

National Audit Office

Care Services Study

TNS Summary Report

14 November 2007



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Background

The Department of Health has announced plans in *Our Health, Our Care, Our Say* to develop a comprehensive single complaints system across health and social care by 2009. An examination is being undertaken in order to highlight the strengths and weaknesses of the complaints handling systems of both health care and social care, which will be used to inform the creation of the new single complaints system.

As part of the examination, TNS conducted an omnibus survey of health and social care service users. Three waves of face to face interviews were conducted, which were 24-28th August, 7-11th September and 21-25 September. In total, 5263 interviews were carried out. The study was asked of adults (16+) in England. Results were weighted to be nationally representative.

The questionnaire used in the omnibus survey included four sections;

- Section A: the complaints process for people who had contact with health and/or social care for themselves in the last 3 years.
- Section B: the complaints process for those who had contact with health and/or social care services on behalf of someone else in the past 3 years.
- Section C: Whether those who had not had contact, or had not been dissatisfied with health or social care service within the last 3 years would know how to make a complaint.
- Section D: Incidence of long term illness and disability that limits activities at work.

Health Care Service

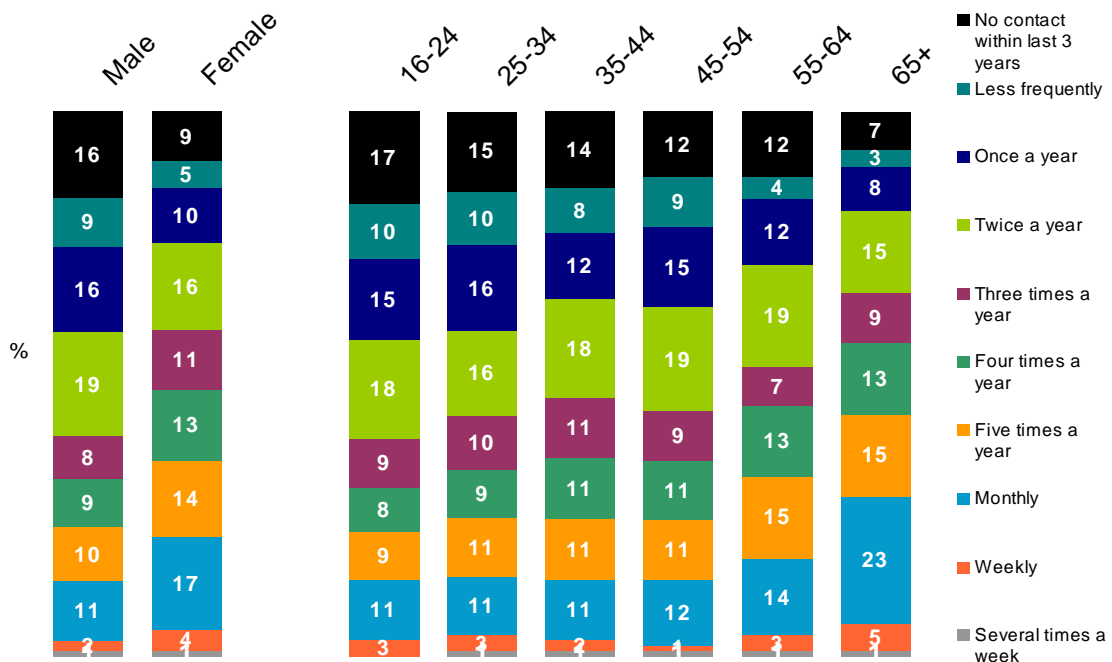
Section A: the complaints process for people who had contact with health and/or social care for themselves in the last 3 years.

- Health Care Service

88% of adults in England have had some contact with health care service providers within the last 3 years. Women have more frequent contact than men, with 22% of women having contact once a month or more frequently, compared to 14% of men. Men are also more likely to have had no contact at all with the health care service in the last 3 years (16% vs. 9% for women).

Frequency of contact with healthcare service providers also increases with age. Whilst the proportion of 16-54 year olds having contact once a month or more often is constant at 14%, this figure rises to 18% amongst 55-64 year olds, and 29% of 65+ers. Similarly, 17% of 16-24 year olds haven't had any contact with health care services in the past three years, a figure which drops gradually, until it reaches 7% for those aged 65 and over.

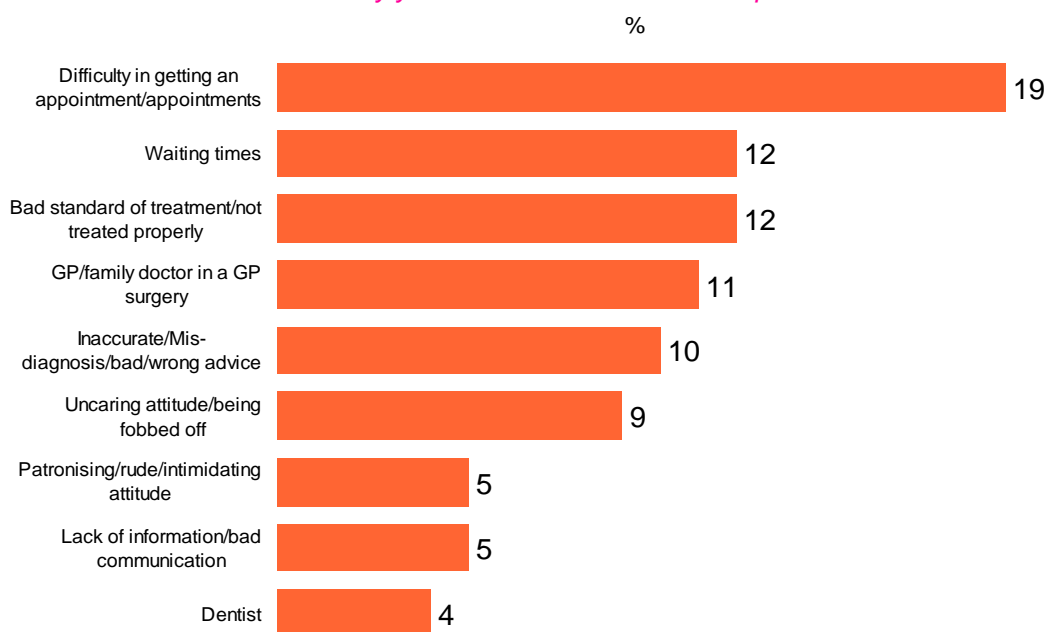
Q.1 Which of the following most closely describes your contact with **Health Care service providers within last 3 years for self?**



Of those who have had contact with health care services, 13% were in some way, dissatisfied with their experience. People are most commonly dissatisfied by service provided to them by doctors, with 35% saying they were dissatisfied with a GP or family doctor in a GP surgery. A further 17% expressed dissatisfaction with a doctor in a hospital. 11% were dissatisfied with the service from a dentist and 5% weren't happy with a nurse in a hospital.

When dissatisfied people were asked why they were unhappy with the health practitioner/service, the most commonly given reason was because they had difficulty in getting an appointment (19%). Waiting times (12%), poor standard of treatment (12%), a GP/family doctor in a GP surgery (11%) and inaccurate diagnosis/poor advice (10%) were the other reasons in double figures.

Q.3ii Now tell me in what way you were dissatisfied with this person or service



Sample: All who are dissatisfied with Health Care Service in last 3 years (566)

80% of the time, the service with which a person was dissatisfied, was entirely publicly funded. Just over one in 10 (12%) dissatisfied adults paid a contribution of the cost of the service, while 7% paid for the service in full. ABC1's (22%) are more likely to have paid for some, or all of their healthcare than C2DE's (14%). ABC1's are also more likely to pay for some or all of the service when they have had contact with healthcare on behalf of someone else (28% vs. 15% for C2DE's).

