satisfaction.

---

**Private & Confidential – November 2005**

©MORI/J25907

*Checked & Approved:*

.....  
*Jessica Elgood*

*Checked & Approved:*

.....  
*Neil Reynolds*

*Checked & Approved:*

.....  
*Chris Wiffen*

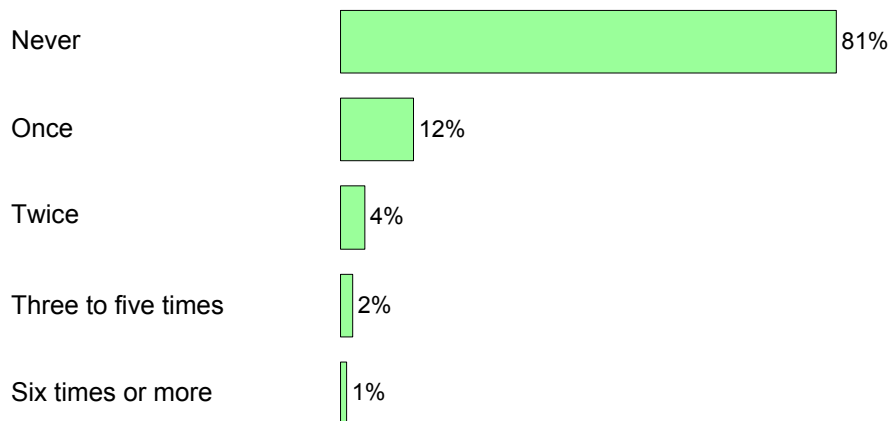
# Findings

## Usage of Out of Hours Care

In the last six months, one in five (19%) respondents had accessed the Out of Hours (OOH) service once or more. Of these, three in five (61%) accessed the service only once.

### Use of Out of Hours Care

*Q Have you tried to get out of hours medical care in the last six months?*



Base: All respondents (3,447 weighted), 3<sup>rd</sup> September – 15<sup>th</sup> October 2005

Source: MORI

Usage of Out of Hours medical care is more common among:

- females (22% have used the service once or more);
- those aged 35-54 (23%);
- and people with children aged under 16 in their household (26% of those with one child, 33% of those with two or more children).

In contrast, non-usage is highest among:

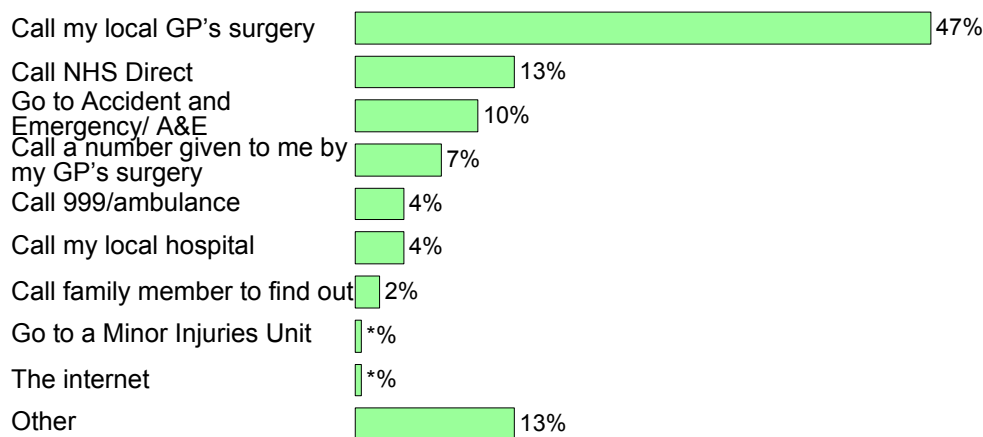
- respondents who are single (87% have never used the service);
- and those aged over 55 (86%).

The 81% of all respondents that had not tried to access OOH care in the last six months were asked how they would go about doing so should they need it. A range of unprompted answers were given: nearly half (47%) indicate that they would call their local GPs surgery, followed by calling NHS Direct (13%).

People's first instinct is therefore to use the telephone rather than go somewhere in person immediately.

## Getting Out of Hours Care

*Q How would you go about trying to get any out of hours medical care if you needed it?*



Base: All who have never tried to get out of hours medical care in the last six months (2,792)

Source: MORI

Within the different sub-groups of those who have not tried to access OOH, calling a local GP's surgery is slightly more predominant than average (47%) among:

- females (50% would call their local GP's surgery);
- those aged over 55 (52%);
- and those with a partner (50%).

Calling NHS Direct, is more popular than average (13%) among:

- females (15%);
- the 16-34 age-group (15%);
- AB social group (16%);

- and those respondents with a child (18%).

Going to Emergency/A&E is more likely among younger age-groups: 16-24 year olds are most likely (15%) to suggest that they would use this service. This service is also comparatively popular among those that are single, working full time or living in the south (13% each).

## Experience of Out of Hours Care

Respondents that had used OOH services in the last six months (19%) were asked which service they used on the last occasion. A list of five services, presented in the chart below, was read out to them.

‘Going somewhere’, such as an Accident and Emergency department at hospital to see a doctor or nurse, is the most frequently used method, with nearly half the service users (44%) saying they did so.

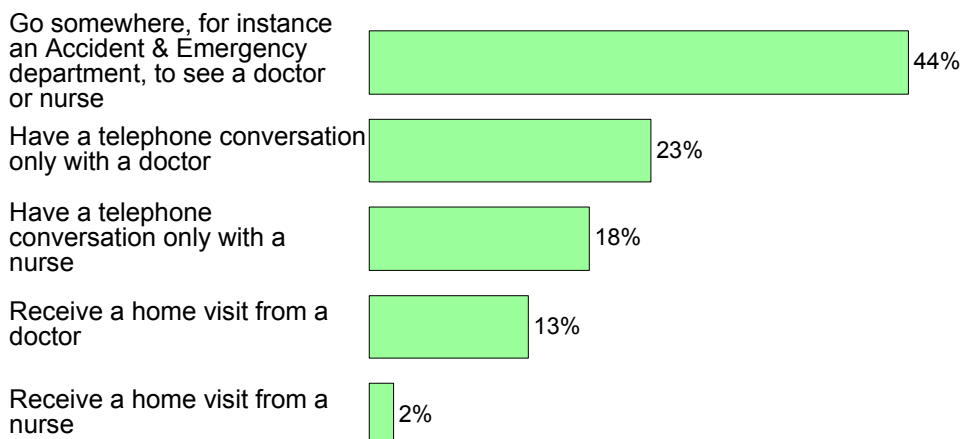
Having a telephone conversation only with a doctor is the next most frequently accessed service with nearly a quarter of service users (23%), followed by a telephone conversation with a nurse (18%).

Home visits by doctors or nurses form a relatively small proportion (13% and 2% respectively).

It is interesting to note that while the general public’s default position regarding access to OOH care is to call their local surgery, as the non-users results show, the actual services received by those contacting OOH providers is somewhat different.

### Type of Out of Hours Care Received

Q The last time you contacted the out of hours service, did you...



Base: All who have tried to get out of hours medical care in the last six months (654)

Source: MORI



Going somewhere is more frequent among:

- service users aged 35-54 (50%);
- those living in the north (54%);
- those working (49%);
- and those with two or more children (51%).

Having a telephone conversation only with a doctor is more likely among those living in the south (28%) and those with two or more children (28%).

Those respondents that receive a home visit from a doctor, are more likely than average (13%) to be:

- aged over 55 (28%);
- DE social group (19%);
- not working (19%);
- and without children under the age of 16 (20%).

Again, it is worth noting that the older age range, particularly over 65, are more likely to be in social groups D and E, not working owing to retirement, and less likely to have children aged under 16 living in their household.

## **Length of wait for service: Doctor or nurse visit**

Service users who received a home visit were asked how long it took before the healthcare professional arrived.

Overall, most respondents (61%) visited by a doctor or nurse waited less than two hours, with 40% waiting less than an hour.

The mean average length of wait was 5 hours and 39 minutes. Among the respondents a small number of long waits were recorded – about 40. Where possible, these were verified through quality check-backs with respondents. Reasons for some of the longest waits included:

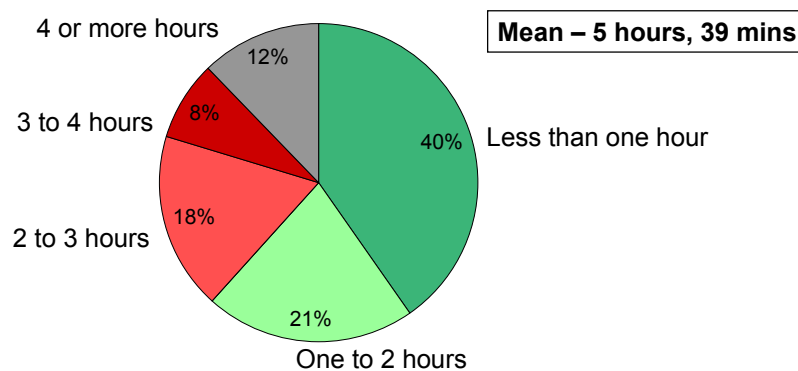
- A GP arranging for a home visit, 1 week from when a respondent contacted OOH Care;
- A respondent was told their case was not an emergency (24 hour wait);

- A wait for a replacement doctor to attend as the respondent's usual GP was on leave (24 hours).

Nonetheless, nearly four in ten (38%) waited for over 2 hours for a doctor or nurse to visit them.

## Waiting time for Doctor/Nurse Attendance

Q How long did you have to wait before the doctor or nurse reached you when you last contacted the out of hours service?



Base: All who have received a home visit from a doctor or nurse (94)

Source: MORI

The small base sizes within each sub-group that have used this service do not permit robust analysis. In general, little variation can be seen from that shown in the chart above.

## Length of wait for service: Doctor or nurse telephone call-back

Service users who had telephone contact only with a doctor or nurse were asked how long it took before the healthcare professional called them back.

Call handling standards (Quality Requirement 9) indicate that definitive clinical assessment must start within 20 minutes of an urgent call being answered and 60 minutes for all other calls. Where calls cannot be safely and effectively prioritised, the OOH providers target must be 20 minutes for all calls.<sup>1</sup>

---

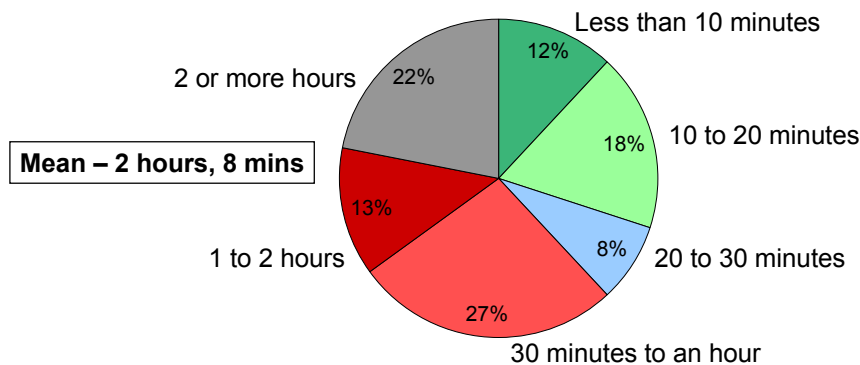
<sup>1</sup> Commentary on the National Out-of-Hours Quality Requirements and their Performance Management, October 2004, pp 17-18.

Overall, two-thirds of service users (65%) were called back within 60 minutes and 30% within 20 minutes. This leaves 35% of all call-backs potentially failing Quality Requirements.

The mean average length of wait for a telephone call-back was 2 hours and 8 minutes. As mentioned for nurse/doctor visits, a small number of long waits were recorded and these were verified through quality check-backs with respondents.

### Waiting time for Doctor/Nurse Telephone Call-back

Q *How long did you have to wait before the doctor or nurse called you back when you last contacted the out of hours service?*



Base: All who had a telephone conversation only with a doctor or nurse (270)

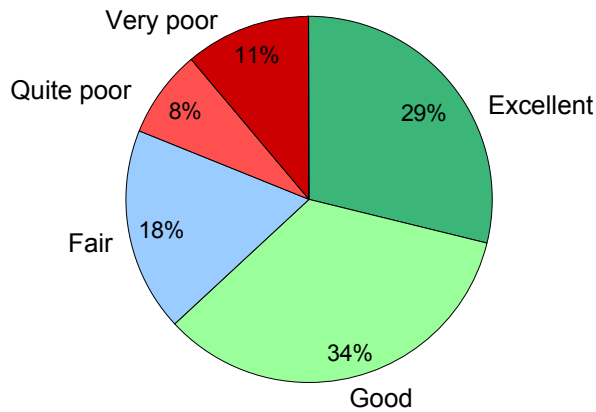
Source: MORI

### Satisfaction with Out of Hours Care

The majority of service users rate the quality of care as good or excellent (63%), and nearly three in ten think it is excellent. Nonetheless, almost two in ten (19%) think the quality of care is poor or very poor.

## Quality of Out of Hours Care

Q How would you rate the quality out of hours care you received?



Base: All who have tried to get out of hours medical care in the last six months (654)

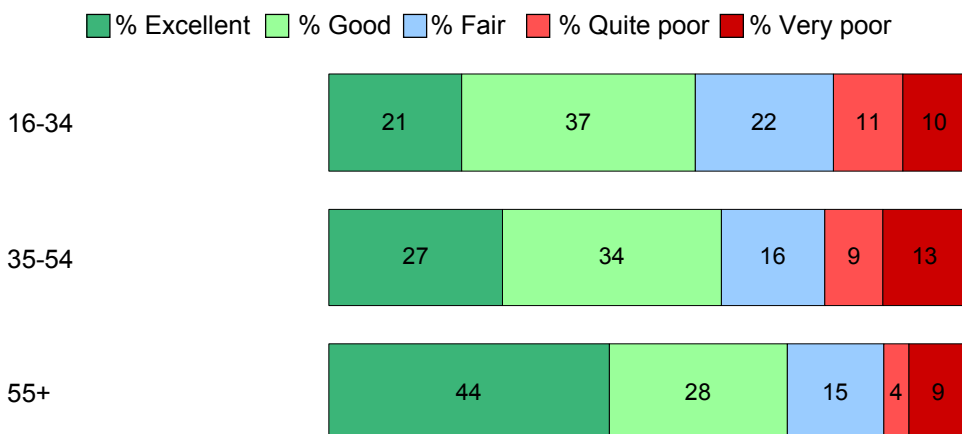
Source: MORI

Age appears to have some bearing on quality rating. 72% of those aged over 55 rate the quality of care as good or excellent (compared to the average of 63%). Although satisfaction is relatively lower among younger age-groups this is not significantly different from the overall finding.

Findings from MORI's other healthcare research projects supports the idea that older people tend to rate the health services they receive more favourably than do their younger counterparts.

## Quality of Out of Hours Care: Age Group

Q How would you rate the quality out of hours care you received?



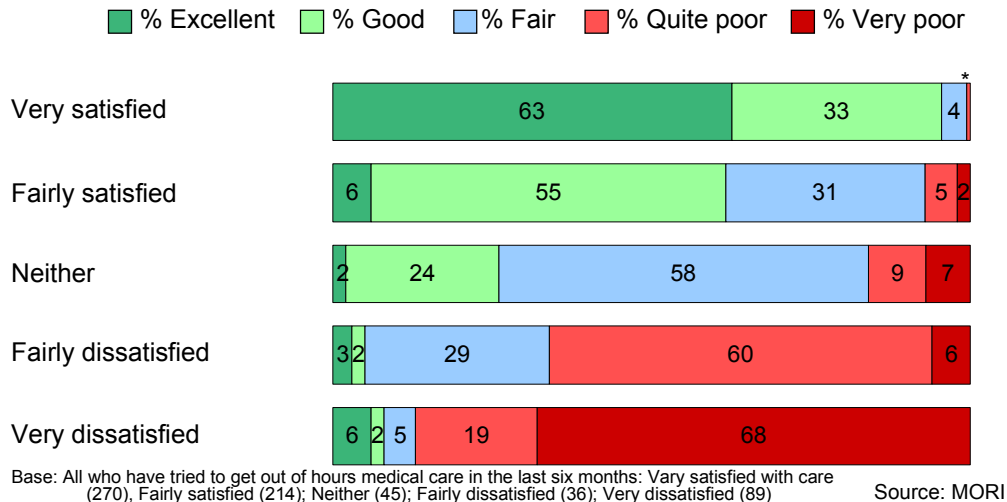
Base: All who have tried to get out of hours medical care in the last six months aged 16-34 (228), 35-54 (271), 55+ (156)

Source: MORI

Unsurprisingly a high proportion of those that were very satisfied with the care they received thought the quality of care was excellent (96%).

## Quality of Out of Hours Care: by Satisfaction Level

Q How would you rate the quality out of hours care you received?



It is worth noting that a small proportion of dissatisfied users believe that they received either good or excellent care.

Lower ratings of the quality of care are understandably more common among those that thought the advice they had received was wrong. Two thirds of these respondents (66%) thought the quality of care to be poor or very poor, and 54% of those that thought the advice they received made no difference thought the quality of care to be poor or very poor.

## Quality of advice

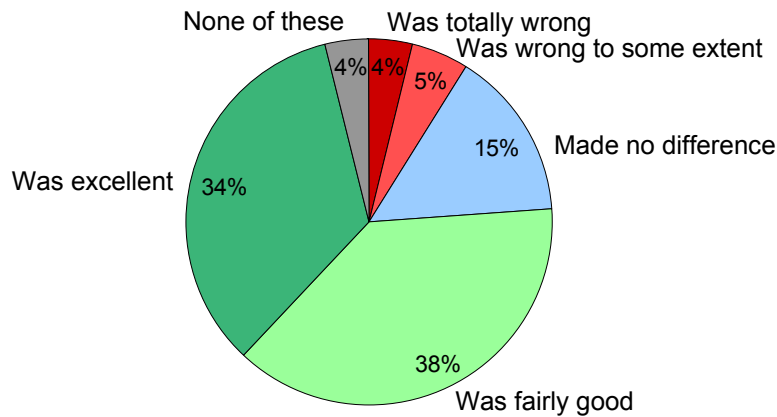
Most service users appear satisfied with the advice they have received, with nearly three-quarters (74%) saying the advice was fairly good or excellent. Thirty-four per cent rate the advice as excellent. Fewer than one in ten think the advice they had was wrong to some extent or totally wrong.

As with service satisfaction, age appears to be a factor in the results, with those aged over 55 more likely to say that the quality of advice is excellent (42%). This is also more prevalent among those that received a home visit – 45% think the advice they received to be excellent.

Those that received a home visit and are aged over 55 are the most satisfied of all with the quality of advice they received, with nine in ten (90%) believing the advice to be fairly good or excellent (50% think it excellent).

## Quality of Advice

Q Thinking about the last occasion you used out of hours service, which of the following statements do you think best describes the advice you were given? The advice ...



Base: All who have tried to get out of hours medical care in the last six months (654)

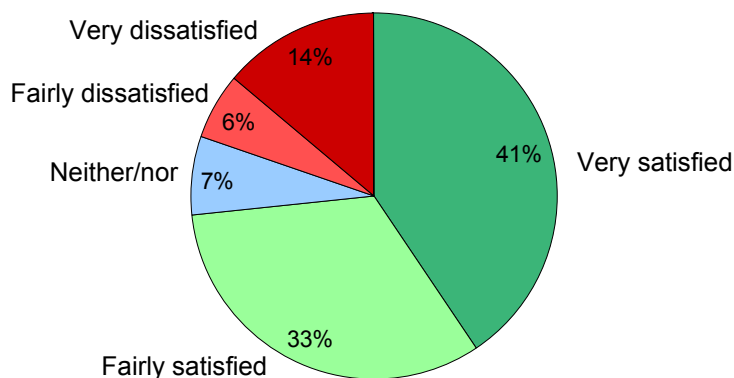
Source: MORI

## Overall satisfaction

Overall, the majority of respondents that have tried to get Out of Hours medical care in the last six months are satisfied with the care they received – nearly three quarters (74%) are fairly or very satisfied; although almost one in five (19%) are fairly or very dissatisfied.

## Satisfaction With Out of Hours Care

Q How satisfied were you with the out of hours care you received?



Base: All who have tried to get out of hours medical care in the last six months (654)

Source: MORI

Looking in greater detail at different sub-groups satisfaction is higher among the over 55s, of whom 82% are satisfied and 57% very satisfied.

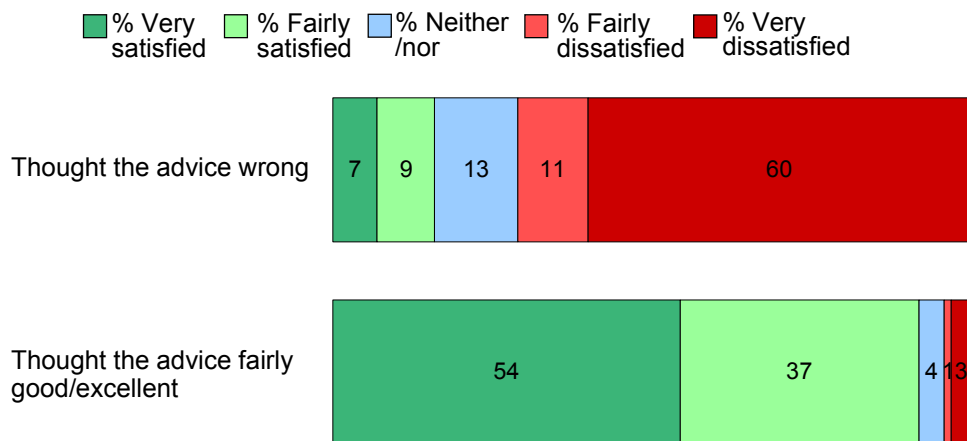
Satisfaction is also higher among those that have received a home visit. 81% are satisfied, with 54% very satisfied.

Dissatisfaction is higher than average among the 35-54 age-group, just under a quarter (23%) are fairly or very dissatisfied.

As we would expect, satisfaction with our of hours care is greater among those that think the advice they have received is good or excellent (91%) compared with those that think the advice they have received is poor (16% satisfied, 71% dissatisfied).

### Satisfaction With Out of Hours Care: by Quality of Advice

Q How would you rate the quality out of hours care you received?



Base: All who have tried to get out of hours medical care in the last six months, and thought the advice totally wrong/wrong to some extent (58), fairly good/excellent (474)

Source: MORI

---

# Appendices

---



# Technical Details – The MORI Telephone Omnibus

## Sample Design

The Telephone Omnibus offers a representative sample of around 1,000 GB adults (so approximately 825 adults in England), aged 16 each wave.

The sample design is quota based. Quotas are set on age, gender, class and region. Final data are weighted by these - plus working status and housing tenure.

Gender:	Male; Female
Household Tenure:	Being bought on a mortgage; Owned outright; Rented (+ private); Other
Age:	16 to 24; 25 to 34; 35 to 44; 45 to 54; 55 to 64; 65+
Working Status	Full-time; Part time/not working

These quotas reflect the socio-demographic makeup of GB adults, and are devised from an analysis of the latest Census data combined with most recent ONS (Office of National Statistics) data.

Overall, quotas are a cost-effective means of ensuring that the demographic profile of the sample matches the actual profile of GB as a whole, and is representative of all adults in Great Britain aged 16 and over. We will, of course, exclude the respondents from Scotland, Wales and Northern Ireland and re-weight to deal with this.

## Fieldwork

Fieldwork is carried out by MORI Telephone Surveys (MTS) using CATI (Computer Assisted Telephone Interviewing) in accordance with the MRS Code of Conduct.

The sample is random digit dialling (RDD) sourced - so that it also covers ex-directory households (as is also done for all the MORI political polls).

All interviews are conducted by telephone - one interview per household. No incentives are offered to respondents.

## Weighting and Data Processing

Data entry and analysis are carried out by MORI Data Services (MDS).

The data are weighted using rim weights for sex, age, social grade, standard region, housing tenure and working status. Appropriate weights are applied by gender for age, social grade and standard region for sections asked only of men or of women.

The weighting is to adjust for any variance in the achievement of the quotas so that the sample is representative of the GB adult population. As such we will re-weight the data to represent the universe of adults in England. Our analyses will be based on this re-weighted data.

Significance testing has been employed on the tables, the column letters shown by the side of the figures in bold illustrate which columns the results are statistically significantly different from. Commentary in the report focuses on differences between individual sub-groups.

## Data Tables

# National Audit Office: Out of Hours Care

Table 1

**OOHQ1. Have you tried to get out of hours medical care in the last six months?**

Base : All

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C-1 (g)	C-2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
Never	2793	1419	1374	927	925	941	714	833	582	664	807	1167	819	1596	1197	1204	392	818	1436	525	2792
	81% <b>bdpr</b>	84% <b>xb</b>	78%	80%	77%	86% <b>xcd</b>	81%	81%	82%	81%	81%	82%	80%	80%	82% <b>p</b>	81%	77%	87% <b>xrs</b>	78%	81%	81%
Once	401	164	237	134	164	102	113	129	77	81	128	146	126	252	148	182	71	83	244	73	404
	12% <b>aeknq</b>	10%	13% <b>xa</b>	12%	14% <b>xe</b>	9%	13%	12%	11%	10%	13% <b>k</b>	10%	12%	13% <b>xn</b>	10%	12%	14% <b>ln</b>	9%	13% <b>xq</b>	11%	12%
Twice	145	53	92	48	70	27	35	43	33	34	34	72	39	92	54	63	29	19	102	25	146
	4% <b>aeq</b>	3%	5% <b>xa</b>	4% <b>e</b>	6% <b>xe</b>	3%	4%	4%	5%	4%	3%	5%	4%	5%	4%	4%	6%	2%	6% <b>xq</b>	4% <b>q</b>	4%
Three to five times	78	29	49	37	24	16	15	23	12	28	22	30	26	34	44	24	10	14	47	17	75
	2% <b>aemo</b>	2%	3% <b>xa</b>	3% <b>xe</b>	2%	1%	2%	2%	2%	3% <b>xrh</b>	2%	2%	3%	2%	3% <b>xmo</b>	2%	2%	1%	3%	3%	2%
Six times or more	30	17	13	8	12	10	6	7	9	9	8	12	9	18	12	14	4	5	13	11	30
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>xqr</b>	1%
Once or more	654	263	391	228	271	156	169	202	132	152	193	260	201	396	258	282	114	121	405	127	655
	19% <b>aeq</b>	16%	22% <b>xa</b>	20% <b>e</b>	23% <b>xe</b>	14%	19%	19%	18%	19%	19%	18%	20%	20%	18%	19%	23% <b>xn</b>	13%	22% <b>xq</b>	19% <b>q</b>	19%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

**MORI**

# National Audit Office: Out of Hours Care

Table 2

**OOHQ1. Have you tried to get out of hours medical care in the last six months?**

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
Weighted Total	3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
Never	2793	1179	878	294	442	561	1289	943	2020	384	382	-	-	-	-	-	-	2792
	81% <sup>dijklm</sup>	81% <sup>d</sup>	85% <sup>xad</sup>	83% <sup>d</sup>	74%	83%	81%	80%	86% <sup>xij</sup>	74% <sup>j</sup>	67%	-	-	-	-	-	-	81%
Once	401	183	104	35	79	61	189	151	212	83	106	48	172	181	27	58	302	404
	12% <sup>beh</sup>	13%	10%	10%	13% <sup>b</sup>	9%	12%	13% <sup>e</sup>	9%	16% <sup>xh</sup>	19% <sup>xh</sup>	51% <sup>x</sup>	64% <sup>xk</sup>	62% <sup>x</sup>	47% <sup>x</sup>	61% <sup>x</sup>	64% <sup>xn</sup>	12%
Twice	145	69	34	11	32	22	69	54	69	34	43	20	53	72	16	18	106	146
	4% <sup>h</sup>	5%	3%	3%	5% <sup>b</sup>	3%	4%	5%	3%	7% <sup>xh</sup>	8% <sup>xh</sup>	22% <sup>x</sup>	20% <sup>x</sup>	25% <sup>x</sup>	28% <sup>x</sup>	19% <sup>x</sup>	22% <sup>x</sup>	4%
Three to five times	78	26	9	8	34	20	37	21	35	13	30	16	36	26	5	16	52	75
	2% <sup>bh</sup>	2%	1%	2% <sup>b</sup>	6% <sup>xabc</sup>	3%	2%	2%	1%	3%	5% <sup>xhi</sup>	17% <sup>xm</sup>	13% <sup>x</sup>	9% <sup>x</sup>	9% <sup>x</sup>	17% <sup>x</sup>	11% <sup>x</sup>	2%
Six times or more	30	7	10	5	8	10	11	10	19	2	8	9	9	12	10	3	14	30
	1% <sup>a</sup>	*	1%	1%	1% <sup>a</sup>	1%	1%	1%	1%	*	1%	10% <sup>xlm</sup>	3% <sup>x</sup>	4% <sup>x</sup>	17% <sup>xop</sup>	3% <sup>x</sup>	3% <sup>x</sup>	1%
Once or more	654	285	157	59	153	113	306	236	335	132	187	94	270	291	58	96	474	655
	19% <sup>bh</sup>	19% <sup>b</sup>	15%	17%	26% <sup>xabc</sup>	17%	19%	20%	14%	26% <sup>xh</sup>	33% <sup>xhi</sup>	100% <sup>x</sup>	100% <sup>x</sup>	100% <sup>x</sup>	100% <sup>x</sup>	100% <sup>x</sup>	100% <sup>x</sup>	19%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 3

**OOHQ2. How would you go about trying to get any out of hours medical care if you needed it?**

Base : All who have never tried to get out of hours medical care in the last six months