Only one in 5 dissatisfied people made a complaint concerning the service they received. 16% made an informal complaint to which they didn't expect a written

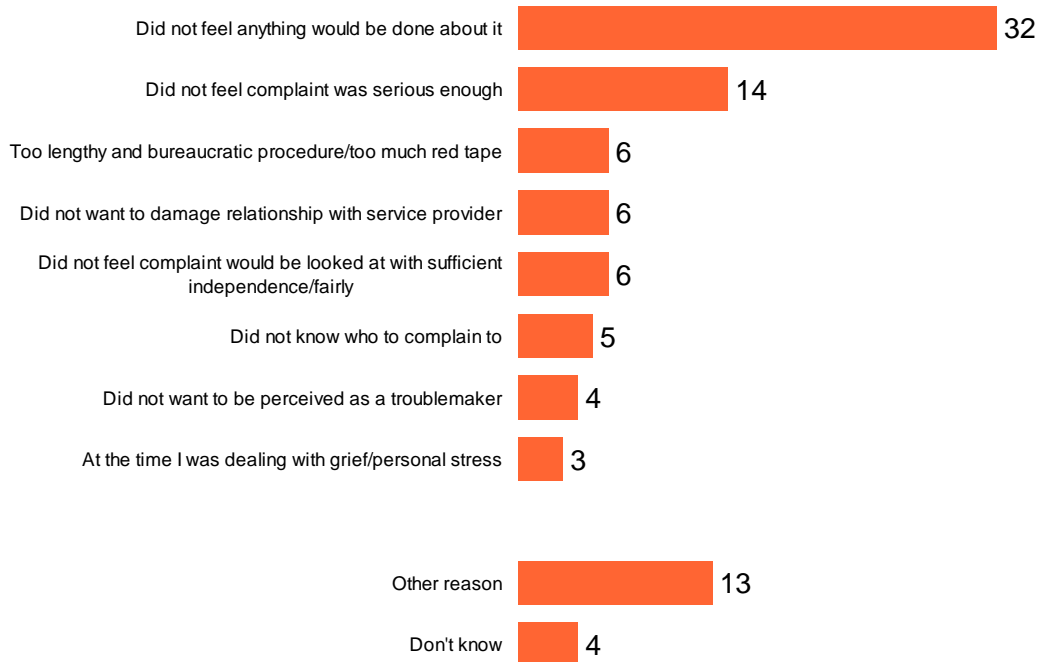
response, 5% made a formal complaint where a written reply was expected. 8% didn't make a complaint but wanted to, and 71% did not complain at all. ABC1's are more likely to make a complaint than C2DE's. 23% of ABC1's that were dissatisfied made a complaint (18% informal, 5% formal), compared to 16% of C2DE's (12% informal, 4% formal).

There were a number of reasons why people chose to make an informal complaint rather than a formal complaint, with the three top reasons being not wanting to make a formal complaint (25%), the complaint being resolved (23%), and not feeling that making a formal complaint would make any difference (19%).

For those who did not want to submit a formal complaint about their unsatisfactory health care service, the main reason for not doing so was a belief that nothing would be done about it if they did (32%). 35-44 year olds are clearly the most likely to hold this view (48%), while 16-24 year olds are least likely to cite this reason (20%).

The second most common reason for not submitting a formal complaint was a feeling that the complaint was not serious enough to warrant it. 16-24 year olds are the most likely to see this as a reason for not complaining (24%).

Q.14 What was the main reason for not formally complaining?
%



Sample: All who didn't want to make a formal complaint (427)

For those that wanted to complain but didn't, the main reason for not doing so was a belief that the complaint would not be looked at fairly, or with sufficient independence (29%). Not being confident about being able to communicate the complaint (12%) and not knowing where to start (10%) were also factors.

When a formal complaint is made, the complaints process appears satisfactory in the majority of cases. Seven in 10 were satisfied that they received all the help necessary in making their complaint. Two thirds (64%) were kept up to date on the progress of their complaint, and just over half (54%) were advised of how they could take their complaint further. However, only a third (34%) stated that the organisation they complained about demonstrated a learning was made from the complaint, for example changing the way it provides the service in question.

On nearly seven in ten occasions (69%) where a complaint was made, the person who made the complaint was not advised of any support services that could help them in making their complaint. The support services most frequently recommended were Patient Advice and Liaison Services (13%) and the Local Authority advisory service (10%).

Nearly half (46%) of those that did not complain are aware of at least one organisation that could help them if they did want to make a complaint about the service they were dissatisfied with. 21% are aware of the Patient Advice and Liaison Services (PALS), followed by the Local Authority advisory service (19%) and ICAS (16%).

There were a number of suggestions given on how complaints could have been handled better, with no single suggestion standing out clearly from the others.

	%
Put it right	8
Offer apology/acknowledgement of problem	7
No problem – happy with the way it was handled	6
An official complaints procedure/details on how to make a complaint	6
Positive response	5
Listen to me	5
Immediate/quick response	4
A bit of understanding/sympathy	4
Face to face discussion/someone to talk to	4
Others, including time it takes, cleanliness at hospital, feedback required, to have received written personal letter, if doctors were answerable, if they hadn't cancelled my appointment, more direct access to information on file	42
None/Don't know	11

Sample: All who made a formal or informal complaint (109)

Section B: the complaints process for those who had contact with health and/or social care services on behalf of someone else in the past 3 years.

- Health Care Service

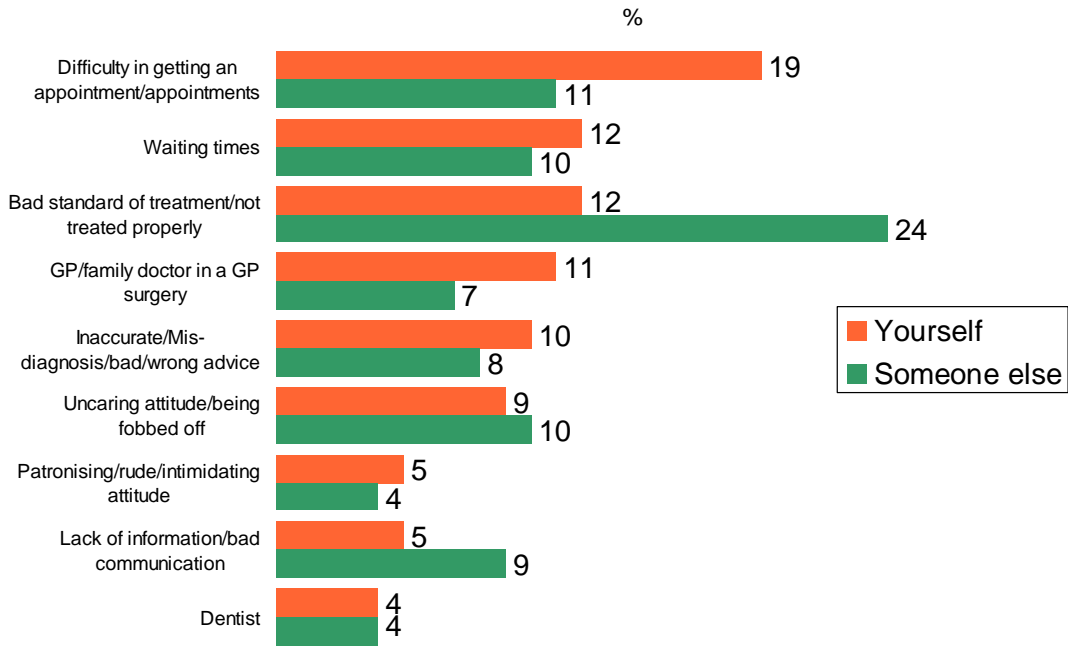
Overall, just over a quarter (28%) of adults in England have had contact with health care services on behalf of someone else, within the last three years. Not surprisingly, those with children in the household (49%) are more likely to have had contact on behalf of someone else than those without children in the household (18%), and probably related to this factor, the age group most likely to have had some contact on behalf of someone else is those aged 25-54 (37%). Women (33%) are more likely to have had contact than men (22%).

The findings from those who have had experience with the health care system on behalf of someone else are very similar to the results from those who have had contact for themselves. There are however, two clear differences.

As with those who have had contact with health care services for themselves, just over one in ten users of health care service providers on behalf of someone else are dissatisfied (12%). Again, the GP/family doctor in a GP surgery (32%) and a doctor in a hospital (17%) were the practitioners most commonly causing dissatisfaction. It is when asked what specifically it was about the practitioner that made them dissatisfied we see a significant difference according to who the service is for.