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	2792	1328	1464	796	954	1042	720	829	576	667	810	1171	811	1588	1204	1204	384	741	1471	566	2792
Weighted Total	2793	1419	1374	927	925	941	714	833	582	664	807	1167	819	1596	1197	1204	392	818	1436	525	2792
Call NHS Direct	352	145	206	140	130	82	113	107	61	72	114	125	113	245	106	181	64	109	186	54	352
	13%aekn	10%	15%xa	15%xe	14%e	9%	16%xhi	13%	10%	11%	14%k	11%	14%k	15%xn	9%	15%xn	16%xn	13%	13%	10%	13%
Call my local GP's surgery	1309	625	684	369	447	494	336	392	265	317	379	526	404	727	582	527	199	338	713	253	1329
	47%acoq	44%	50%xa	40%	48%c	52%xc	47%	47%	46%	48%	47%	45%	49%	46%o	49%o	44%	51%mo	41%	50%xq	48%q	48%
Call a number given me by my GP's surgery	209	84	125	38	66	105	50	60	40	59	59	86	65	90	119	55	35	34	125	51	218
	7%acmoq	6%	9%xa	4%	7%c	11%xcd	7%	7%	7%	9%	7%	7%	8%	6%o	10%xmo	5%	9%mo	4%	9%xq	10%xq	8%
Go to Accident and Emergency / A&E	291	180	112	140	103	49	73	88	65	66	73	149	70	197	94	160	37	104	154	30	276
	10%beins	13%xb	8%	15%xde	11%e	5%	10%	11%	11%	10%	9%	13%xjl	9%	12%xn	8%	13%xn	10%	13%xs	11%e	6%	10%
Go to a Minor Injuries Unit	13	7	7	5	6	3	5	3	4	1	3	8	2	8	5	7	1	5	8	1	13
	*	*	*	1%	1%	*	1%	*	1%	*	*	1%	*	*	*	1%	*	1%	1%	*	*
Call 999 / ambulance	116	72	44	38	28	50	21	32	19	45	31	51	34	49	67	46	3	37	48	30	116
	4%bdfmpr	5%xb	3%	4%	3%	5%xd	3%	4%	3%	7%xfgh	4%	4%	4%	3%p	6%xmop	4%mp	1%	5%	3%	6%xr	4%
Call my local hospital	119	70	49	48	33	38	19	51	27	22	33	57	29	64	54	54	10	43	52	23	116
	4%bf	5%	4%	5%	4%	4%	3%	6%xfi	5%	3%	4%	5%	4%	4%	5%	4%	3%	5%	4%	4%	4%
The Internet	8	5	3	2	4	2	3	1	4	-	2	3	3	7	1	5	2	2	4	2	8
	n	*	*	*	*	*	*	*	1%i	-	*	*	*	*	*	*	1%nn	*	*	*	*
Call family member to find out	49	30	19	27	6	16	12	10	13	14	16	21	12	24	25	20	5	26	11	12	46
	2%dr	2%	1%	3%xd	1%	2%dl	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	3%xr	1%	2%r	2%
Other	350	212	137	127	113	110	89	98	90	73	102	152	95	198	152	156	41	128	143	76	341
	13%br	15%xb	10%	14%	12%	12%	12%	12%	16%xai	11%	13%	13%	12%	12%	13%	13%	11%	16%xr	10%	15%r	12%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 4

**OOHQ2. How would you go about trying to get any out of hours medical care if you needed it?**

Base : All who have never tried to get out of hours medical care in the last six months

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	2792	1162	926	275	429	558	1299	935	2056	364	365	-	-	-	-	-	-	2792
Weighted Total	2793	1179	878	294	442	561	1289	943	2020	384	382	-.**	-.**	-.**	-.**	-.**	-.**	2792
Call NHS Direct	352	178	86	45	42	58	175	119	226	68	56	-	-	-	-	-	-	352
	13%bdh	15%xbd	10%	15%bd	10%	10%	14%	13%	11%	18%xh	15%	-	-	-	-	-	-	13%
Call my local GP's surgery	1309	549	452	113	195	256	611	441	950	179	178	-	-	-	-	-	-	1329
	47%cd	47%cd	51%xacd	38%	44%	46%	47%	47%	47%	47%	47%	-	-	-	-	-	-	48%
Call a number given me by my GP's surgery	209	78	83	10	38	44	102	63	160	16	33	-	-	-	-	-	-	218
	7%ci	7%cd	9%xac	3%	9%cd	8%	8%	7%	8%ci	4%	9%ci	-	-	-	-	-	-	8%
Go to Accident and Emergency / A&E	291	128	64	49	51	51	120	120	205	44	42	-	-	-	-	-	-	276
	10%b	11%b	7%	17%xab	12%b	9%	9%	13%xef	10%	11%	11%	-	-	-	-	-	-	10%
Go to a Minor Injuries Unit	13	5	5	2	1	4	4	5	11	2	-	-	-	-	-	-	-	13
	*	*	1%	1%	*	1%	*	1%	1%	*	-	-	-	-	-	-	-	*
Call 999 / ambulance	116	35	42	15	24	35	53	28	99	6	9	-	-	-	-	-	-	116
	4%agi	3%	5%a	5%	5%a	6%xf	4%	3%	5%xij	2%	2%	-	-	-	-	-	-	4%
Call my local hospital	119	59	30	9	21	22	58	40	79	18	21	-	-	-	-	-	-	116
	4%	5%	3%	3%	5%	4%	4%	4%	4%	5%	6%	-	-	-	-	-	-	4%
The Internet	8	3	2	2	1	-	3	5	7	-	1	-	-	-	-	-	-	8
	*	*	*	1%	*	-	*	1%	*	-	*	-	-	-	-	-	-	*
Call family member to find out	49	18	13	9	9	11	21	17	38	3	8	-	-	-	-	-	-	46
	2%	2%	1%	3%	2%	2%	2%	2%	2%	1%	2%	-	-	-	-	-	-	2%
Other	350	132	110	42	66	85	150	114	265	50	35	-	-	-	-	-	-	341
	13%j	11%	12%	14%	15%	15%xf	12%	12%	13%j	13%	9%	-	-	-	-	-	-	12%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

MORI

# National Audit Office: Out of Hours Care

Table 5

**OOHQ3. The last time you contacted the out of hours service, did you...**

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	655	248	407	200	280	175	172	201	131	151	194	261	200	398	257	287	111	111	407	136	655
Weighted Total	654	263	391	228	271	156	169	202	132	152	193	260	201	396	258	282	114	121	405	127	655
Receive a home visit from a doctor	83 13% cdhmo p	35 13% dhmo	48 12% mo	16 7% cd	23 9% h	44 28% x	23 14% cd	20 10% h	10 8% gh	29 19% x	24 12% gh	36 14% h	24 12% h	34 8% m	49 19% xm	27 9% op	7 6% p	14 11% q	51 13% r	17 14% s	87 13% Total
Receive a home visit from a nurse	11 2%	6 2%	5 1%	4 2%	5 2%	3 2%	- -	4 2%	4 3% f	3 2%	2 1%	3 1%	6 3%	5 1%	6 2%	4 1%	1 1%	2 2%	6 1%	3 3%	11 2% Total
Have a telephone conversation only with a doctor	149 23% j	51 19% j	98 25% j	61 27% j	57 21% j	32 20% j	39 23% j	40 20% j	33 25% j	38 25% j	30 16% j	72 28% xj	47 24% j	82 21% m	67 26% m	58 21% m	24 21% p	32 26% q	97 24% r	21 17% s	148 23% Total
Have a telephone conversation only with a nurse	120 18% l	51 19% l	69 18% l	45 20% l	50 18% l	25 16% l	34 20% l	43 21% l	24 18% l	20 13% l	34 17% l	46 18% l	40 20% l	81 21% m	39 15% n	60 21% o	21 18% p	23 19% q	70 17% r	27 21% s	120 18% Total
Go somewhere, for instance an Accident & Emergency department, to see a doctor or nurse	291 44% ekn	119 45% ekn	171 44% kn	102 45% e	136 50% xe	52 34% e	73 43% e	95 47% e	60 46% e	63 42% e	104 54% xkl	103 40% kl	84 42% l	194 49% xm	97 37% xn	133 47% on	62 54% xn	50 41% q	182 45% r	58 46% s	289 44% Total

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

**MORI**



## National Audit Office: Out of Hours Care

Table 6

**OOHQ3. The last time you contacted the out of hours service, did you...**

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	655	284	166	56	149	111	310	234	347	128	180	98	268	289	58	93	478	655
Weighted Total	654	285	157	59*	153	113	306	236	335	132	187	94*	270	291	58*	96*	474	655
Receive a home visit from a doctor	83	19	41	8	15	21	41	21	66	10	7	83	-	-	9	5	65	87
	13%agijlmo	7%	26%xacd	13%	10%	18%g	13%	9%	20%xij	8%	4%	88%xlm	-	-	15%o	5%	14%o	13%
Receive a home visit from a nurse	11	3	2	-	6	2	5	4	7	2	2	11	-	-	1	1	9	11
	2%lm	1%	1%	-	4%xa	2%	2%	2%	2%	1%	1%	12%xlm	-	-	1%	1%	2%	2%
Have a telephone conversation only with a doctor	149	65	31	16	38	30	59	61	66	30	53	-	149	-	14	28	103	148
	23%fhkm	23%	20%	28%	25%	26%	19%	26%	20%	23%	28%xh	-	55%xkm	-	24%	29%	22%	23%
Have a telephone conversation only with a nurse	120	57	29	7	27	21	64	35	65	28	28	-	120	-	9	19	87	120
	18%km	20%	18%	13%	17%	19%	21%	15%	19%	21%	15%	-	45%xkm	-	16%	20%	18%	18%
Go somewhere, for instance an Accident & Emergency department, to see a doctor or nurse	291	141	55	27	68	39	137	115	131	63	97	-	-	291	26	43	210	289
	44%behkl	49%xb	35%	47%	44%	34%	45%	49%e	39%	47%	52%xh	-	-	100%xkl	44%	44%	44%	44%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

**MORI**

## National Audit Office: Out of Hours Care

Table 7

**OOHQ4. How long did you have to wait before the doctor or nurse reached you when you last contacted the out of hours service?**

Base : All who have received a home visit from a doctor or nurse

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	98	40	58	17	29	52	25	25	15	33	27	40	31	40	58	32	8	15	60	22	98
Weighted Total	94*	41*	52*	19**	28**	47*	23**	24**	14**	32*	25**	39*	30*	39*	55*	31*	8**	16**	57*	20**	98*
Less than one hour	38	18	20	3	15	20	10	9	5	14	10	14	14	15	23	13	2	4	27	6	40
	40%	44%	37%	17%	52%	43%	43%	37%	32%	45%	39%	36%	47%	40%	41%	43%	26%	26%	47%	31%	41%
One to 2 hours	20	9	12	3	7	10	6	5	3	6	7	9	5	6	15	4	2	4	11	5	21
	21%	21%	22%	18%	25%	21%	25%	19%	24%	20%	28%	22%	15%	14%	26%	12%	24%	27%	19%	24%	21%
2 to 3 hours	17	7	10	3	3	11	6	7	1	4	7	6	3	8	9	8	-	2	11	4	18
	18%	17%	18%	17%	9%	23%	24%	27%	6%	11%	29%	17%	10%	20%	17%	25%	-	12%	19%	21%	18%
3 to 4 hours	8	2	6	2	2	4	-	2	2	4	1	2	5	3	5	1	2	2	4	2	8
	8%	5%	11%	12%	7%	8%	-	8%	13%	12%	4%	5%	17%	7%	9%	3%	25%	14%	6%	9%	8%
4 or more hours	11	6	6	7	2	3	2	2	3	4	-	8	3	7	4	5	2	3	5	3	11
	12%	14%	11%	36%	7%	5%	8%	9%	24%	12%	-	21%	11%	19%	7%	17%	25%	20%	9%	16%	11%
Mean	5.65	10.24	2.02	22.55	1.28	1.34	1.34	2.82	25.03	2.23	1.16	8.98	5.14	5.42	5.80	6.26	2.20	8.65	1.95	13.75	4.64
Median	0.89	0.84	0.93	2.32	0.57	0.85	0.85	1.08	1.00	0.64	0.85	1.10	0.80	1.21	0.80	1.21	1.00	0.94	0.82	0.91	0.89

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**MORI**

## National Audit Office: Out of Hours Care

Table 8

**OOHQ4. How long did you have to wait before the doctor or nurse reached you when you last contacted the out of hours service?**

Base : All who have received a home visit from a doctor or nurse

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	98	23	46	7	22	23	48	27	77	12	9	98	-	-	10	6	78	98
Weighted Total	94*	22**	43*	8**	21**	23**	46*	25**	73*	12**	9**	94*	-**	-**	10**	6**	74*	98*
Less than one hour	38	9	17	2	10	9	18	11	32	3	3	38	-	-	2	1	33	40
	40%	42%	39%	27%	46%	40%	39%	44%	44%	23%	31%	40%	-	-	18%	18%	45%	41%
One to 2 hours	20	3	13	3	2	3	11	6	17	3	-	20	-	-	5	1	12	21
	21% <sup>p</sup>	12%	30%	33%	9%	14%	23%	25%	24%	25%	-	21%	-	-	53%	17%	16%	21%
2 to 3 hours	17	2	9	-	5	5	9	3	14	3	-	17	-	-	-	1	16	18
	18%	9%	22%	-	26%	20%	21%	11%	19%	24%	-	18%	-	-	-	17%	21%	18%
3 to 4 hours	8	2	1	2	3	2	5	1	5	1	2	8	-	-	2	-	6	8
	8% <sup>b</sup>	9%	2%	28%	13%	7%	11%	4%	6%	9%	21%	8%	-	-	19%	-	8%	8%
4 or more hours	11	6	3	1	1	4	3	4	5	2	4	11	-	-	1	3	7	11
	12% <sup>f</sup> <sup>h</sup>	28%	7%	12%	6%	19%	6%	17%	7%	18%	48%	12%	-	-	10%	48%	10%	11%
Mean	5.65	9.30	1.27	1.85	12.00	12.44	1.45	7.01	4.36	4.59	17.37	5.65	-	-	1.70	20.70	5.19	4.64
Median	0.89	1.00	0.83	0.82	0.74	0.87	0.88	0.89	0.83	1.55	2.79	0.89	-	-	0.88	1.95	0.85	0.89

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**MORI**

# National Audit Office: Out of Hours Care

Table 9

**OOHQ5. How long did you have to wait before the doctor or nurse called you back when you last contacted the out of hours service?**

Base : All who had a telephone conversation only with a doctor or nurse

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	268	96	172	94	111	63	74	82	57	55	63	118	87	164	104	120	44	50	167	51	268
Weighted Total	270	102*	167	107*	106	57*	72*	83*	57*	57*	64*	119	87*	164	106	119	45*	55*	167	48*	268
Less than 10 minutes	33 12%	13 12%	20 12%	11 10%	14 13%	8 14%	13 18%g	6 7%	10 17%	4 8%	7 11%	11 9%	14 17%	23 14%	10 9%	17 15%	5 12%	5 10%	22 13%	5 11%	33 12%
10 to 20 minutes	49 18%	13 13%	35 21%	17 16%	20 18%	12 22%	13 18%	18 21%	8 13%	10 18%	13 20%	17 15%	19 21%	26 16%	23 21%	20 17%	6 14%	13 23%	29 17%	7 15%	50 19%
20 to 30 minutes	22 8%q	7 7%	16 9%	8 8%	8 8%	6 11%	4 5%	7 9%	5 8%	7 12%	9 13%	6 5%	8 9%	13 8%	9 9%	10 9%	3 6%	1 2%	16 10%	5 11%q	23 9%
30 minutes to an hour	71 27%	30 29%	42 25%	28 26%	34 31%	10 18%	19 26%	21 25%	15 27%	17 29%	12 18%	37 31%	23 26%	41 25%	30 28%	31 26%	11 24%	16 30%	46 27%	9 20%	70 26%
1 to 2 hours	36 13%	11 11%	25 15%	19 18%e	13 13%	4 6%	9 13%	15 18%	7 12%	5 9%	5 8%	22 18%x	9 10%	26 16%	10 9%	16 14%	10 22%n	7 14%	22 13%	7 14%	35 13%
2 or more hours	58 22%b	29 28%b	30 18%	24 23%	18 17%	16 29%	15 20%	17 20%	13 22%	14 25%	19 30%	25 21%	14 17%	34 21%	24 23%	24 21%	10 22%	12 22%	32 19%	14 29%	57 21%
Mean	2.14	2.79	1.75	2.95	1.57	1.70	1.03	2.11	1.32	4.40	3.11	1.87	1.80	2.15	2.13	1.88	2.85	4.32	1.43	2.10	2.01
Median	0.48	0.50	0.46	0.51	0.47	0.44	0.42	0.49	0.49	0.45	0.46	0.63	0.43	0.48	0.47	0.44	0.72	0.47	0.47	0.66	0.47

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

## National Audit Office: Out of Hours Care

Table 10  
**OOHQ5. How long did you have to wait before the doctor or nurse called you back when you last contacted the out of hours service?**

Base : All who had a telephone conversation only with a doctor or nurse

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	268	123	62	23	60	49	124	95	135	56	77	-	268	-	23	46	190	268
Weighted Total	270	122	59*	24**	64*	51*	123	96*	131	58*	81*	-**	270	-**	23**	47*	190	268
Less than 10 minutes	33	18	6	-	9	6	15	11	17	4	12	-	33	-	-	7	26	33
	12%	15%	9%	-	14%	13%	12%	12%	13%	7%	14%	-	12%	-	-	15%	13%	12%
10 to 20 minutes	49	19	13	6	11	7	25	16	24	12	13	-	49	-	3	4	41	50
	18%o	16%	21%	26%	17%	14%	20%	17%	18%	20%	16%	-	18%	-	13%	8%	22%xo	19%
20 to 30 minutes	22	10	4	3	6	4	11	8	9	7	7	-	22	-	3	-	19	23
	8%o	8%	6%	13%	9%	7%	9%	9%	7%	12%	8%	-	8%	-	12%	-	10%o	9%
30 minutes to an hour	71	34	16	5	15	12	32	28	33	13	26	-	71	-	8	11	49	70
	27%	28%	28%	23%	24%	23%	26%	29%	25%	22%	32%	-	27%	-	36%	23%	26%	26%
1 to 2 hours	36	19	2	6	9	3	17	15	16	9	11	-	36	-	1	9	23	35
	13%b	16%b	3%	26%	14%b	6%	14%	16%	12%	16%	13%	-	13%	-	5%	19%	12%	13%
2 or more hours	58	21	19	3	15	19	22	17	33	13	13	-	58	-	8	17	33	57
	22%p	17%	33%xa	13%	23%	37%xf	18%	18%	25%	22%	16%	-	22%	-	35%	35%xp	17%	21%
Mean	2.14	2.19	1.76	1.95	2.46	2.24	1.60	2.78	2.64	2.55	1.05	-	2.14	-	3.27	1.51	2.22	2.01
Median	0.48	0.47	0.46	0.71	0.47	0.71	0.47	0.43	0.49	0.49	0.46	-	0.48	-	0.66	0.81	0.44	0.47

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**MORI**

# National Audit Office: Out of Hours Care

Table 11

**OOHQ6. How would you rate the quality out of hours care you received?**

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	655	248	407	200	280	175	172	201	131	151	194	261	200	398	257	287	111	111	407	136	655
Weighted Total	654	263	391	228	271	156	169	202	132	152	193	260	201	396	258	282	114	121	405	127	655
Excellent	191	74	116	49	74	68	57	48	38	47	58	70	63	107	84	77	30	20	124	46	196
	29%cgq	28%	30%	21%	27%	44%xcd	34%g	24%	29%	31%	30%	27%	31%	27%	32%	27%	26%	17%	31%q	37%xxq	30%
Good	221	100	121	84	93	44	55	72	41	53	64	90	67	138	83	101	36	48	134	39	219
	34%b	38%	31%	37%	34%	28%	33%	35%	31%	35%	33%	35%	33%	35%	32%	36%	32%	39%	33%	31%	33%
Fair	118	39	78	49	44	24	26	40	24	28	32	49	36	76	42	49	27	28	73	17	117
	18%	15%	20%	22%	16%	15%	15%	20%	18%	18%	17%	19%	18%	19%	16%	17%	23%	23% <b>s</b>	18%	13%	18%
Quite poor	54	21	33	24	24	6	17	15	12	11	20	20	15	34	20	24	10	12	32	10	52
	8%e	8%	8%	11%e	9%	4%	10%	7%	9%	7%	10%	8%	7%	9%	8%	9%	9%	10%	8%	8%	8%
Very poor	71	28	43	22	35	14	14	27	17	13	19	31	20	42	29	31	11	14	43	14	71
	11%	11%	11%	10%	13%	9%	8%	13%	13%	9%	10%	12%	10%	10%	11%	11%	10%	11%	10%	11%	11%
Excellent/good	412	174	237	133	167	112	112	120	80	100	122	160	130	244	167	178	66	68	258	85	415
	63%	66%	61%	58%	62%	72% <b>xcd</b>	67%	59%	60%	66%	63%	61%	65%	62%	65%	63%	58%	56%	64%	68%	63%
Quite/very poor	125	49	75	46	59	20	31	42	28	25	39	51	35	76	49	55	21	26	75	24	123
	19%e	19%	19%	20%	22% <b>e</b>	13%	18%	21%	21%	16%	20%	20%	17%	19%	19%	19%	18%	21%	18%	19%	19%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

**MORI**

# National Audit Office: Out of Hours Care

Table 12

**OOHQ6. How would you rate the quality out of hours care you received?**

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	655	284	166	56	149	111	310	234	347	128	180	98	268	289	58	93	478	655
Weighted Total	654	285	157	59*	153	113	306	236	335	132	187	94*	270	291	58*	96*	474	655
Excellent	191	71	65	16	39	35	96	60	110	29	52	40	68	83	3	1	183	196
	29%aino	25%	41%xad	28%	25%	31%	31%	25%	33%xi	22%	28%	43%xlm	25%	28%	5%	1%	39%xno	30%
Good	221	117	40	16	48	33	95	94	110	46	65	23	99	99	4	15	195	219
	34%bkno	41%xbd	25%	28%	31%	29%	31%	40%xf	33%	35%	35%	24%	37%k	34%	7%	16%	41%xno	33%
Fair	118	53	23	11	31	17	65	36	57	26	35	17	49	52	13	28	74	117
	18%p	18%	15%	19%	20%	15%	21%	15%	17%	19%	19%	18%	18%	18%	22%	29%xp	16%	18%
Quite poor	54	22	12	4	16	10	20	24	18	17	19	3	26	25	9	28	12	52
	8%hkp	8%	8%	8%	10%	9%	7%	10%	5%	13%h	10%h	3%	10%	9%	16%xp	29%xp	3%	8%
Very poor	71	23	17	11	20	18	30	23	40	15	16	11	28	32	29	24	10	71
	11%p	8%	11%	18%a	13%	16%	10%	10%	12%	11%	8%	12%	10%	11%	50%xop	25%xp	2%	11%
Excellent/good	412	188	105	33	86	68	190	153	220	75	117	63	167	182	7	16	378	415
	63%no	66%	67%	56%	56%	60%	62%	65%	66%	57%	62%	67%	62%	62%	12%	17%	80%xno	63%
Quite/very poor	125	45	29	15	36	28	50	47	58	31	35	14	53	57	38	52	22	123
	19%p	16%	19%	26%	23%	25%	16%	20%	17%	24%	19%	15%	20%	20%	66%xp	54%xp	5%	19%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

**MORI**

## National Audit Office: Out of Hours Care

Table 13

### OOHQ6. How would you rate the quality out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months

	OOHQ7. How satisfied were you with the out of hours care you received?								
	Unweighted	Weighted Total	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Satisfied	Dissatisfied
	Total								
Unweighted Total	655	655	273	213	44	35	90	486	125
Weighted Total	655	654	270	214	45	36	89	484	126
Excellent	196 30%	191 29%	170 63%	13 6%	1 2%	1 3%	5 6%	183 38%	6 5%
Good	219 33%	221 34%	89 33%	119 55%	11 24%	1 2%	2 2%	207 43%	3 2%
Fair	117 18%	118 18%	10 4%	67 31%	26 58%	11 29%	4 5%	77 16%	15 12%
Quite poor	52 8%	54 8%	1 *	10 5%	4 9%	22 60%	17 19%	11 2%	39 31%
Very poor	71 11%	71 11%	- -	5 2%	3 7%	2 6%	61 68%	5 1%	63 50%
Excellent/good	415 63%	412 63%	259 96%	132 62%	12 26%	2 5%	7 8%	391 81%	9 7%
Quite/very poor	123 19%	125 19%	1 *	15 7%	7 16%	24 66%	78 87%	16 3%	102 81%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

**MORI**



## National Audit Office: Out of Hours Care

Table 14

### OOHQ6. How would you rate the quality out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months

### OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?

	Unweighted <b>Total</b>	Weighted Total	The advice was totally wrong	The advice was wrong to some extent	The advice made no difference	The advice was fairly good	The advice was excellent	None of these	Advice wrong	Advice fairly good/excellent
Unweighted Total	<b>655</b>	655	27	31	93	248	230	26	58	478
Weighted Total	<b>655</b>	654	27	31	96	249	225	25	58	474
Excellent	<b>196</b> <b>30%</b>	191 29%	1 4%	2 7%	1 1%	41 17%	142 63%	4 14%	3 5%	183 39%
Good	<b>219</b> <b>33%</b>	221 34%	- -	4 12%	15 16%	128 52%	67 30%	7 26%	4 7%	195 41%
Fair	<b>117</b> <b>18%</b>	118 18%	5 19%	8 24%	28 29%	59 24%	15 7%	3 12%	13 22%	74 16%
Quite poor	<b>52</b> <b>8%</b>	54 8%	3 12%	6 20%	28 29%	12 5%	- -	4 17%	9 16%	12 3%
Very poor	<b>71</b> <b>11%</b>	71 11%	17 65%	11 37%	24 25%	8 3%	2 1%	8 31%	29 50%	10 2%
Excellent/good	<b>415</b> <b>63%</b>	412 63%	1 4%	6 19%	16 17%	170 68%	209 92%	10 41%	7 12%	378 80%
Quite/very poor	<b>123</b> <b>19%</b>	125 19%	21 77%	18 56%	52 54%	20 8%	2 1%	12 48%	38 66%	22 5%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

**MORI**

# National Audit Office: Out of Hours Care

Table 15

## OOHQ7. How satisfied were you with the out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	655	248	407	200	280	175	172	201	131	151	194	261	200	398	257	287	111	111	407	136	655
Weighted Total	654	263	391	228	271	156	169	202	132	152	193	260	201	396	258	282	114	121	405	127	655
Very satisfied	270	117	153	83	99	88	77	69	54	70	83	103	85	149	122	109	40	38	175	57	273
	41% <sup>dgmq</sup>	45%	39%	36%	37%	57% <sup>xcd</sup>	46% <sup>g</sup>	34%	41%	46% <sup>g</sup>	43%	40%	42%	37%	47% <sup>xmop</sup>	39%	35%	31%	43% <sup>q</sup>	45% <sup>q</sup>	42%
Fairly satisfied	214	76	138	85	89	40	46	73	49	46	57	86	71	134	80	93	40	50	125	38	213
	33% <sup>e</sup>	29%	35%	37% <sup>e</sup>	33%	26%	27%	36%	37%	30%	29%	33%	35%	34%	31%	33%	35%	41% <sup>xr</sup>	31%	30%	33%
Neither satisfied nor dissatisfied	45	21	24	18	20	7	13	19	3	10	14	21	10	30	15	23	7	11	26	7	44
	7% <sup>h</sup>	8%	6%	8%	7%	4%	8% <sup>h</sup>	9% <sup>h</sup>	2%	7%	7%	8%	5%	8%	6%	8%	6%	9%	7%	6%	7%
Fairly dissatisfied	36	15	22	15	16	5	11	9	10	6	17	13	7	24	12	13	11	8	23	5	35
	6%	6%	6%	7%	6%	4%	6%	5%	7%	4%	9% <sup>xl</sup>	5%	4%	6%	5%	5%	10%	7%	6%	4%	5%
Very dissatisfied	89	34	55	27	46	15	22	32	16	19	23	38	28	59	30	43	16	14	56	19	90
	14%	13%	14%	12%	17% <sup>xe</sup>	10%	13%	16%	12%	13%	12%	15%	14%	15%	12%	15%	14%	12%	14%	15%	14%
Satisfied	484	193	291	168	188	128	123	141	103	116	139	189	156	282	201	202	80	88	300	95	486
	74% <sup>d</sup>	73%	74%	74%	70%	82% <sup>xcd</sup>	73%	70%	78%	76%	72%	73%	77%	71%	78%	72%	70%	72%	74%	75%	74%
Dissatisfied	126	49	76	42	63	21	33	41	26	26	39	51	36	84	42	57	27	22	79	24	125
	19% <sup>e</sup>	19%	20%	19%	23% <sup>xe</sup>	13%	19%	20%	20%	17%	20%	19%	18%	21%	16%	20%	24%	19%	19%	19%	19%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

## National Audit Office: Out of Hours Care

Table 16

### OOHQ7. How satisfied were you with the out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	655	284	166	56	149	111	310	234	347	128	180	98	268	289	58	93	478	655
Weighted Total	654	285	157	59*	153	113	306	236	335	132	187	94*	270	291	58*	96*	474	655
Very satisfied	270	106	85	20	60	52	129	89	148	44	79	51	101	119	4	5	256	273
	41%ino	37%	54%xacd	33%	39%	46%	42%	38%	44%i	33%	42%	54%xl	37%	41%	7%	5%	54%xno	42%
Fairly satisfied	214	109	36	19	50	28	100	85	97	54	63	25	93	95	5	27	177	213
	33%bhn	38%xb	23%	32%	33%	25%	33%	36%e	29%	41%xh	34%	27%	34%	33%	9%	28%n	37%xn	33%
Neither satisfied nor dissatisfied	45	22	8	8	7	9	21	15	27	8	10	6	23	16	8	16	21	44
	7%p	8%	5%	14%xbd	5%	8%	7%	6%	8%	6%	5%	7%	8%	6%	13%p	17%xp	4%	7%
Fairly dissatisfied	36	19	7	1	9	3	21	12	16	7	14	3	16	18	6	21	6	35
	6%p	7%	5%	2%	6%	3%	7%	5%	5%	5%	7%	3%	6%	6%	11%p	22%xp	1%	5%
Very dissatisfied	89	30	20	12	27	21	34	35	48	20	21	9	38	42	35	28	14	90
	14%ap	10%	13%	20%	18%a	18%	11%	15%	14%	15%	11%	9%	14%	15%	60%xop	29%xp	3%	14%
Satisfied	484	215	121	38	110	80	229	175	244	97	142	76	193	214	9	32	433	486
	74%no	75%	77%	65%	72%	71%	75%	74%	73%	74%	76%	81%	72%	74%	16%	33%n	91%xno	74%
Dissatisfied	126	49	28	13	36	24	55	46	63	27	35	12	54	60	41	49	20	125
	19%p	17%	18%	22%	23%	21%	18%	20%	19%	21%	19%	12%	20%	21%	71%xop	50%xp	4%	19%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