When a person uses a health care service for themselves the most likely cause of dissatisfaction is difficulty of getting an appointment (19%). A bad standard of treatment is second equal with waiting times at 12%. When a person has contact on behalf of someone else this order is reversed, with a bad standard of treatment/ not being treated properly clearly the most likely reason for dissatisfaction at 24%. Poor treatment is most likely to be the cause of dissatisfaction for those aged 45-54 (36%), 55-64 (33%) and 65+ (33%). Difficulty in getting an appointment is second with 11%, and this is much more likely to cause annoyance amongst those who have children in the house (17%) than those who don't (4%)

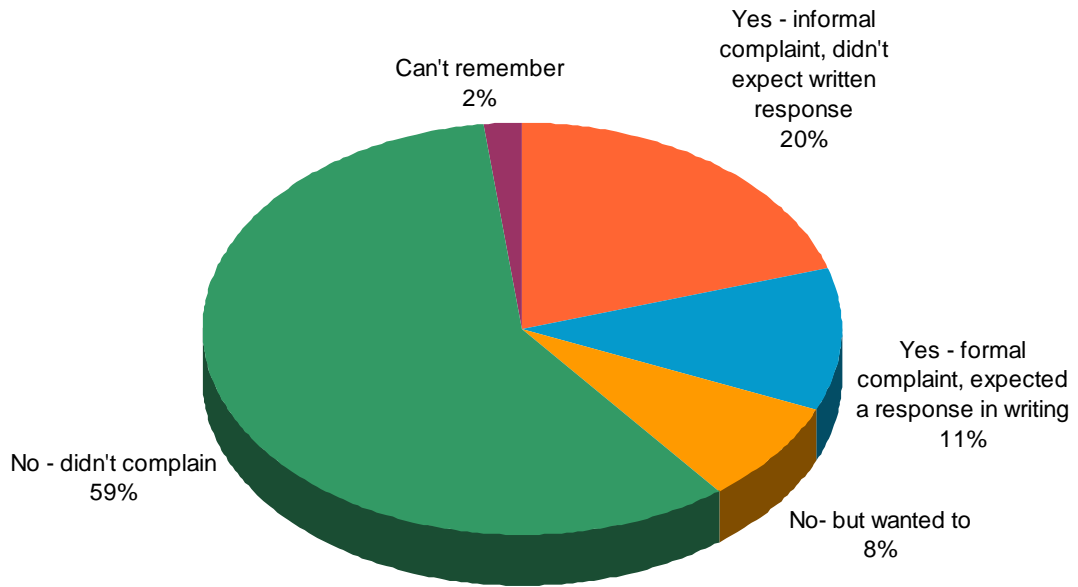
Q.3ii Now tell me in what way you were dissatisfied with this person or service



Sample: All who are dissatisfied with Health Care service within last 3 years, for yourself (566), or on behalf of someone else (150)

The other main difference is that when someone is dissatisfied with health care service which has been provided for someone in their care, they are more likely to complain about it. In particular, there is an increase in the proportion who lodge a formal complaint (11% compared to 5% of those who are dissatisfied with service they personally received). Overall, around four in ten (39%) of those who are dissatisfied with the service provide to someone in their care will either complain (formally or informally) or want to make a complaint. This compares to 29% for those dissatisfied with the service they received personally.

Q.5 Did you make a formal or informal complaint concerning this service?



Sample: All who are dissatisfied with Health Care Service for someone else in last 3 years (150)

Those most likely to translate their dissatisfaction into making a complaint are in the North of England, where 60% would either complain, or want to complain. This compares to 37% in the South, and 31% in the Midlands.

Social Care Service

Section A: the complaints process for people who had contact with health and/or social care for themselves in the last 3 years.

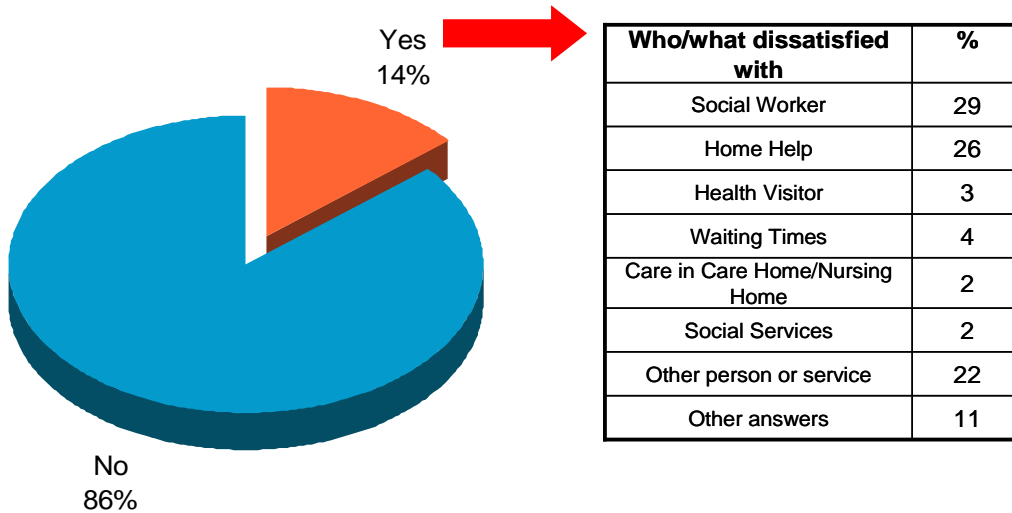
- Social Care Service

The proportion of adults in England who have had contact with social care services for themselves in the last 3 years is relatively low, with just 6% having done so.

Of those that have had contact with social care services, just over one in ten (14%) were dissatisfied with the service they received. Those who were most likely to be dissatisfied were those aged 35-54 (23%). ABC1's (16%) were more likely to be dissatisfied than C2DE's (12%). Dissatisfied people were most commonly unhappy with a social worker (29%) or home help (26%)

Q.2i have you, in some way, been dissatisfied with your experience of **Social Care** within the last 3 years?

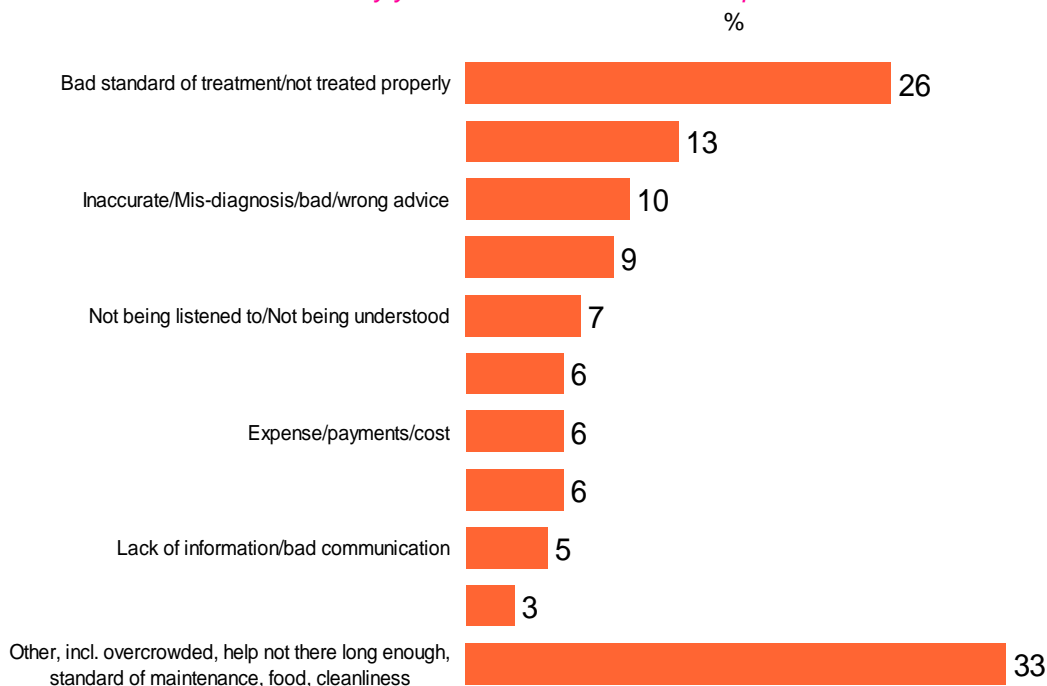
Q.3i Please tell me who or what you were dissatisfied with?



Sample: All who are dissatisfied with Social Care service within the last 3 years (36)

When asked what it was in particular that made the service unsatisfactory, a bad standard of treatment/not being treated properly was the most common reason given (26%). Several other reasons also featured.