**MORI**

## National Audit Office: Out of Hours Care

Table 17

### OOHQ7. How satisfied were you with the out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months

### OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?

	Unweighted <b>Total</b>	Weighted Total	The advice was totally wrong	The advice was wrong to some extent	The advice made no difference	The advice was fairly good	The advice was excellent	None of these	Advice wrong	Advice fairly good/excellent
Unweighted Total	<b>655</b>	655	27	31	93	248	230	26	58	478
Weighted Total	<b>655</b>	654	27	31	96	249	225	25	58	474
Very satisfied	<b>273</b> <b>42%</b>	270 41%	- -	4 13%	5 5%	76 31%	180 80%	5 21%	4 7%	256 54%
Fairly satisfied	<b>213</b> <b>33%</b>	214 33%	1 3%	4 14%	27 28%	142 57%	36 16%	4 15%	5 9%	177 37%
Neither satisfied nor dissatisfied	<b>44</b> <b>7%</b>	45 7%	3 12%	4 14%	16 17%	16 6%	5 2%	1 3%	8 13%	21 4%
Fairly dissatisfied	<b>35</b> <b>5%</b>	36 6%	3 12%	3 10%	21 22%	5 2%	1 *	3 13%	6 11%	6 1%
Very dissatisfied	<b>90</b> <b>14%</b>	89 14%	19 73%	15 49%	28 29%	10 4%	5 2%	12 47%	35 60%	14 3%
Satisfied	<b>486</b> <b>74%</b>	484 74%	1 3%	8 27%	32 33%	218 88%	215 95%	9 37%	9 16%	433 91%
Dissatisfied	<b>125</b> <b>19%</b>	126 19%	23 85%	18 59%	49 50%	15 6%	6 2%	15 60%	41 71%	20 4%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

**MORI**

# National Audit Office: Out of Hours Care

Table 18

## OOHQ7. How satisfied were you with the out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months and who have received a home visit

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	98	40	58	17	29	52	25	25	15	33	27	40	31	40	58	32	8	15	60	22	98
Weighted Total	94*	41*	52*	19**	28**	47*	23**	24**	14**	32*	25**	39*	30*	39*	55*	31*	8**	16**	57*	20**	98*
Very satisfied	51	26	25	8	13	30	13	13	8	17	13	19	19	18	32	15	3	6	32	12	53
	54%	63%	47%	42%	45%	64% <b>x</b>	56%	53%	53%	54%	49%	49%	64%	47%	59%	50%	36%	38%	57%	58%	54%
Fairly satisfied	25	5	20	8	5	13	4	7	4	11	6	11	9	9	17	6	3	7	12	6	27
	27% <b>a</b>	12%	39% <b>xa</b>	40%	17%	28%	15%	31%	27%	33%	23%	28%	30%	23%	30%	19%	40%	47%	21%	27%	28%
Neither satisfied nor dissatisfied	6	4	2	2	3	1	2	2	-	2	3	2	1	5	1	4	1	2	4	-	6
	7% <b>en</b>	10%	4%	12%	11%	2%	8%	9%	-	7%	12%	6%	3%	13% <b>n</b>	2%	13%	14%	15%	7%	-	6%
Fairly dissatisfied	3	1	2	-	2	1	3	-	-	-	2	1	-	-	3	-	-	-	3	-	3
	3%	2%	4%	-	7%	2%	12%	-	-	-	8%	2%	-	-	5%	-	-	-	5%	-	3%
Very dissatisfied	9	5	4	1	6	2	2	2	3	2	2	6	1	7	2	6	1	-	6	3	9
	9% <b>en</b>	12%	7%	5%	21%	4%	8%	8%	19%	7%	8%	15%	3%	17% <b>n</b>	4%	19% <b>xn</b>	11%	-	10%	14%	9%
Satisfied	76	31	45	16	17	43	17	20	12	28	18	30	28	27	49	21	6	14	44	18	80
	81% <b>mo</b>	75%	86%	82%	62%	92% <b>x</b>	71%	83%	81%	87%	72%	77%	94% <b>x</b>	70%	89% <b>xmo</b>	69%	76%	85%	78%	86%	82%
Dissatisfied	12	6	6	1	8	3	5	2	3	2	4	7	1	7	5	6	1	-	9	3	12
	12% <b>el</b>	15%	10%	5%	28%	6%	21%	8%	19%	7%	16%	17%	3%	17%	9%	19%	11%	-	15%	14%	12%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

MORI

## National Audit Office: Out of Hours Care

Table 19

### OOHQ7. How satisfied were you with the out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months and who have received a home visit

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	98	23	46	7	22	23	48	27	77	12	9	98	-	-	10	6	78	98
Weighted Total	94*	22**	43*	8**	21**	23**	46*	25**	73*	12**	9**	94*	-**	-**	10**	6**	74*	98*
Very satisfied	51 54%	10 44%	26 61%	2 27%	13 60%	14 62%	23 50%	13 53%	41 56%	6 50%	4 43%	51 54%	-	-	1 9%	-	48 65%x	53 54%
Fairly satisfied	25 27%	6 26%	10 23%	3 40%	7 32%	6 25%	13 29%	6 25%	19 27%	3 24%	3 36%	25 27%	-	-	-	3 49%	22 30%	27 28%
Neither satisfied nor dissatisfied	6 7%p	3 13%	2 5%	1 17%	-	-	5 10%	2 7%	5 7%	1 9%	-	6 7%	-	-	3 33%	2 35%	1 1%	6 6%
Fairly dissatisfied	3 3%	-	3 7%	-	-	-	2 4%	1 4%	2 3%	1 8%	-	3 3%	-	-	1 10%	-	2 3%	3 3%
Very dissatisfied	9 9%p	4 17%	2 4%	1 16%	2 8%	3 13%	3 6%	3 11%	6 8%	1 8%	2 21%	9 9%	-	-	5 48%	1 16%	1 1%	9 9%
Satisfied	76 81%	16 70%	36 84%	5 67%	19 92%	20 87%	36 80%	20 78%	60 82%	9 74%	7 79%	76 81%	-	-	1 9%	3 49%	70 95%x	80 82%
Dissatisfied	12 12%p	4 17%	5 11%	1 16%	2 8%	3 13%	5 10%	4 15%	8 11%	2 16%	2 21%	12 12%	-	-	6 58%	1 16%	3 4%	12 12%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**MORI**

## National Audit Office: Out of Hours Care

Table 20

### OOHQ7. How satisfied were you with the out of hours care you received?

Base : All who have tried to get out of hours medical care in the last six months and who have received a home visit

### OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?

	Unweighted <b>Total</b>	Weighted Total	The advice was totally wrong	The advice was wrong to some extent	The advice made no difference	The advice was fairly good	The advice was excellent	None of these	Advice wrong	Advice fairly good/excellent
Unweighted Total	<b>98</b>	98	4	6	6	34	44	4	10	78
Weighted Total	<b>98</b>	94	4	6	6	32	42	4	10	74
Very satisfied	<b>53</b> <b>54%</b>	51 54%	-	1 14%	-	11 33%	37 89%	2 46%	1 9%	48 65%
Fairly satisfied	<b>27</b> <b>28%</b>	25 27%	-	-	3 49%	19 58%	4 9%	-	-	22 30%
Neither satisfied nor dissatisfied	<b>6</b> <b>6%</b>	6 7%	1 23%	2 40%	2 35%	1 3%	-	-	3 33%	1 1%
Fairly dissatisfied	<b>3</b> <b>3%</b>	3 3%	-	1 16%	-	1 3%	1 2%	-	1 10%	2 3%
Very dissatisfied	<b>9</b> <b>9%</b>	9 9%	3 77%	2 31%	1 16%	1 3%	-	2 54%	5 48%	1 1%
Satisfied	<b>80</b> <b>82%</b>	76 81%	-	1 14%	3 49%	29 92%	41 98%	2 46%	1 9%	70 95%
Dissatisfied	<b>12</b> <b>12%</b>	12 12%	3 77%	3 46%	1 16%	2 6%	1 2%	2 54%	6 58%	3 4%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

**MORI**

# National Audit Office: Out of Hours Care

Table 21

**OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?**

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	655	248	407	200	280	175	172	201	131	151	194	261	200	398	257	287	111	111	407	136	655
Weighted Total	654	263	391	228	271	156	169	202	132	152	193	260	201	396	258	282	114	121	405	127	655
The advice was totally wrong	27 4% n	11 4%	15 4%	7 3%	16 6%	4 3%	8 5%	8 4%	2 2%	8 5%	7 4%	12 5%	7 4%	22 6% xn	5 2%	13 5%	9 8% xn	6 5%	16 4%	4 3%	27 4%
The advice was wrong to some extent	31 5% fo	11 4%	20 5%	11 5%	13 5%	6 4%	3 2%	13 7% f	5 4%	10 7% f	8 4%	15 6%	8 4%	17 4% o	14 6%	8 3%	10 8% mo	8 6%	17 4%	7 5%	31 5%
The advice made no difference	96 15% e	42 16%	54 14%	43 19% e	42 16% e	11 7%	22 13%	32 16%	21 16%	22 14%	33 17%	38 15%	25 13%	63 16%	33 13%	44 16%	19 16%	26 22% xr	52 13%	19 15%	93 14%
The advice was fairly good	249 38%	98 37%	151 39%	96 42%	92 34%	61 39%	56 33%	83 41%	55 42%	54 36%	70 36%	101 39%	78 39%	141 36%	107 42%	106 37%	36 31%	53 44%	150 37%	44 35%	248 38%
The advice was excellent	225 34% cq	89 34%	137 35%	64 28%	96 35%	65 42% xc	69 41% xg	59 29%	44 34%	53 35%	71 37%	83 32%	72 36%	137 35%	89 34%	98 35%	39 34%	26 21%	152 38% xq	48 38% q	230 35%
None of these	25 4%	12 4%	14 4%	7 3%	11 4%	8 5%	10 6%	6 3%	4 3%	5 3%	4 2%	10 4%	11 5%	16 4%	10 4%	14 5%	2 2%	2 2%	18 4%	5 4%	26 4%
Advice wrong	58 9%	23 9%	35 9%	18 8%	29 11%	11 7%	11 6%	22 11%	7 6%	18 12%	15 8%	28 11%	15 8%	39 10% o	19 7%	21 7%	18 16% xmno	14 12%	33 8%	11 8%	58 9%
Advice fairly good/ excellent	474 72%	186 71%	288 74%	160 70%	188 69%	126 81% xcd	125 74%	142 70%	100 76%	108 71%	141 73%	184 71%	149 74%	278 70%	196 76% p	203 72%	75 66%	79 65%	303 75% q	92 73%	478 73%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI



# National Audit Office: Out of Hours Care

Table 22

**OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?**

Base : All who have tried to get out of hours medical care in the last six months

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	655	284	166	56	149	111	310	234	347	128	180	98	268	289	58	93	478	655
Weighted Total	654	285	157	59*	153	113	306	236	335	132	187	94*	270	291	58*	96*	474	655
The advice was totally wrong	27	9	7	4	6	7	9	11	16	9	2	4	8	15	27	-	-	27
	4% <b>jop</b>	3%	4%	7%	4%	6%	3%	5%	5% <b>j</b>	7% <b>j</b>	1%	4%	3%	5%	46% <b>xop</b>	-	-	4%
The advice was wrong to some extent	31	8	9	4	10	4	20	7	13	7	12	6	15	11	31	-	-	31
	5% <b>aop</b>	3%	6%	7%	7%	4%	6%	3%	4%	5%	6%	6%	5%	4%	54% <b>xop</b>	-	-	5%
The advice made no difference	96	44	15	8	31	21	45	31	52	15	30	6	47	43	-	96	-	93
	15% <b>bkn</b>	15%	9%	13%	20% <b>xb</b>	19%	15%	13%	16%	11%	16%	7%	18% <b>k</b>	15% <b>k</b>	-	100% <b>xnp</b>	-	14%
The advice was fairly good	249	118	54	24	53	38	113	97	123	55	70	32	109	108	-	-	249	248
	38% <b>no</b>	41%	35%	41%	35%	34%	37%	41%	37%	42%	37%	34%	40%	37%	-	-	52% <b>xno</b>	38%
The advice was excellent	225	91	66	17	52	37	112	77	114	42	70	42	82	102	-	-	225	230
	34% <b>no</b>	32%	42% <b>xa</b>	30%	34%	33%	37%	33%	34%	32%	37%	45% <b>xl</b>	30%	35%	-	-	48% <b>xno</b>	35%
None of these	25	16	6	1	2	5	8	13	17	4	4	4	9	13	-	-	-	26
	4% <b>dp</b>	6% <b>xd</b>	4%	2%	1%	4%	2%	6%	5%	3%	2%	4%	3%	4%	-	-	-	4%
Advice wrong	58	17	16	8	16	11	29	18	29	16	14	10	23	26	58	-	-	58
	9% <b>aop</b>	6%	10%	14% <b>a</b>	11%	10%	9%	8%	9%	12%	7%	10%	8%	9%	100% <b>xop</b>	-	-	9%
Advice fairly good/ excellent	474	208	120	41	105	75	225	174	237	97	140	74	190	210	-	-	474	478
	72% <b>no</b>	73%	77%	70%	68%	67%	74%	74%	71%	74%	75%	79%	71%	72%	-	-	100% <b>xno</b>	73%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 23

**OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?**

Base : All who have tried to get out of hours medical care in the last six months and who have received a home visit

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	98	40	58	17	29	52	25	25	15	33	27	40	31	40	58	32	8	15	60	22	98
Weighted Total	94*	41*	52*	19**	28**	47*	23**	24**	14**	32*	25**	39*	30*	39*	55*	31*	8**	16**	57*	20**	98*
The advice was totally wrong	4 4%	2 5%	2 3%	- -	4 13%	- -	1 4%	2 8%	- -	1 3%	1 3%	3 7%	- -	4 9% <b>n</b>	- -	4 12% <b>xn</b>	- -	- -	3 5%	1 4%	4 4%
The advice was wrong to some extent	6 6%	2 5%	4 7%	2 12%	2 7%	2 4%	1 4%	1 5%	1 7%	3 10%	1 4%	3 8%	2 6%	2 5%	4 7%	1 3%	1 14%	2 15%	3 5%	1 4%	6 6%
The advice made no difference	6 7% <b>en</b>	4 10%	2 4%	2 11%	3 11%	1 2%	1 4%	2 9%	2 15%	1 3%	2 8%	3 7%	1 4%	5 14% <b>xn</b>	1 2%	5 17% <b>xn</b>	- -	2 14%	4 7%	- -	6 6%
The advice was fairly good	32 34%	11 27%	21 40%	6 29%	8 27%	19 40%	7 32%	7 31%	4 31%	13 40%	7 26%	15 38%	11 36%	11 27%	21 39%	7 21%	4 50%	6 40%	18 31%	7 34%	34 35%
The advice was excellent	42 45%	20 47%	22 43%	8 42%	11 38%	23 50%	11 47%	12 49%	7 48%	12 39%	13 50%	14 37%	15 51%	16 42%	26 47%	13 43%	3 36%	5 32%	27 48%	10 47%	44 45%
None of these	4 4%	2 6%	2 4%	1 5%	1 4%	2 4%	2 9%	- -	- -	2 7%	2 8%	1 3%	1 4%	1 3%	3 6%	1 3%	- -	- -	2 4%	2 10%	4 4%
Advice wrong	10 10% <b>e</b>	4 10%	6 11%	2 12%	6 20%	2 4%	2 8%	3 12%	1 7%	4 12%	2 8%	6 15%	2 6%	6 15%	4 7%	5 15%	1 14%	2 15%	6 10%	2 8%	10 10%
Advice fairly good/ excellent	74 79% <b>o</b>	31 74%	43 82%	14 71%	18 65%	42 90% <b>x</b>	18 79%	19 79%	11 79%	25 79%	19 76%	29 75%	26 87%	27 69%	47 86% <b>xo</b>	20 65%	7 86%	11 72%	45 80%	17 82%	78 80%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**MORI**

## National Audit Office: Out of Hours Care

Table 24

**OOHQ8. Thinking about the last occasion you used the out of ours service, which of the following statements do you think best describes the advice you were given?**

Base : All who have tried to get out of hours medical care in the last six months and who have received a home visit

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	98	23	46	7	22	23	48	27	77	12	9	98	-	-	10	6	78	98
Weighted Total	94*	22**	43*	8**	21**	23**	46*	25**	73*	12**	9**	94*	..**	..**	10**	6**	74*	98*
The advice was totally wrong	4 4%	2 8%	2 4%	- -	- -	1 4%	- -	3 11%	3 4%	1 8%	- -	4 4%	- -	- -	4 38%	- -	- -	4 4%
The advice was wrong to some extent	6 6%p	1 4%	3 7%	1 17%	1 4%	- -	5 11%	1 4%	4 5%	1 9%	1 10%	6 6%	- -	- -	6 62%	- -	- -	6 6%
The advice made no difference	6 7%p	3 14%	3 7%	- -	- -	- -	5 11%	1 5%	4 5%	- -	2 23%	6 7%	- -	- -	- -	6 100%	- -	6 6%
The advice was fairly good	32 34%	8 34%	14 32%	3 40%	8 36%	11 46%	13 29%	8 32%	25 34%	5 42%	2 23%	32 34%	- -	- -	- -	- -	32 43%x	34 35%
The advice was excellent	42 45%	8 35%	20 47%	2 27%	12 56%	9 40%	21 47%	11 44%	33 46%	5 40%	4 43%	42 45%	- -	- -	- -	- -	42 57%x	44 45%
None of these	4 4%	1 4%	1 2%	1 16%	1 4%	2 10%	1 2%	1 4%	4 6%	- -	- -	4 4%	- -	- -	- -	- -	- -	4 4%
Advice wrong	10 10%p	3 12%	5 11%	1 17%	1 4%	1 4%	5 11%	4 15%	7 9%	2 18%	1 10%	10 10%	- -	- -	10 100%	- -	- -	10 10%
Advice fairly good/ excellent	74 79%	15 69%	34 80%	5 67%	19 92%	20 87%	35 76%	19 77%	58 80%	10 82%	6 66%	74 79%	- -	- -	- -	- -	74 100%x	78 80%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

**Respondent Type : General Public - MORI Telephone Omnibus**

**Source : Market & Opinion Research International (MORI)**

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**MORI**

# National Audit Office: Out of Hours Care

Table 25

## Sample profile

Base : All

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
Gender																					
Male	1682	1682	-	541	609	533	437	505	375	365	489	713	480	1031	651	924	107	522	901	249	1576
	49% <b>binp</b>	100% <b>xb</b>	-	47%	51%	49%	50% <b>i</b>	49%	53% <b>xi</b>	45%	49%	50%	47%	52% <b>xnp</b>	45% <b>p</b>	62% <b>xmnp</b>	21%	56% <b>xrs</b>	49% <b>s</b>	38%	46%
Female	1765	-	1765	614	587	564	445	529	339	451	510	715	540	961	804	562	399	416	941	402	1871
	51% <b>ahmoq</b>	-	100% <b>xa</b>	53%	49%	51%	50%	51%	47%	55% <b>xfh</b>	51%	50%	53%	48% <b>o</b>	55% <b>xmo</b>	38%	79% <b>xmno</b>	44%	51% <b>q</b>	62% <b>xqr</b>	54%
Age																					
16-34	1155	541	614	1155	-	-	280	389	252	233	315	500	339	748	406	570	178	637	468	46	996
	33% <b>deinr</b>	32%	35%	100% <b>xde</b>	-	-	32%	38% <b>xfi</b>	35% <b>i</b>	29%	32%	35%	33%	38% <b>xn</b>	28%	38% <b>xn</b>	35% <b>n</b>	68% <b>xrs</b>	25% <b>s</b>	7%	29%
35-54	1196	609	587	-	1196	-	315	366	263	251	357	487	352	990	206	760	229	216	773	202	1234
	35% <b>ceinq</b>	36%	33%	-	100% <b>xce</b>	-	36% <b>i</b>	35% <b>i</b>	37% <b>i</b>	31%	36%	34%	34%	50% <b>xnp</b>	14%	51% <b>xmnp</b>	45% <b>xn</b>	23%	42% <b>xqs</b>	31% <b>q</b>	36%
55+	1096	533	564	-	-	1096	287	279	199	332	328	440	329	254	843	155	98	85	600	404	1217
	32% <b>cdghm</b>	32%	32%	-	-	100% <b>xcd</b>	33% <b>gh</b>	27%	28%	41% <b>xfg</b>	33%	31%	32%	13% <b>o</b>	58% <b>xmop</b>	10%	19% <b>mo</b>	9%	33% <b>q</b>	62% <b>xqr</b>	35%
Social class																					
AB	883	437	445	280	315	287	883	-	-	-	243	403	237	559	324	447	112	207	558	115	892
	26% <b>ghiln</b>	26%	25%	24%	26%	26%	100% <b>xghi</b>	-	-	-	24%	28% <b>xjl</b>	23%	28% <b>xnp</b>	22%	30% <b>xmnp</b>	22%	22% <b>s</b>	30% <b>xqs</b>	18%	26%
C1	1034	505	529	389	366	279	-	1034	-	-	265	471	299	675	359	519	157	322	541	168	1030
	30% <b>efhij</b>	30%	30%	34% <b>xe</b>	31% <b>e</b>	25%	-	100% <b>xfhi</b>	-	-	26%	33% <b>xj</b>	29%	34% <b>xn</b>	25%	35% <b>xn</b>	31% <b>n</b>	34% <b>xrs</b>	29%	26%	30%
C2	714	375	339	252	263	199	-	-	714	-	227	269	218	463	251	331	132	172	432	109	707
	21% <b>befgi</b>	22% <b>xb</b>	19%	22% <b>e</b>	22% <b>e</b>	18%	-	-	100% <b>xfgi</b>	-	23% <b>k</b>	19%	21%	23% <b>xn</b>	17%	22% <b>n</b>	26% <b>xn</b>	18%	23% <b>xqs</b>	17%	21%
DE	816	365	451	233	251	332	-	-	-	816	265	285	266	295	521	189	106	238	310	261	818
	24% <b>acdfg</b>	22%	26% <b>xa</b>	20%	21%	30% <b>xcd</b>	-	-	-	100% <b>xfg</b>	27% <b>xk</b>	20%	26% <b>xk</b>	15% <b>o</b>	36% <b>xmop</b>	13%	21% <b>mo</b>	25% <b>r</b>	17%	40% <b>xqr</b>	24%
Region																					
North	1000	489	510	315	357	328	243	265	227	265	1000	-	-	582	418	428	154	259	519	218	1004
	29% <b>gkl</b>	29%	29%	27%	30%	30%	28%	26%	32% <b>g</b>	33% <b>xfg</b>	100% <b>xkl</b>	-	-	29%	29%	29%	30%	28%	28%	33% <b>xqr</b>	29%
South	1427	713	715	500	487	440	403	471	269	285	-	1427	-	801	626	618	183	439	727	252	1432
	41% <b>hijlp</b>	42%	40%	43%	41%	40%	46% <b>xhi</b>	46% <b>xhi</b>	38%	35%	-	100% <b>xjl</b>	-	40% <b>p</b>	43% <b>p</b>	42% <b>mp</b>	36%	47% <b>xrs</b>	39%	39%	42%
Midlands	1020	480	540	339	352	329	237	299	218	266	-	-	1020	610	411	440	170	241	595	181	1011
	30% <b>fjkq</b>	29%	31%	29%	29%	30%	27%	29%	31%	33% <b>xf</b>	-	-	100% <b>xjk</b>	31%	28%	30%	34% <b>xn</b>	26%	32% <b>xqs</b>	28%	29%
Working status																					
Working	1992	1031	961	748	990	254	559	675	463	295	582	801	610	1992	-	1486	506	536	1211	237	1986
	58% <b>beins</b>	61% <b>xb</b>	54%	65% <b>xe</b>	83% <b>xce</b>	23%	63% <b>xi</b>	65% <b>xi</b>	65% <b>xi</b>	36%	58%	56%	60%	100% <b>xn</b>	-	100% <b>xn</b>	100% <b>xn</b>	57% <b>s</b>	66% <b>xqs</b>	36%	58%
Not working	1455	651	804	406	206	843	324	359	251	521	418	626	411	-	1455	-	-	403	630	415	1461
	42% <b>acdfig</b>	39%	46% <b>xa</b>	35% <b>d</b>	17%	77% <b>xcd</b>	37%	35%	35%	64% <b>xfg</b>	42%	44%	40%	-	100% <b>xmop</b>	-	-	43% <b>r</b>	34%	64% <b>xqr</b>	42%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 25  
Sample profile

Base : All

		Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
	Wtd Total (x)	Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full-Time (o)	Working Part-Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separated (s)	
Working Full-Time	1486 43%beinp s	924 55%xb	562 32%	570 49%xe	760 64%xce	155 14%	447 51%xi	519 50%xi	331 46%li	189 23%	428 43%	618 43%	440 43%	1486 75%xnp	-	1486 100%xmnp	-	416 44%ls	897 49%xqs	169 26%	1491 43%
Working Part-Time	506 15%aefkno s	107 6%	399 23%xa	178 15%e	229 19%xce	98 9%	112 13%	157 15%	132 19%xfi	106 13%	154 15%	183 13%	170 17%kk	506 25%xno	-	-	506 100%xmno	120 13%	315 17%xqs	69 11%	495 14%
Marital status																					
Single	939 27%bdefh lrs	522 31%xb	416 24%	637 55%xde	216 18%e	85 8%	207 23%	322 31%xfh	172 24%	238 29%fh	259 26%	439 31%xjl	241 24%	536 27%	403 28%	416 28%	120 24%	939 100%xrs	-	-	852 25%
Married/Living with partner	1841 53%ciknq s	901 54%	941 53%	468 41%	773 65%xce	600 55%ce	558 63%xgi	541 52%li	432 61%xgi	310 38%	519 52%	727 51%	595 58%xjk	1211 61%xn	630 43%	897 60%xn	315 62%xn	-	1841 100%xqs	-	1878 54%
Widowed/Divorced/ Separated	652 19%acdfg hmqpr	249 15%	402 23%xa	46 4%	202 17%ce	404 37%xcd	115 13%	168 16%fi	109 15%	261 32%xfgh	218 22%xkl	252 18%	181 18%	237 12%	415 28%xmop	169 11%	69 14%	-	-	652 100%xqr	702 20%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 26  
Sample profile

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
Weighted Total	3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
<b>Gender</b>																		
Male	1682 49%deijlm p	723 49% <sup>d</sup>	509 49% <sup>d</sup>	191 54% <sup>xd</sup>	259 44%	276 41%	800 50% <sup>e</sup>	606 51% <sup>xe</sup>	1221 52% <sup>xij</sup>	219 42%	237 42%	41 44%	102 38%	119 41%	23 39%	42 44%	186 39%	1576 46%
Female	1765 51% <sup>cgh</sup>	741 51%	526 51%	162 46%	336 56% <sup>xabc</sup>	397 59% <sup>xfg</sup>	794 50%	573 49%	1133 48%	298 58% <sup>xh</sup>	332 58% <sup>xh</sup>	52 56%	167 62% <sup>x</sup>	171 59% <sup>x</sup>	35 61%	54 56%	288 61% <sup>x</sup>	1871 54%
<b>Age</b>																		
16-34	1155 33% <sup>bfhk</sup>	557 38% <sup>xb</sup>	144 14%	215 61% <sup>xabd</sup>	239 40% <sup>xb</sup>	241 36% <sup>f</sup>	462 29%	451 38% <sup>xf</sup>	644 27%	259 50% <sup>xh</sup>	250 44% <sup>xh</sup>	19 20%	107 40% <sup>xk</sup>	102 35% <sup>k</sup>	18 31%	43 45% <sup>xp</sup>	160 34%	996 29%
35-54	1196 35% <sup>bcdeh</sup>	720 49% <sup>xbcd</sup>	210 20%	92 26% <sup>b</sup>	174 29% <sup>b</sup>	169 25%	550 34% <sup>e</sup>	477 40% <sup>xef</sup>	651 28%	233 45% <sup>xh</sup>	309 54% <sup>xhi</sup>	28 30%	106 39%	136 47% <sup>xk</sup>	29 50% <sup>x</sup>	42 44%	188 40% <sup>x</sup>	1234 36%
55+	1096 32% <sup>acgijl mnop</sup>	187 13%	681 66% <sup>xacd</sup>	46 13%	182 31% <sup>ac</sup>	263 39% <sup>xg</sup>	582 37% <sup>xg</sup>	251 21%	1059 45% <sup>xij</sup>	25 5% <sup>j</sup>	10 2%	47 50% <sup>xlm</sup>	57 21%	52 18%	11 18%	11 11%	126 27% <sup>o</sup>	1217 35%
<b>Social class</b>																		
AB	883 26% <sup>cdej</sup>	453 31% <sup>xcd</sup>	316 31% <sup>xcd</sup>	67 19% <sup>d</sup>	47 8%	95 14%	395 25% <sup>e</sup>	393 33% <sup>xef</sup>	639 27% <sup>xj</sup>	118 23%	124 22%	23 25%	72 27%	73 25%	11 19%	22 23%	125 26%	892 26%
C1	1034 30% <sup>de</sup>	489 33% <sup>xbd</sup>	292 28% <sup>d</sup>	141 40% <sup>xabd</sup>	112 19%	176 26%	482 30%	376 32% <sup>e</sup>	703 30%	176 34% <sup>xj</sup>	154 27%	24 26%	83 31%	95 33%	22 37%	32 33%	142 30%	1030 30%
C2	714 21% <sup>eh</sup>	322 22%	205 20%	62 18%	124 21%	101 15%	343 22% <sup>e</sup>	270 23% <sup>xe</sup>	441 19%	120 23% <sup>h</sup>	151 27% <sup>xh</sup>	14 15%	57 21%	60 21%	7 13%	21 22%	100 21%	707 21%
DE	816 24% <sup>abgi</sup>	200 14%	222 21% <sup>a</sup>	83 24% <sup>a</sup>	311 52% <sup>xabc</sup>	302 45% <sup>xfg</sup>	374 23% <sup>g</sup>	141 12%	571 24% <sup>i</sup>	103 20%	139 24%	32 34% <sup>xlm</sup>	57 21%	63 22%	18 31%	22 22%	108 23%	818 24%
<b>Region</b>																		
North	1000 29% <sup>cgjl</sup>	444 30% <sup>c</sup>	311 30% <sup>c</sup>	74 21%	171 29% <sup>c</sup>	199 30%	500 31% <sup>xg</sup>	301 26%	714 30% <sup>xj</sup>	141 27%	143 25%	25 27%	64 24%	104 36% <sup>xl</sup>	15 26%	33 34%	141 30%	1004 29%
South	1427 41% <sup>am</sup>	576 39%	417 40%	181 51% <sup>xabd</sup>	253 42%	314 47% <sup>xfg</sup>	635 40%	477 40%	1002 43% <sup>x</sup>	200 39%	221 39%	39 41%	119 44% <sup>am</sup>	103 35%	28 47%	38 40%	184 39%	1432 42%
Midlands	1020 30% <sup>eh</sup>	444 30%	306 30%	99 28%	171 29%	160 24%	459 29% <sup>e</sup>	401 34% <sup>xef</sup>	639 27%	175 34% <sup>xh</sup>	204 36% <sup>xh</sup>	30 32%	87 32%	84 29%	15 26%	25 26%	149 32%	1011 29%
<b>Working status</b>																		
Working	1992 58% <sup>bdefhk</sup>	1152 79% <sup>xbcd</sup>	370 36%	251 71% <sup>xbd</sup>	219 37%	250 37%	883 55% <sup>e</sup>	859 73% <sup>xef</sup>	1233 52%	351 68% <sup>xh</sup>	405 71% <sup>xh</sup>	39 41%	164 61% <sup>k</sup>	194 67% <sup>xk</sup>	39 67%	63 65%	278 59%	1986 58%
Not working	1455 42% <sup>acgijm</sup>	312 21%	665 64% <sup>xac</sup>	102 29% <sup>a</sup>	376 63% <sup>xac</sup>	424 63% <sup>xfg</sup>	711 45% <sup>xg</sup>	320 27%	1121 48% <sup>xij</sup>	165 32%	163 29%	55 59% <sup>xlm</sup>	106 39%	97 33%	19 33%	33 35%	196 41%	1461 42%
Working Full-Time	1486 43% <sup>bdehk</sup>	892 61% <sup>xbd</sup>	252 24%	203 57% <sup>xbd</sup>	140 24%	171 25%	661 41% <sup>e</sup>	654 55% <sup>xef</sup>	985 42%	251 49% <sup>xh</sup>	247 43%	31 33%	119 44%	133 46% <sup>k</sup>	21 35%	44 46%	203 43%	1491 43%
Working Part-Time	506 15% <sup>beh</sup>	260 18% <sup>xbd</sup>	118 11%	48 14%	79 13%	78 12%	223 14%	205 17% <sup>xef</sup>	247 11%	101 20% <sup>xh</sup>	158 28% <sup>xhi</sup>	8 8%	45 17%	62 21% <sup>xk</sup>	18 32% <sup>xp</sup>	19 19%	75 16%	495 14%
<b>Marital status</b>																		
Single	939 27% <sup>abfgjk imp</sup>	366 25% <sup>b</sup>	199 19%	150 42% <sup>xab</sup>	224 38% <sup>xab</sup>	267 40% <sup>xfg</sup>	403 25%	268 23%	692 29% <sup>xj</sup>	146 28% <sup>j</sup>	101 18%	16 17%	55 20%	50 17%	14 25%	26 27% <sup>p</sup>	79 17%	852 25%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 26  
Sample profile