Q.3ii Now tell me in what way you were dissatisfied with this person or service

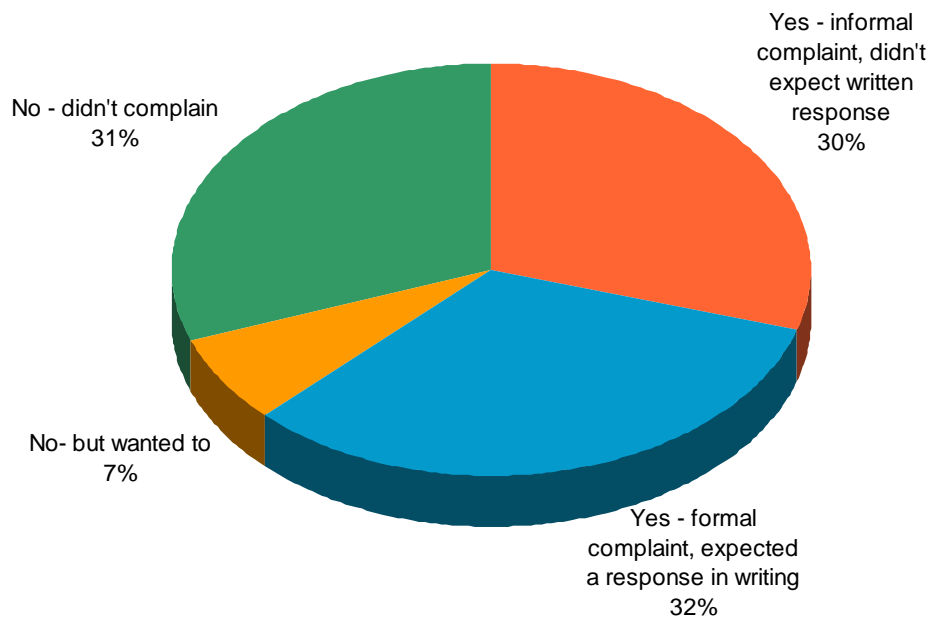


Sample: All who are dissatisfied with Social Care service within the last 3 years (36)

On four out of five occasions, the social service in which people were dissatisfied with was entirely publicly funded. 8% paid a contribution of the cost, and 7% paid for the service in full.

More often than not, people that are dissatisfied with the social care service they have received personally, will try and do something about it. 30% made an informal complaint whereby a written response was not expected, a third (32%) complained formally and expected a response in writing. 7% didn't complain, but wanted to. Just three in ten (31%) let dissatisfaction pass without either making a complaint, or thinking about making one.

Q.5 Did you make a formal or informal complaint concerning this service?



Sample: All who are dissatisfied with Social Care Service within the last 3 years (36)

As is also the case with health care, the number one reason why people dissatisfied with the social care service they received don't formally complain is because they don't feel anything would be done about it if they did (31%).

Of those who made a formal or informal complaint just under 4 in 10 (38%) were advised of at least one support service that could help them with their complaint. The three organisations most likely to be recommended are the Local Authority advisory service (11%), Patient Advice and Liaison Services (9%), and Social Services (9%).

The Patient Advice and Liaison Services (19%), and the Local Authority advisory service (16%) are also the two most common organisations that people who didn't make a complaint are aware of that they could turn to if they did want to make a complaint about social care service. Two thirds of those who didn't compare are not aware of any such organisations.

A number of suggestions were given about how complaints made could be handled better, with an apology or acknowledgement of the problem being the most common request.

Q.16i What one thing would have made the way your complaint was handled better?

	%
Offer apology/acknowledgement of problem	23
Positive response	17
Face to face discussion/someone to talk to	14
Immediate/quick response	13
No problem – happy with the way it was handled	11
Listen to me	3
Others	15
Don't know	9

Sample: All who made a formal or informal complaint (20)

Section B: the complaints process for those who had contact with health and/or social care services on behalf of someone else in the past 3 years.

- Social Care Services

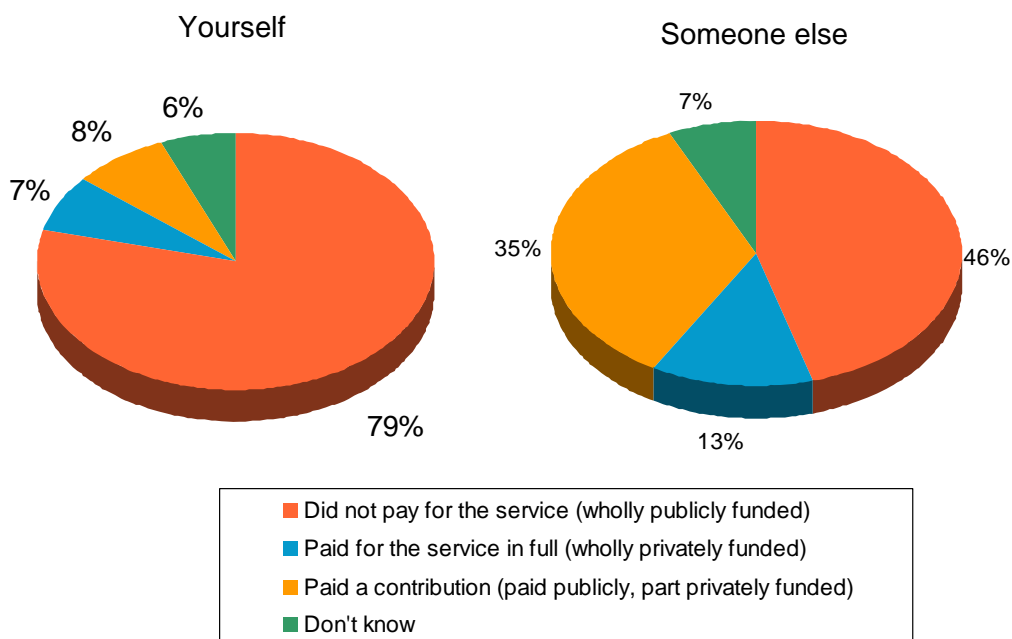
People are slightly more likely to have had contact with social care services on behalf of someone else than they are to have had contact personally. Just under 1 in 10 (8%) have had contact with social care services on behalf of someone in their care in the last 3 years. Those who have had this contact are slightly more likely to be women (9%) than men (6%), or aged 45-54 (11%) or 55-64 (12%). Unlike in health care, the frequency of someone visiting social care services on behalf of someone else is not influenced by parenthood, with those that don't have children in the house (8%) equally likely to have contact with social care as those who do (7%).

In most areas the results are similar to those from dissatisfied people who had contact with social care services on their own behalf in the last 3 years.

The percentage that were dissatisfied with the service they received is up marginally when the service was provided to someone within their care (18% vs. 14% dissatisfaction with own experience). 45-54 year olds are the most likely age group to have been unhappy (26%). The reasons for dissatisfaction are identical, with a social worker being the most likely cause (33%), followed by home help (20%)

Those who are dissatisfied with social care service on behalf of someone else are significantly more likely to have paid for at least some of that service. Nearly half paid a contribution of the service cost (35%) or paid for the service in full (13%). This compares to just 15% of people paying something for social care services they have contact with on their own behalf.

Q.4 In what way was this service funded or paid for?



Sample: All who are dissatisfied with Social Care Service in last 3 years, for themselves (36) and on behalf of someone else (61).

Unlike for health care services, the proportion of dissatisfied people who submit a complaint about the social care service they received does not appear to differ according to whether the contact was had on a personal basis, or on behalf of someone else. Overall, 6 in ten complained informally (34%), made an informal complaint (22%) or thought about complaining (7%).

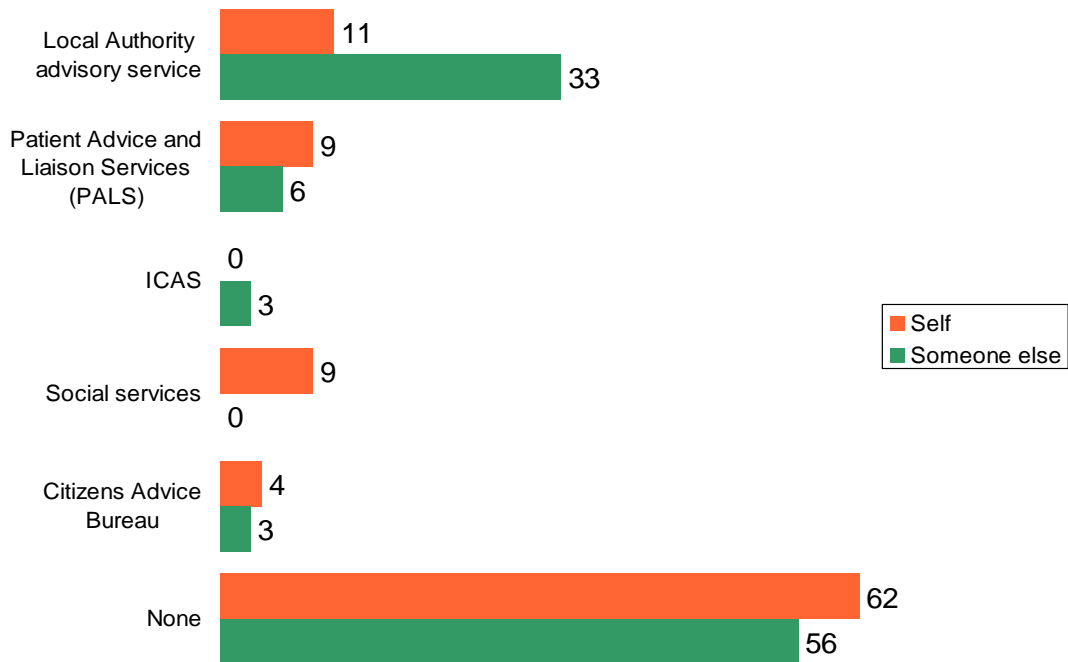
Whilst the number of people surveyed that made a formal complaint about social care service is quite low there are indications that there is room for improvement with the complaints resolution process. Less than half believed they received all the necessary help in making a complaint (41%), were advised how to take the complaint further (44%) and were kept up to date on how the complaint was being handled (45%). Just one in five (19%) thought the organisation demonstrated a learning from the complaint that was made.