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Married/Living with partner	1841 53% <b>cdefh</b>	933 64% <b>xbcd</b>	567 55% <b>cd</b>	148 42% <b>d</b>	193 32%	168 25%	821 51% <b>e</b>	852 72% <b>xef</b>	1123 48%	301 58% <b>xh</b>	416 73% <b>xhi</b>	57 60%	167 62% <b>x</b>	182 63% <b>x</b>	33 57%	52 53%	303 64% <b>x</b>	1878 54%
Widowed/Divorced/ Separated	652 19% <b>agij</b>	161 11%	267 26% <b>xac</b>	54 15% <b>a</b>	171 29% <b>xac</b>	235 35% <b>xfg</b>	360 23% <b>xg</b>	57 5%	530 23% <b>xij</b>	69 13% <b>j</b>	52 9%	20 22%	48 18%	58 20%	11 18%	19 19%	92 19%	702 20%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 27

## Sample profile

Base : All

	Gender			Age			Social class				Region			Working status				Marital status			Unwtd Total
	Wtd Total (x)	Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full-Time (o)	Working Part-Time (p)	Single (q)	Married/Living with partner (r)	Widowed/Divorced / Separated (s)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
<b>Tenure</b>																					
Being bought on mortgage	1464	723	741	557	720	187	453	489	322	200	444	576	444	1152	312	892	260	366	933	161	1446
	42%eiknq	43%	42%	48%xe	60%xce	17%	51%xhi	47%xi	45%i	24%	44%k	40%	44%	58%xnp	21%	60%xmnp	51%xn	39%qs	51%xqs	25%	42%
Owned outright	1035	509	526	144	210	681	316	292	205	222	311	417	306	370	665	252	118	199	567	267	1092
	30%cdimo	30%	30%	12%	18%c	62%xcd	36%xghi	28%	29%	27%	31%	29%	30%	19%o	46%xmop	17%	23%mo	21%	31%q	41%xqr	32%
Rented (private)	353	191	162	215	92	46	67	141	62	83	74	181	99	251	102	203	48	150	148	54	331
	10%bdefj	11%b	9%	19%xde	8%e	4%	8%	14%xfhi	9%	10%	7%	13%xjl	10%	13%xnp	7%	14%xmnp	10%	16%xrs	8%	8%	10%
Other	595	259	336	239	174	182	47	112	124	311	171	253	171	219	376	140	79	224	193	171	578
	17%adfgm	15%	19%xa	21%xde	15%	17%	5%	11%f	17%fg	38%xfgh	17%	18%	17%	11%o	26%xmop	9%	16%mo	24%xr	10%	26%xr	17%
<b>Number of cars in Household</b>																					
None	673	276	397	241	169	263	95	176	101	302	199	314	160	250	424	171	78	267	168	235	669
	20%adefgh	16%	23%xa	21%d	14%	24%xd	11%	17%f	14%f	37%xfgh	20%l	22%xl	16%	13%o	29%xmop	12%	15%mo	28%xr	9%	36%xqr	19%
1	1594	800	794	462	550	582	395	482	343	374	500	635	459	883	711	661	223	403	821	360	1609
	46%cmqr	48%	45%	40%	46%c	53%xcd	45%	47%	48%	46%	50%xkl	45%	45%	44%	49%xmo	44%	44%	43%	45%	55%xqr	47%
2+	1179	606	573	451	477	251	393	376	270	141	301	477	401	859	320	654	205	268	852	57	1169
	34%beijn	36%xb	32%	39%xe	40%xe	23%	44%xghi	36%i	38%xi	17%	30%	33%	39%xjk	43%xn	22%	44%xn	41%xn	29%qs	46%xqs	9%	34%
<b>Number of children under 16 in HH</b>																					
None	2354	1221	1133	644	651	1059	639	703	441	571	714	1002	639	1233	1121	985	247	692	1123	530	2403
	68%bcdhl	73%xb	64%	56%	54%	97%xcd	72%xgh	68%h	62%	70%h	71%xl	70%xl	63%	62%p	77%xmop	66%mp	49%	74%xr	61%	81%xqr	70%
1	516	219	298	259	233	25	118	176	120	103	141	200	175	351	165	251	101	146	301	69	492
	15%aeins	13%	17%xa	22%xe	19%xe	2%	13%	17%xfi	17%i	13%	14%	14%	17%xx	18%xn	11%	17%xn	20%xn	16%qs	16%xs	11%	14%
2+	569	237	332	250	309	10	124	154	151	139	143	221	204	405	163	247	158	101	416	52	545
	17%aefjn	14%	19%xa	22%xe	26%xce	1%	14%	15%	21%xfgi	17%	14%	16%	20%xjk	20%xno	11%	17%n	31%xmno	11%	23%xqs	8%	16%
<b>Type of out of hours care received</b>																					
Receive a home visit	94	41	52	19	28	47	23	24	14	32	25	39	30	39	55	31	8	16	57	20	98
	3%cmoq	2%	3%	2%	2%	4%xcd	3%	2%	2%	4%xh	3%	3%	3%	2%	4%xmop	2%	2%	2%	3%q	3%	3%
Telephone conversation	270	102	167	107	106	57	72	83	57	57	64	119	87	164	106	119	45	55	167	48	268
	8%aejq	6%	9%xa	9%e	9%e	5%	8%	8%	8%	7%	6%	8%	9%	8%	7%	8%	9%	6%	9%xq	7%	8%
Go somewhere	291	119	171	102	136	52	73	95	60	63	104	103	84	194	97	133	62	50	182	58	289
	8%aeknq	7%	10%xa	9%e	11%xe	5%	8%	9%	8%	8%	10%xx	7%	8%	10%xno	7%	9%n	12%xmno	5%	10%xq	9%q	8%
<b>Quality of advice</b>																					
Advice wrong	58	23	35	18	29	11	11	22	7	18	15	28	15	39	19	21	18	14	33	11	58
	2%e	1%	2%	2%	2%xe	1%	1%	2%	1%	2%	2%	2%	1%	2%o	1%	1%	4%xmno	2%	2%	2%	2%
No difference	96	42	54	43	42	11	22	32	21	22	33	38	25	63	33	44	19	26	52	19	93
	3%e	3%	3%	4%xe	4%e	1%	3%	3%	3%	3%	3%	3%	2%	3%	2%	3%	4%	3%	3%	3%	3%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI



National Audit Office: Out of Hours Care

Table 27  
Sample profile

Base : All

Advice good/excellent

Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
	Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
474 14%aeq	186 11%	288 16%xa	160 14%	188 16%xe	126 11%	125 14%	142 14%	100 14%	108 13%	141 14%	184 13%	149 15%	278 14%	196 13%	203 14%	75 15%	79 8%	303 16%xq	92 14%q	478 14%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005  
Respondent Type : General Public - MORI Telephone Omnibus  
Source : Market & Opinion Research International (MORI)  
\*=Less than 0.5%  
Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s  
Overlap formulae used. \* small base



# National Audit Office: Out of Hours Care

Table 28  
Sample profile

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
Weighted Total	3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
<b>Tenure</b>																		
Being bought on mortgage	1464	1464	-	-	-	104	646	714	814	295	353	22	122	141	17	44	208	1446
	42%bcdef	100%xbcd	-	-	-	15%	41%e	61%xef	35%	57%xh	62%xh	24%	45%k	48%xx	30%	45%	44%n	42%
Owned outright	1035	-	1035	-	-	154	552	329	921	63	49	43	59	55	16	15	120	1092
	30%acdeijl	-	100%xacd	-	-	23%	35%zeg	28%e	39%xij	12%	9%	46%xlm	22%	19%	27%	15%	25%o	32%
Rented (private)	353	-	-	353	-	127	153	73	265	53	34	8	24	27	8	8	41	331
	10%abdgj	-	-	100%xabd	-	19%xf	10%g	6%	11%xj	10%j	6%	8%	9%	9%	15%	8%	9%	10%
Other	595	-	-	-	595	289	243	63	354	106	133	21	64	68	16	31	105	578
	17%abcfgh	-	-	-	100%xabc	43%xf	15%g	5%	15%	20%xh	23%xh	23%	24%x	23%xx	28%xx	32%xp	22%xx	17%
<b>Number of cars in Household</b>																		
None	673	104	154	127	289	673	-	-	515	82	76	23	51	39	11	21	75	669
	20%abfgijm	7%	15%a	36%xab	49%xabc	100%xf	-	-	22%xij	16%	13%	25%am	19%	13%	20%	22%	16%	19%
1	1594	646	552	153	243	-	1594	-	1120	221	250	46	123	137	29	45	225	1609
	46%adeg	44%	53%xacd	43%	41%	-	100%zeg	-	48%xx	43%	44%	49%	46%	47%	49%	46%	47%	47%
2+	1179	714	329	73	63	-	-	1179	719	214	243	25	96	115	18	31	174	1169
	34%bcdefh	49%xbcd	32%cd	21%d	11%	-	-	100%xef	31%	41%xh	43%xh	27%	36%	39%k	31%	32%	37%	34%
<b>Number of children under 16 in HH</b>																		
None	2354	814	921	265	354	515	1120	719	2354	-	-	73	131	131	29	52	237	2403
	68%adgijl	56%	89%xacd	75%xad	59%	76%xf	70%xg	61%	100%xij	-	-	78%xlm	49%	45%	49%	54%	50%	70%
1	516	295	63	53	106	82	221	214	-	516	-	12	58	63	16	15	97	492
	15%behj	20%xbc	6%	15%b	18%xb	12%	14%	18%xef	-	100%xhj	-	13%	21%xx	22%xx	27%xx	15%	21%xx	14%
2+	569	353	49	34	133	76	250	243	-	-	569	9	81	97	14	30	140	545
	17%bcehi	24%xbc	5%	10%b	22%xb	11%	16%e	21%xef	-	-	100%xhi	10%	30%xx	33%xx	24%	31%xx	29%xx	16%
<b>Type of out of hours care received</b>																		
Receive a home visit	94	22	43	8	21	23	46	25	73	12	9	94	-	-	10	6	74	98
	3%alm	2%	4%xa	2%	4%a	3%	3%	2%	3%xx	2%	2%	100%xlm	-	-	17%xo	6%xx	16%xo	3%
Telephone conversation	270	122	59	24	64	51	123	96	131	58	81	-	270	-	23	47	190	268
	8%bghkm	8%b	6%	7%	11%xb	8%	8%	8%	6%	11%xh	14%xh	-	100%xkm	-	39%xx	49%xx	40%xx	8%
Go somewhere	291	141	55	27	68	39	137	115	131	63	97	-	-	291	26	43	210	289
	8%behkl	10%xb	5%	8%	11%xb	6%	9%e	10%e	6%	12%xh	17%xhi	-	-	100%xxl	44%xx	44%xx	44%xx	8%
<b>Quality of advice</b>																		
Advice wrong	58	17	16	8	16	11	29	18	29	16	14	10	23	26	58	-	-	58
	2%ahp	1%	2%	2%	3%xa	2%	2%	2%	1%	3%xh	2%h	10%xx	8%xx	9%xx	100%xop	-	-	2%
No difference	96	44	15	8	31	21	45	31	52	15	30	6	47	43	-	96	-	93
	3%bhp	3%b	1%	2%	5%xabc	3%	3%	3%	2%	3%	5%xh	7%xx	18%xx	15%xx	-	100%xnp	-	3%
Advice good/excellent	474	208	120	41	105	75	225	174	237	97	140	74	190	210	-	-	474	478
	14%beho	14%	12%	12%	18%xb	11%	14%	15%e	10%	19%xh	25%xhi	79%xx	71%xx	72%xx	-	-	100%xno	14%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 29

## Weighting - Gender

Base : All

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full-Time (o)	Working Part-Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
Male	1682	1682	-	541	609	533	437	505	375	365	489	713	480	1031	651	924	107	522	901	249	1576
	48.80% <sup>b</sup>	100.00% <sup>xb</sup>	-	46.84%	50.89%	48.57%	49.54% <sup>i</sup>	48.82%	52.55% <sup>xi</sup>	44.67%	48.94%	49.93%	47.06%	51.75% <sup>xn</sup>	44.76% <sup>p</sup>	62.19% <sup>xm</sup>	21.11%	55.64% <sup>xr</sup>	48.91% <sup>s</sup>	38.27%	45.72%
Female	1765	-	1765	614	587	564	445	529	339	451	510	715	540	961	804	562	399	416	941	402	1871
	51.20% <sup>ahmoq</sup>	-	100.00% <sup>xa</sup>	53.16%	49.11%	51.43%	50.46%	51.18%	47.45%	55.33% <sup>xf</sup>	51.06%	50.07%	52.94%	48.25% <sup>o</sup>	55.24% <sup>xm</sup>	37.81%	78.89% <sup>xm</sup>	44.36%	51.09% <sup>q</sup>	61.73% <sup>xqr</sup>	54.28%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 30