The three top reasons for not complaining formally are, not wanting to damage the relationship with the service provider (21%), feeling that nothing would be done about it (10%), and presuming it would be a lengthy and bureaucratic process (10%).

Of those who made a formal or informal complaint, just under half (44%) were advised of at least one support service that could assist them. People dissatisfied with the social care service they had contact with on behalf of someone else are

more likely to be told about the Local Authority advisory service than those who complained about service received personally. One third of all complainants were advised that the Local Authority advisory service was available to assist with the complaint.

Q.15i Which of the following support services, if any, were you advised could help you with making your complaint?
%



Sample: All who made a formal or informal complaint, for themselves (20), or on behalf of someone else (35)

The most common suggestion for improving the experience of making a complaint was being able to have a face to face discussion/someone to talk to (19%). This was followed by receiving a positive response (10%). These two reasons also featured at the top of the suggestions that came from people who were dissatisfied with service they received themselves, just behind an offer of acknowledgement/an apology.

For those that didn't complain, the things that would encourage them to do so if they were dissatisfied with a social care service are if the complaints process was easier (16%), if they thought their complaint would make a difference (13%), and if their was information on what to do/how to complain (11%).

Q.16ii What one thing would have encouraged you to make a complaint about your dissatisfaction with the service you received?

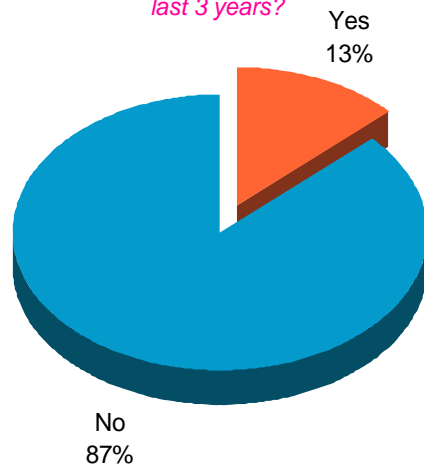
	%
If there was an easier/more simple complaints procedure	16
If I thought there would be a result/make a difference/it would change things	13
Information on what to do/how to complain	11
Support/backup/someone to help	8
If mistakes repeated/kept doing same thing	5
If things had got worse/been more serious	4
Listen to me	3
Others	29
None/Don't know	20

Sample: All who did not complain (26)

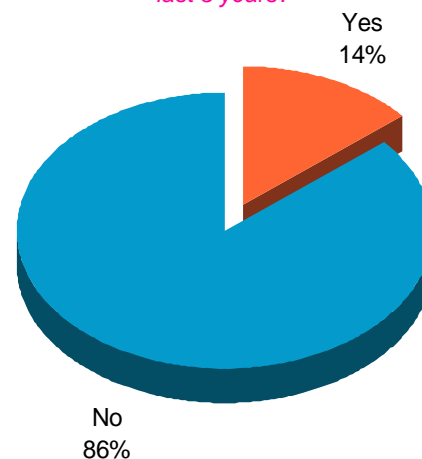
Comparing the Health Care and Social Care complaints processes.

Adults in England are much more likely to have had contact with health care services in the past 3 years than they are to have had contact with social care. 88% have had at least some contact with a health care service provider, compared to just 6% of adults having contact with social care services in the same period. However, the proportion of people dissatisfied is very similar between the two sectors, with the figure being 13% for health care and 14% for social care. A small group have been dissatisfied with both health care and social care services, but when asked which of the two they were most dissatisfied with, opinion is divided.

*Q.2i have you, in some way, been dissatisfied with your experience of **Health Care** within the last 3 years?*



*Q.2ii have you, in some way, been dissatisfied with your experience of **Social Care** within the last 3 years?*



Sample: All who have had contact with Health Care/Social Care Service in last 3 years (Health Care 4649, Social Care 350)

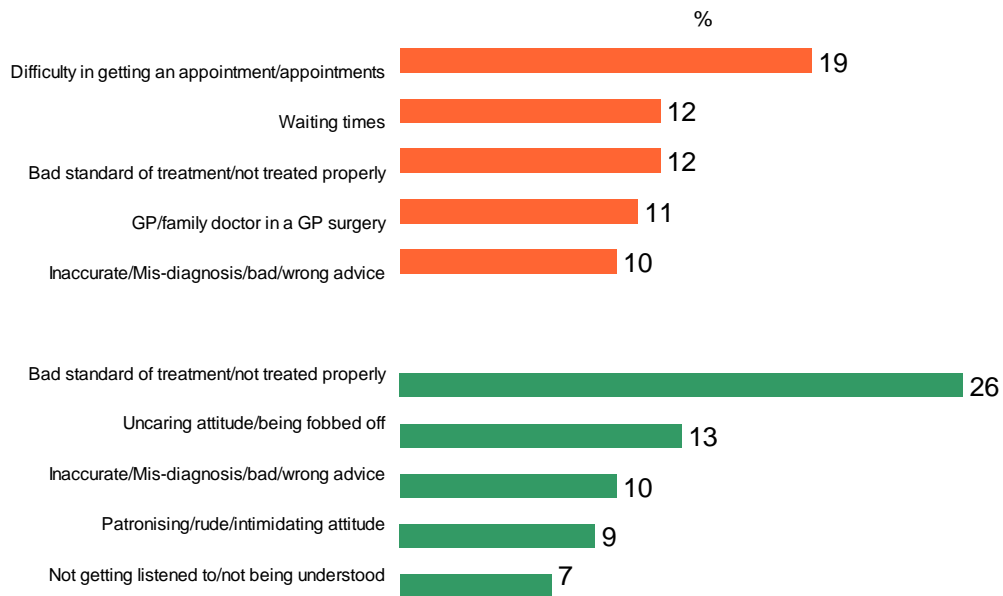
Q.2iii Which form of care were you dissatisfied with the most?

Social Care	53%
Health Care	47%

Sample: All who are dissatisfied with Health Care and Social Care service within last 3 years (25)

There is some variation between health care and social care in the reasons for dissatisfaction with the service received. Whereas difficulty in getting an appointment and waiting times are the two most common causes of dissatisfaction with health care, a poor standard of treatment is the most prominent reason for social care recipients to be unhappy, cited by 26% as a reason for dissatisfaction.

Q.3ii Now tell me in what way you were dissatisfied with this person or service

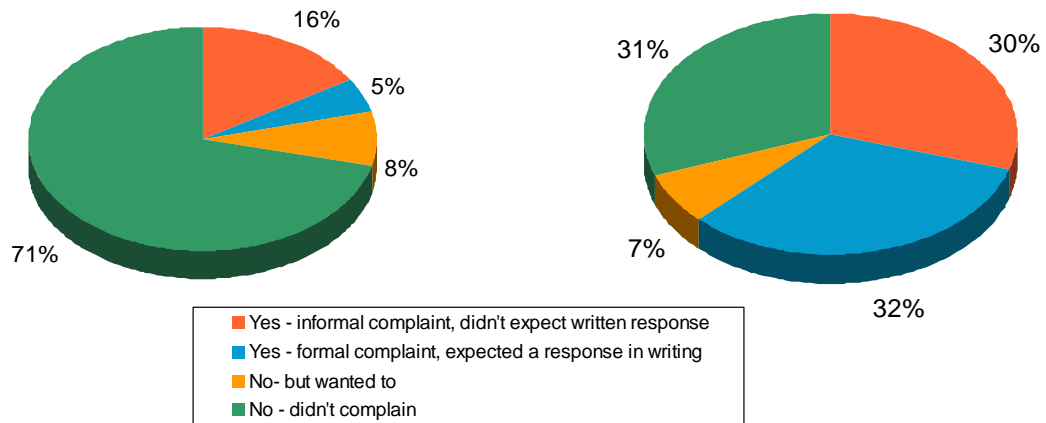


Sample: All who are dissatisfied with Health Care Service in last 3 years (566), Social care (36)

The way in which the services are funded is consistent, with 79% of dissatisfied users of both health care and social care receiving the service at no expense to them.

A greater proportion of unhappy social care users complain about the service than is the case with health care. Overall, seven in ten (69%) either made a complaint, or wanted to make a complaint about the social care service which they were dissatisfied with. This compares to 29% for health care. This rises to four in ten (39%) for those dissatisfied with a health care service provided to someone in their care.

Q.5 Did you make a formal or informal complaint concerning this service?



Sample: All who are dissatisfied with Health Care/ Social Care Service in last 3 years, Health Care (566), Social care (36)

The main reason for not lodging a formal complaint is the same regardless of the sector, with a belief that nothing would be done about it if a formal complaint was made being the top preventative factor to lodging a formal complaint for both health care (32%) and social care (31%).

The two top reasons that would encourage those who didn't complain to do so were if the complaint became more serious, and if they believed that something would be done as a result of making the complaint. Awareness levels of organisations available to assist if they wanted to lodge a complaint is similar, with over half being aware of no organisations in both social care and health care.

A large number of suggestions were given about how the complaints resolution process could be improved, with no obvious pattern emerging between the two sectors

Q.16i What one thing would have made the way your complaint was handled better?

Health Care

	%
Put it right	8
Offer apology/acknowledgement of problem	7
No problem – happy with the way it was handled	6
An official complaints procedure/details on how to make a complaint	6
Positive response	5
Listen to me	5
Immediate/quick response	4
A bit of understanding/sympathy	4
Face to face discussion/someone to talk to	4
Others, including time it takes, cleanliness at hospital, feedback required, to have received written personal letter, if doctors were answerable, if they hadn't cancelled my appointment, more direct access to information on file	42
None/Don't know	11

Sample: All who made a formal or informal complaint (109)

Social Care

	%
Offer apology/acknowledgement of problem	23
Positive response	17
Face to face discussion/someone to talk to	14
Immediate/quick response	13
No problem – happy with the way it was handled	11
Listen to me	3
Others	15
Don't know	9

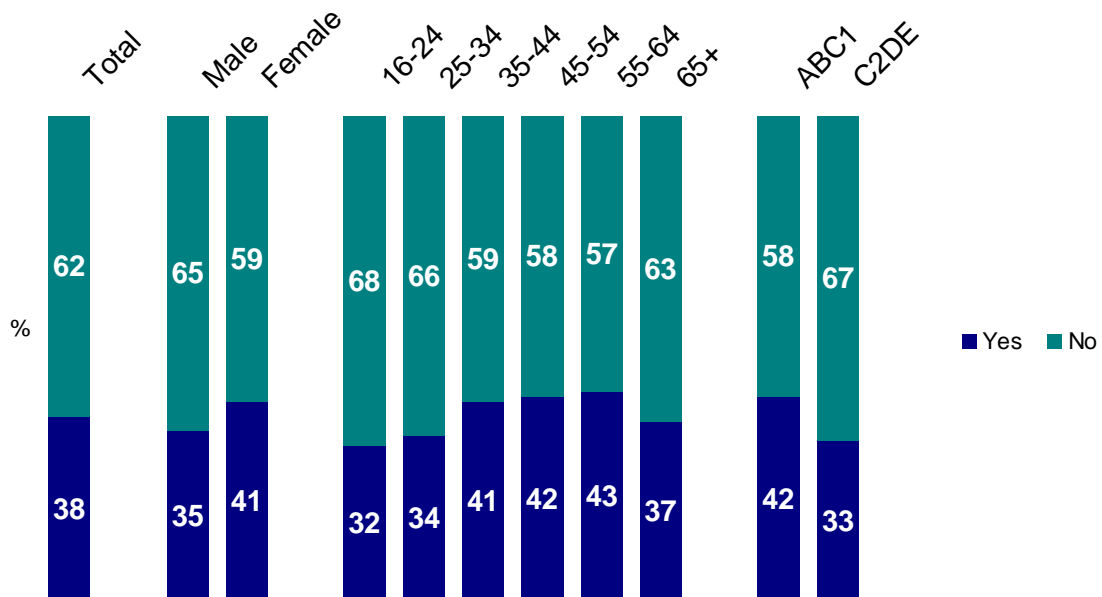
Sample: All who made a formal or informal complaint (20)

Awareness of how to make a complaint if required

Section C: Whether those who had not had contact, or had not been dissatisfied with health or social care service within the last 3 years would know how to make a complaint.

Amongst those who have had no contact or not been dissatisfied with Health Care or Social Care services in the last 3 years, just under four in ten (38%) would know how to make a complaint to health care or social care services if they needed to. Those who are least likely to know how to make a complaint are males (35%, compared to 41% for females) and 16-34 year olds (33%). AB's are much more likely than other social classes to know how to make a complaint (48%), with DE's in particular falling behind (32%)

Q.C1 Would you know how to go about making a complaint to the Health Care or Social care services, if you needed to?



Sample: All who have had no contact or not been dissatisfied with Health Care or Social Care services in last 3 years (4470)

The percentage who would know how to make a complaint if need be is significantly higher than average in East Midlands and the East of England (both 44%). In London, the proportion who would know how to make a complaint is significantly lower than the national average, at 32%.

Amongst those with a long term illness, 44% know how to make a complaint if they need to, with this figure being 42% amongst those with a disability.

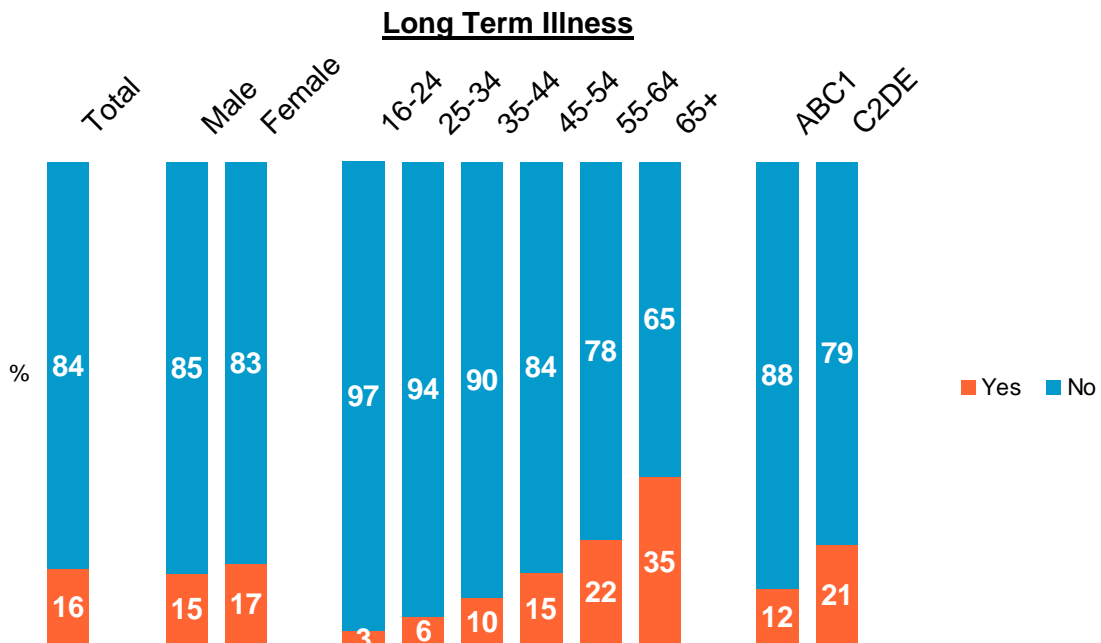
Spontaneous awareness of organisations to turn to for help in navigating the complaints system for health and social care services is low. The organisation people are most likely to be aware of is The Local Authority advisory service, at 8%. This is followed by The Patient Advice and Liaison Services (6%), Citizen's Advice Bureau (5%) and the GP/doctor (4%). More than 6 in ten (63%) are not aware of any organisations that provide assistance in navigating health and social care complaints systems.

Incidence of long term illness and disability

Section D: Incidence of long term illness and disability that limits activities at work.

Overall, 16% of adults in England have a long term illness which limits the activities or the work they do. Whilst there is minimal difference between males (15%) and females (17%), incidence of long term illness increases steadily with age. 3% of 16-24's have a long term illness which effects their work, which rises to 6% of 25-34's, 10% of 35-44's, 15% of 45-54's, 22% of 55-64's, and 35% of 65+ers. The proportion of people with a long term illness is highest in the South West (22%), Yorkshire and the Humber (20%) and the North West (19%). London (10%) and the East Midlands (12%) are the two regions with the lowest proportion of long term illness.

Q.D1 Do you have any long-term illness, health problems or disability which limits your activities or the work you can do?