## Weighting - Gender

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
Weighted Total	3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
Male	1682	723	509	191	259	276	800	606	1221	219	237	41	102	119	23	42	186	1576
	48.80% deijlmp	49.38% d	49.20% d	53.98% xd	43.57%	40.99%	50.17% e	51.39% xe	51.87% xij	42.36%	41.57%	44.11%	37.89%	41.08%	38.90%	43.90%	39.28%	45.72%
Female	1765	741	526	162	336	397	794	573	1133	298	332	52	167	171	35	54	288	1871
	51.20% cgh	50.62%	50.80%	46.02%	56.43% xab	59.01% xfg	49.83%	48.61%	48.13%	57.64% xh	58.43% xh	55.89%	62.11% x	58.92% x	61.10%	56.10%	60.72% x	54.28%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 31  
Weighting- Age

Base : All

	Wtd Total (x)	Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full- Time (o)	Working Part- Time (p)	Single (q)	Married/ Living with partner (r)	Widowed/ Divorced / Separate d (s)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
16-34	1155	541	614	1155	-	-	280	389	252	233	315	500	339	748	406	570	178	637	468	46	996
	33.50%de inrs	32.16%	34.78%	100.00%xcde	-	-	31.75% i	37.62%xf	35.32% i	28.57%	31.53%	35.05%	33.26%	37.56%xn	27.94%	38.35%xn	35.24% np	67.85% xr	25.44% s	6.99%	28.89%
35-54	1196	609	587	-	1196	-	315	366	263	251	357	487	352	990	206	760	229	216	773	202	1234
	34.69%ce inqs	36.18%	33.27%	-	100.00%xcde	-	35.71% i	35.41% i	36.86% i	30.80%	35.69%	34.15%	34.48%	49.69%xn p	14.16% np	51.19% xm	45.32% xn	23.05% s	41.99% xq	31.00% q	35.80%
55+	1096	533	564	-	-	1096	287	279	199	332	328	440	329	254	843	155	98	85	600	404	1217
	31.81%cd ghmopq	31.66%	31.95%	-	-	100.00%xcde	32.54% gh	26.97%	27.83%	40.63% xfgh	32.78%	30.81%	32.26%	12.75% op	57.91% xm	10.46%	19.44% mo	9.10%	32.56% q	62.01% xqr	35.31%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 32

## Weighting- Age

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
Weighted Total	3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
16-34	1155	557	144	215	239	241	462	451	644	259	250	19	107	102	18	43	160	996
	33.50%bfh k	38.05%xb	13.88%	61.03%xab d	40.11%xb	35.82%f	29.00%	38.26%xf	27.37%	50.05%xh	44.01%xh	20.39%	39.53%xk	35.16%k	31.33%	44.56%xp	33.77%	28.89%
35-54	1196	720	210	92	174	169	550	477	651	233	309	28	106	136	29	42	188	1234
	34.69%bcd eh	49.15%xbc d	20.31%	26.01%b	29.30%b	25.06%	34.49%e	40.47%xef	27.66%	45.05%xh	54.28%xhi	29.97%	39.47%	46.79%xk	50.35%x	44.05%	39.65%x	35.80%
55+	1096	187	681	46	182	263	582	251	1059	25	10	47	57	52	11	11	126	1217
	31.81%acg ijlmnop	12.80%	65.81%xac d	12.97%	30.60%ac	39.12%yg	36.52%yg	21.27%	44.97%xij	4.89%j	1.72%	49.64%xlm	21.00%	18.04%	18.32%	11.39%	26.58%o	35.31%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 33

## Weighting - Working status

Base : All

		Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
		Wtd Total (x)	Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full-Time (o)	Working Part-Time (p)	Single (q)	Married/ Living with partner (r)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
Working full time	1486	924	562	570	760	155	447	519	331	189	428	618	440	1486	-	1486	-	416	897	169	1491
	43.10%be inps	54.93%xb	31.83%	49.34%xe	63.59%xc	14.18%	50.67%xi	50.14%xi	46.37%ih	23.14%	42.81%	43.30%	43.11%	74.58%xnp	-	100.00%xmnp	-	44.35%ss	48.70%xqs	25.86%	43.26%
Not working full-time	1961	758	1203	585	435	941	435	516	383	627	572	809	580	506	1455	-	506	522	944	483	1956
	56.90%ac dfgmr	45.07%	68.17%xa	50.66%cd	36.41%	85.82%xc	49.33%	49.86%	53.63%	76.86%xf	57.19%	56.70%	56.89%	25.42%o	100.00%xmo	-	100.00%xm	55.65%r	51.30%	74.14%xqr	56.74%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 34

## Weighting - Working status

Base : All

	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
	Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversation (l)	Go somewhere (m)	Advice wrong (n)	No difference (o)	Advice good/excellent (p)	
Wtd Total (x)																	
3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
1486	892	252	203	140	171	661	654	985	251	247	31	119	133	21	44	203	1491
43.10% <b>bde</b> hk	60.90% <b>xbd</b>	24.30%	57.42% <b>xbd</b>	23.51%	25.43%	41.43% <b>e</b>	55.44% <b>xef</b>	41.86%	48.53% <b>xh</b>	43.48%	32.60%	44.05%	45.57% <b>k</b>	35.38%	45.97%	42.84%	43.26%
1961	573	784	150	455	502	934	525	1369	266	322	63	151	158	38	52	271	1956
56.90% <b>acg</b> i	39.10%	75.70% <b>xac</b>	42.58%	76.49% <b>xac</b>	74.57% <b>xfg</b>	58.57% <b>g</b>	44.56%	58.14% <b>xi</b>	51.47%	56.52%	67.40% <b>xm</b>	55.95%	54.43%	64.62%	54.03%	57.16%	56.74%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI



# National Audit Office: Out of Hours Care

Table 35

## Weighting - Region

Base : All

		Gender		Age			Social class				Region			Working status				Marital status			Unwtd Total
	Wtd Total (x)	Male (a)	Female (b)	16-34 (c)	35-54 (d)	55+ (e)	AB (f)	C1 (g)	C2 (h)	DE (i)	North (j)	South (k)	Midlands (l)	Working (m)	Not working (n)	Working Full-Time (o)	Working Part-Time (p)	Single (q)	Married/Living with partner (r)	Widowed/Divorced / Separate d (s)	
Unweighted Total	3447	1576	1871	996	1234	1217	892	1030	707	818	1004	1432	1011	1986	1461	1491	495	852	1878	702	3447
Weighted Total	3447	1682	1765	1155	1196	1096	883	1034	714	816	1000	1427	1020	1992	1455	1486	506	939	1841	652	3447
East Midlands	283	133	150	89	105	89	61	87	66	68	-	-	283	166	117	127	39	63	174	44	296
	8.20% <sup>jk</sup>	7.89%	8.50%	7.69%	8.76%	8.12%	6.94%	8.43%	9.29%	8.31%	-	-	27.70% <sup>xjk</sup>	8.32%	8.04%	8.55%	7.63%	6.74%	9.47% <sup>xqs</sup>	6.75%	8.59%
East of England	365	179	186	115	128	123	80	104	77	104	-	-	365	218	147	161	57	83	215	66	365
	10.60% <sup>jk</sup>	10.66%	10.54%	9.93%	10.67%	11.23%	9.02%	10.07%	10.86%	12.76% <sup>xf</sup>	-	-	35.81% <sup>xj</sup>	10.97%	10.10%	10.84%	11.34%	8.88%	11.68% <sup>xq</sup>	10.14%	10.59%
													k								
London	527	250	277	243	164	120	159	184	90	95	-	527	-	298	229	236	62	229	215	79	500
	15.30% <sup>eh</sup>	14.86%	15.72%	21.07% <sup>xd</sup>	13.71% <sup>e</sup>	10.95%	18.00% <sup>xh</sup>	17.77% <sup>xh</sup>	12.55%	11.65%	-	36.96% <sup>xjl</sup>	-	14.98%	15.73%	15.89%	12.33%	24.38% <sup>xr</sup>	11.69%	12.05%	14.51%
	ijlprs			e			i	i									s				
North East	179	87	93	60	67	52	31	47	42	59	179	-	-	100	79	74	27	47	86	46	163
	5.20% <sup>fkl</sup>	5.14%	5.25%	5.16%	5.62%	4.78%	3.49%	4.53%	5.95% <sup>f</sup>	7.25% <sup>xf</sup>	17.93% <sup>xkl</sup>	-	-	5.04%	5.42%	4.97%	5.25%	5.04%	4.67%	7.05% <sup>xr</sup>	4.73%
										g											
North West	479	246	233	146	164	169	127	123	102	126	479	-	-	275	204	208	67	133	241	102	487
	13.90% <sup>gk</sup>	14.63%	13.20%	12.66%	13.73%	15.39%	14.44%	11.90%	14.30%	15.50% <sup>g</sup>	47.93% <sup>xkl</sup>	-	-	13.80%	14.03%	14.03%	13.14%	14.22%	13.11%	15.69%	14.13%
	l																				
South East	562	296	265	163	205	193	159	192	109	102	-	562	-	325	237	253	72	121	330	109	581
	16.30% <sup>bc</sup>	17.62% <sup>b</sup>	15.04%	14.15%	17.15%	17.65% <sup>c</sup>	18.06% <sup>ai</sup>	18.53% <sup>xi</sup>	15.27%	12.47%	-	39.37% <sup>xjl</sup>	-	16.30%	16.30%	17.00%	14.24%	12.85%	17.92% <sup>xq</sup>	16.79% <sup>q</sup>	16.86%
	ijlq																				
South West	338	166	172	93	118	126	84	95	70	88	-	338	-	177	160	129	48	90	182	64	351
	9.80% <sup>cjl</sup>	9.88%	9.73%	8.10%	9.89%	11.50% <sup>xc</sup>	9.57%	9.22%	9.85%	10.75%	-	23.67% <sup>xjl</sup>	-	8.91%	11.02% <sup>xmo</sup>	8.70%	9.53%	9.55%	9.86%	9.88%	10.18%
	m																				
West Midlands	372	168	204	136	119	117	96	108	74	94	-	-	372	226	147	152	74	94	206	71	350
	10.80% <sup>jk</sup>	10.00%	11.56%	11.77%	9.99%	10.66%	10.89%	10.40%	10.43%	11.53%	-	-	36.49% <sup>xj</sup>	11.32% <sup>o</sup>	10.09%	10.22%	14.55% <sup>xm</sup>	10.03%	11.18%	10.92%	10.15%
													k				no				
Yorks & Humber	341	157	185	109	125	107	85	95	82	80	341	-	-	206	135	146	61	78	192	70	354
	9.90% <sup>kl</sup>	9.31%	10.46%	9.47%	10.48%	9.72%	9.59%	9.14%	11.51%	9.78%	34.14% <sup>xkl</sup>	-	-	10.36%	9.27%	9.81%	11.97%	8.30%	10.43%	10.75%	10.27%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b - x/c/d/e - x/f/g/h/i - x/j/k/l - x/m/n/o/p - x/q/r/s

Overlap formulae used. \* small base

MORI

# National Audit Office: Out of Hours Care

Table 36

## Weighting - Region

Base : All

	Wtd Total (x)	Tenure				Number of cars in Household			Number of children under 16 in HH			Type of out of hours care received			Quality of advice			Unwtd Total
		Being bought on mortgage (a)	Owned outright (b)	Rented (private) (c)	Other (d)	None (e)	1 (f)	2+ (g)	None (h)	1 (i)	2+ (j)	Receive a home visit (k)	Telephone conversat ion (l)	Go somewhere (m)	Advice wrong (n)	No differenc e (o)	Advice good/ excellent (p)	
Unweighted Total	3447	1446	1092	331	578	669	1609	1169	2403	492	545	98	268	289	58	93	478	3447
Weighted Total	3447	1464	1035	353	595	673	1594	1179	2354	516	569	94*	270	291	58*	96*	474	3447
East Midlands	283	127	80	28	48	45	131	106	178	43	61	11	27	20	4	8	44	296
	8.20%h	8.64%	7.72%	8.03%	8.06%	6.74%	8.24%	8.97%	7.56%	8.34%	10.64% <b>xh</b>	11.82%	10.07%	7.00%	6.63%	8.10%	9.24%	8.59%
East of England	365	165	105	34	61	50	160	155	229	69	68	10	31	36	7	9	54	365
	10.60% <b>eh</b>	11.26%	10.18%	9.65%	10.29%	7.42%	10.05%	13.16% <b>xef</b>	9.71%	13.29% <b>xh</b>	11.99%	10.27%	11.40%	12.28%	11.65%	9.50%	11.47%	10.59%
London	527	188	115	97	128	193	215	120	378	72	75	8	38	36	3	18	58	500
	15.30% <b>abf</b>	12.81%	11.15%	27.36% <b>xab</b>	21.49% <b>xab</b>	28.59% <b>xfg</b>	13.46% <b>g</b>	10.20%	16.04%	13.99%	13.26%	8.92%	14.11%	12.53%	5.21%	18.24% <b>n</b>	12.28%	14.51%
	gnp			d														
North East	179	78	49	12	41	45	93	42	125	34	20	4	15	20	5	8	24	163
	5.20% <b>gj</b>	5.31%	4.69%	3.43%	6.86% <b>c</b>	6.68% <b>g</b>	5.81% <b>g</b>	3.53%	5.31%	6.64% <b>j</b>	3.49%	4.49%	5.41%	7.03%	7.88%	8.55%	5.08%	4.73%
North West	479	216	162	29	72	83	245	152	346	69	64	14	27	45	3	15	66	487
	13.90% <b>c</b>	14.74% <b>c</b>	15.62% <b>c</b>	8.33%	12.14%	12.26%	15.34% <b>x</b>	12.88%	14.70% <b>xj</b>	13.33%	11.28%	14.79%	10.05%	15.49%	5.05%	15.48%	14.02%	14.13%
South East	562	251	181	48	82	78	265	219	382	76	102	18	45	42	14	7	78	581
	16.30% <b>eo</b>	17.15%	17.46%	13.72%	13.72%	11.54%	16.65% <b>e</b>	18.55% <b>xe</b>	16.24%	14.62%	17.95%	19.50%	16.76%	14.35%	24.96% <b>o</b>	7.63%	16.42% <b>o</b>	16.86%
South West	338	138	121	36	43	44	155	138	242	52	44	12	35	25	10	13	48	351
	9.80% <b>de</b>	9.40%	11.71% <b>xd</b>	10.10%	7.28%	6.56%	9.74% <b>e</b>	11.73% <b>xe</b>	10.28%	10.07%	7.71%	12.89%	13.13%	8.48%	17.24%	13.84%	10.07%	10.18%
West Midlands	372	153	121	36	62	65	167	140	232	64	75	9	29	28	5	8	51	350
	10.80% <b>h</b>	10.43%	11.69%	10.30%	10.44%	9.65%	10.49%	11.87%	9.86%	12.34%	13.24% <b>h</b>	9.43%	10.87%	9.74%	7.98%	8.73%	10.82%	10.15%
Yorks & Humber	341	150	101	32	58	71	163	107	243	38	59	7	22	38	8	10	50	354
	9.90% <b>i</b>	10.27%	9.77%	9.06%	9.72%	10.56%	10.22%	9.09%	10.30% <b>i</b>	7.38%	10.43%	7.88%	8.20%	13.11%	13.39%	9.93%	10.60%	10.27%

Fieldwork was conducted on the weekends of 3rd September, 17th September, 1st October and 15th October 2005

Respondent Type : General Public - MORI Telephone Omnibus

Source : Market & Opinion Research International (MORI)

\*=Less than 0.5%

Proportions: Columns Tested (5% risk level) - x/a/b/c/d - x/e/f/g - x/h/i/j - x/k/l/m - x/n/o/p

Overlap formulae used. \* small base

MORI