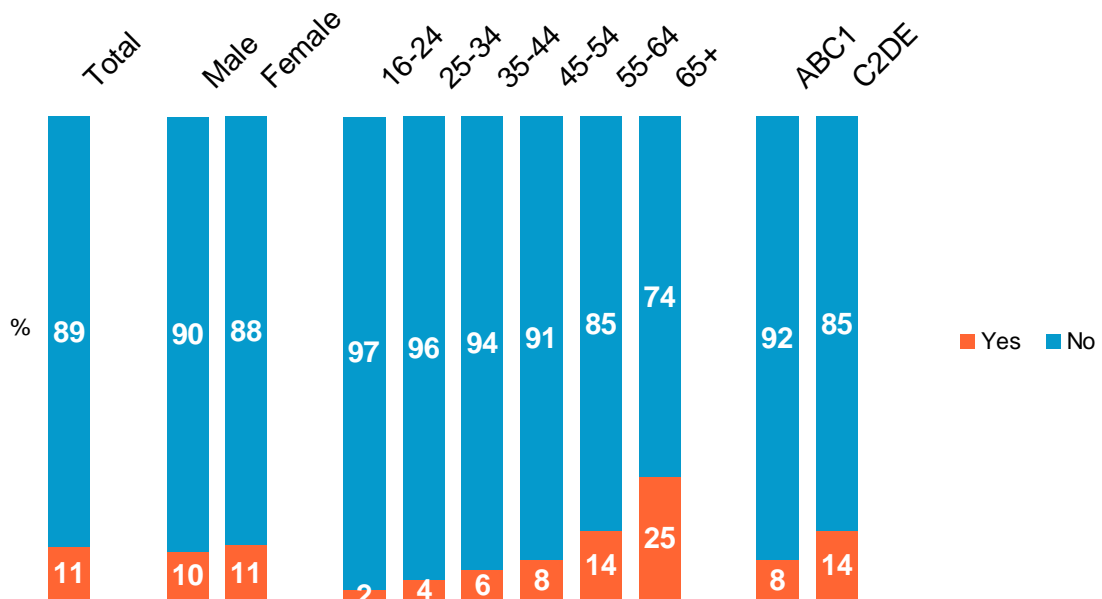


Sample: All Adults in England (5263)

11% of adults in England have a disability which limits the activities of work they can do. The patterns are very similar to those seen with long term illness. There is no difference between the genders (male 10%, female 11%), and again the proportion

with a disability increases with age (2% of 16-24's, 4% of 25-34's, 6% of 35-44's, 8% of 45-54's, 14% of 55-64's and 25% of 65+ers). Proportions of those with a disability are highest in the South West (17%), Yorkshire and the Humber (14%), and lowest in London (7%).

Q.D1 Do you have any long-term illness, health problems or disability which limits your activities or the work you can do?



Sample: All Adults in England (5263)

Methodology

Client	<ul style="list-style-type: none"> • National Audit Office
Conducted by	<ul style="list-style-type: none"> • TNS CAPI Omnibus
Methodology	<ul style="list-style-type: none"> • PhoneBus – CATI (telephone) omnibus
Universe	<ul style="list-style-type: none"> • Adults aged 16+ in England
Sample size	<ul style="list-style-type: none"> • 5263
Fieldwork period	<ul style="list-style-type: none"> • 24th – 28th August, 7th – 11th September and 21-25 September 2007
Sampling method	<ul style="list-style-type: none"> • TNS CAPI Omnibus uses a comprehensive address based system using PAF and CD-Rom, cross referenced to the census data. For each wave of TNS CAPI Omnibus, 143 sample points are selected and, within the selected primary sampling points, a postcode sector is chosen. Postcode selection within primary sampling points alternates between A and B halves to reduce clustering effects. A 72 cell matrix based on NRS data is employed with SEX, AGE (16-24, 25-34, 35-54, 55+), SOCIAL CLASS (ABC1, C2, DE) and grouped Registrar General's Regions (North, Midlands, South) controls. The sample is then grossed to represent the GB adult population.
Response rate	<ul style="list-style-type: none"> •
Data collection	<ul style="list-style-type: none"> • All interviews are conducted via the TNS field team and in accordance with strict quality control procedures. Quotas (by sex, working status and presence of children) are set during interviewing to ensure representivity.
Questionnaire	<ul style="list-style-type: none"> • The questionnaire used is appended.
Analysis	<ul style="list-style-type: none"> • Sample profile discrepancies are corrected by cell weighting at the analysis stage • Weighting profile is based upon NRS data 2005 • The highest margin of error for the sample size at total level is +/- 1. • Caution in the interpretation of base sizes of sample sub groups of less than 100 respondents is advised
	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> •

Questionnaire

INTERVIEWER READ OUT

Many people have contact with Health or Social Care Services during the year. Some examples of Health Care Services are Doctors, Nurses, Dentists, Opticians, Pharmacists etc. Some examples of Social Care Services are Social Workers, Meals on Wheels, Home Care, Nursing Home etc.

The next few questions are about YOUR OWN PERSONAL experiences relating to your own use of Health or Social Care workers. You should NOT be answering in relation to any contact with these services you may have had on behalf of anyone else or any involvement with social services and children.

Question 100

SHOW SCREEN

Q.A1 Which of the following most closely describes your contact with Health Care and or Social Care service providers within the last 3 years ?

Please select one answer from Health Care and one answer from Social Care Remember this is about you personally.

Health Care Social Care

If [1102L10 , 10 and 1112L10 , 10] continue at question 7210

Question 201_1

Question only asked, if [1102L10 , 1 TO 9]

1123L1

Q.A2i Have you, in some way, been dissatisfied with your experience of Health Care within the last 3 years ?

1 q Yes

2 q No

Question 202_1

Question only asked, if [1112L10 , 1 TO 9]

1127L1

Q.A2ii Have you, in some way, been dissatisfied with your experience of Social Care within the last 3 years ?

1 q Yes

2 q No

If [Q201_1 , 1 and Q202_1 , 1] otherwise continue at question 7300

Question 203

Answers will be inverted randomly

User defined button : 3 "CR"

1128L1

SHOW SCREEN

Q.A2iii You said you have been dissatisfied with your experience of both Health Care and Social Care within the last 3 years Which form of care were you dissatisfied with the most ? If you are not sure, please choose the option you think was probably the most dissatisfying.

- 1 q Health Care
- 2 q Social Care

If [Q201_1 , 1 or Q202_1 , 1] otherwise continue at question 7210

Please answer the following questions in relation to the most significant experience where you have, in some way, been dissatisfied with the <?> service you received.

DO NOT SHOW SCREEN UNTIL TOLD TO DO SO

Question 301

Open ended answer is written as a bitmap

User defined button : 98 "DK"

Answer categories mentioned in question 8301 will be displayed

1229L2

Q.A3i Please tell me who or what you were dissatisfied with ?

DO NOT PROMPT

- 1 q Doctor in a hospital
- 2 q GP \ family doctor in a GP surgery
- 3 q Nurse in a hospital
- 4 q Practice nurse \ nurse in a GP surgery
- 5 q Admin staff in a hospital
- 6 q Admin staff \ receptionist at GP surgery
- 7 q Health visitor
- 8 q Dentist
- 9 q Pharmacist
- 10 q Home Help
- 11 q Social Worker
- 12 q Meals on Wheels
- 13 q Other person or service

Question 302

Multiple answers allowed

Open ended answer is written as a bitmap

1231L100

Q.A3ii Now tell me in what way you were dissatisfied with this person or service ? PROBE: So what was it you were dissatisfied with ?

PROBE: What else ? Anything else ?

PROBE FULLY FOR DETAILS OF COMPLAINT\DISSATISFACTION

Question 400

Answers will be inverted randomly

User defined button : 4 "DK"

1331L1

SHOW SCREEN

Q.A4 In what way was this service funded or paid for ?

- 1 q I did not pay for the service (i.e. it was wholly publicly funded by NHS \ Social Services)
- 2 q I paid for the service in full (i.e. it was wholly privately funded by myself \ relative)
- 3 q I paid a contribution for service (i.e. it was partly paid by the NHS \ Social Services and I paid some money towards this)

Question 500

Answers will be inverted randomly

User defined button : 5 "CR"

1332L1

SHOW SCREEN

Q.A5 Did you make a formal or informal complaint concerning this service ?

- 1 q A: Yes - I made an INFORMAL complaint where I was not expecting a written response but simply wanted to make my concern known
- 2 q B: Yes - I made a FORMAL complaint where I expected to get a response in writing
- 3 q C: No - but I wanted to make a complaint
- 4 q D: No - didn't complain

Question 600

Answers will be inverted randomly

Open ended answer is written as a bitmap

User defined button : 6 "DK"

Question only asked, if [Q500 , 1]

1333L2

SHOW SCREEN

Q.A6 What was the main reason you did not make a formal complaint ?

- 1 q Did not want to make a formal complaint
- 2 q Did not know how to make a formal complaint
- 3 q Complaint was resolved, no need to take further action
- 4 q Was told by a member of staff that it was not appropriate or necessary to make my complaint
- 5 q Other reason

If [Q500 , 2] otherwise continue at question 1300

Question 700

Answers will be inverted randomly

User defined button : 5 "DK"

1335L1

SHOW SCREEN

Q.A7 Which one of the following statements best describes your experience of making the FORMAL complaint ?

- 1 q A: It was straightforward to make a complaint and it was received in an open and constructive manner
- 2 q B: It was straightforward to make a complaint but it was NOT received in an open and constructive manner
- 3 q C: It was difficult to make a complaint, but it was received in an open and constructive manner
- 4 q D: It was difficult to make a complaint and it was NOT received in an open and constructive manner

Question 801

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q700 , 1]
1336L100

Q.A8i Why did you say that ? PROBE FULLY FOR DETAILS

Question 802

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q700 , 2]
1436L100

Q.A8ii Why did you say that ? PROBE FULLY FOR DETAILS

Question 803

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q700 , 3]
1536L100

Q.A8iii Why did you say that ? PROBE FULLY FOR DETAILS

Question 804

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q700 , 4]
1636L100

Q.A8iv Why did you say that ? PROBE FULLY FOR DETAILS

Question 900

1736L1

Q.A9 Did you get all the help and assistance that you needed in making your complaint ?

- 1 q Yes
- 2 q No

Question 1000

1737L1

Q.A10 Were you advised on how to take your complaint further (e.g. to the ombudsman) ?

- 1 q Yes
- 2 q No

Question 1100

1738L1

Q.A11 Were you kept up to date or informed on how your complaint was being handled and the outcome as a result of your complaint ?

- 1 q Yes
- 2 q No

Question 1200

User defined button : 3 "DK"

1739L1

Q.A12 Has the organisation to which you made the complaint demonstrated to you that it has learned from your complaint (e.g. changed how it provides the service) ?

- 1 q Yes
- 2 q No

Question 1300

Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 98 "DK"
Question only asked, if [Q500 , 3]
1740L2

SHOW SCREEN

Q.A13 What was the main reason for not following through with your complaint ?

- 1 q Was deterred \ put off by having to put my complaint in writing
- 2 q Did not know where to start
- 3 q Kept getting passed around
- 4 q Did not understand how to make the complaint
- 5 q Process became too time consuming and bureaucratic \ too much red tape
- 6 q Did not feel that complaint would be looked at with sufficient independence \ fairly
- 7 q Was concerned that service could be withdrawn
- 8 q Did not feel I could communicate my complaint
- 9 q Other reason

Question 1400

Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 98 "DK"
Question only asked, if [Q500 , 4 or Q600 , 1]
1742L2

SHOW SCREEN

Q.A14 What was your main reason for not formally complaining ?

- 1 q Did not feel complaint was serious enough
- 2 q Did not feel I had the right to complain
- 3 q Did not know who to complain to
- 4 q Did not know how to make a complaint
- 5 q Did not feel anything would be done about it
- 6 q Presumed it would be a lengthy and bureaucratic procedure \ too much red tape
- 7 q Did not want to damage relationship with service provider (e.g. GP, pharmacist, social worker, home help etc)
- 8 q Was concerned that the service might be withdrawn as a result of the complaint
- 9 q Did not want to be perceived as a troublemaker
- 10 q At the time I was dealing with grief \ under considerable personal stress
- 11 q Did not feel that complaint would be looked at with sufficient Independence \ fairly
- 12 q Could not make complaint understood
- 13 q Other reason

Question 1501

Multiple answers allowed
Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 97 "will not be displayed"
Question only asked, if [Q500 , 1 , 2]
1744L100

SHOW SCREEN - MULTI CHOICE

Q.A15i Which of the following support services, if any, were you advised could help you with making your complaint ?

- 1 q Patient Advice and Liaison Services (PALS)
- 2 q Independent Complaints Advisory Services (ICAS)
- 3 q Local Authority advisory service
- 4 q Other support service

Question 1502

Multiple answers allowed
Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 97 "will not be displayed"
Question only asked, if [Q500 , 3 , 4 , 5]
1844L100

SHOW SCREEN - MULTI CHOICE

Q.A15ii Which of the following support services, if any, are you aware of that could help you if wanted to make a complaint about this service you were dissatisfied with ?

- 1 q Patient Advice and Liaison Services (PALS)
- 2 q Independent Complaints Advisory Services (ICAS)
- 3 q Local Authority advisory service
- 4 q Other support service

Question 1601

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q500 , 1 , 2]
1944L100

Q.A16i What one thing would have made the way your complaint was handled better ?

Question 1602

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q500 , 3 , 4 , 5]
2044L100

Q.A16ii What one thing would have encouraged you to make a complaint about your dissatisfaction with the service you received ?

Question 7210

INTERVIEWER: READ OUT

The next few questions are about the experience you have had, as someone who has CARER RESPONSIBILITIES FOR ANOTHER USER, for example on behalf of

a parent or child, of Health or Social Care services.

If you have carer responsibilities for more than one person, please answer all following questions in relation to only one person.

Question 210

SHOW SCREEN

Q.B1 Which of the following most closely describes your contact on behalf of someone else with Health Care and or Social Care service providers within the last 3 years ?

Please select one answer from Health Care and one answer from Social Care Remember this is about your responsibilities for someone else.

Health Care Social Care

If [2144L10 , 10 and 2154L10 , 10] continue at question 7331

Question 221_1

Question only asked, if [2144L10 , 1 TO 9]

2165L1

Q.B2i Have you, in some way, been dissatisfied with the service provided to the person in your care by Health Care within the last 3 years ?

- 1 q Yes
- 2 q No

Question 222_1

Question only asked, if [2154L10 , 1 TO 9]

2169L1

Q.B2ii Have you, in some way, been dissatisfied with the service provided to the person in your care by Social Care within the last 3 years ?

- 1 q Yes
- 2 q No

Question 223

Answers will be inverted randomly

User defined button : 3 "CR"

Question only asked, if [Q221_1 , 1 and Q222_1 , 1]

2170L1

SHOW SCREEN

Q.B2iii You said you have been dissatisfied with your experience of the service provided to the person in your care by both Health Care and Social Care within the last 3 years Which form of care were you dissatisfied with the most ? If you are not sure, please choose the option you think was probably the most dissatisfying.

- 1 q Health Care
- 2 q Social Care

If [Q221_1 , 1 or Q222_1 , 1] otherwise continue at question 7331

Please answer the following questions in relation to the most significant experience where you have, in some way, been dissatisfied with the <?> service the person in your care received.

DO NOT SHOW SCREEN UNTIL TOLD TO DO SO

Question 231

Open ended answer is written as a bitmap

User defined button : 98 "DK"

Answer categories mentioned in question 8231 will be displayed

2271L2

Q.B3i Please tell me who or what you were dissatisfied with ?

DO NOT PROMPT

- 1 q Doctor in a hospital
- 2 q GP \ family doctor in a GP surgery
- 3 q Nurse in a hospital
- 4 q Practice nurse \ nurse in a GP surgery
- 5 q Admin staff in a hospital
- 6 q Admin staff \ receptionist at GP surgery
- 7 q Health visitor
- 8 q Dentist
- 9 q Pharmacist
- 10 q Home Help
- 11 q Social Worker
- 12 q Meals on Wheels
- 13 q Other person or service

Question 232

Multiple answers allowed

Open ended answer is written as a bitmap

2273L100

Q.B3ii Now tell me in what way you were dissatisfied with this person or service ? PROBE: So what was it you were dissatisfied with ?

PROBE: What else ? Anything else ?

PROBE FULLY FOR DETAILS OF COMPLAINT/DISSATISFACTION

Question 224

Answers will be inverted randomly

User defined button : 4 "DK"

2373L1

SHOW SCREEN

Q.B4 In what way was this service funded or paid for ?

- 1 q We did not pay for the service (i.e. it was wholly publicly funded)
- 2 q We paid for the service in full (i.e. it was wholly privately funded)
- 3 q We paid a contribution for service (i.e. it was partly paid by the NHS \ Social Services and I paid some money towards this)

Question 225

Answers will be inverted randomly

User defined button : 5 "CR"

2374L1

SHOW SCREEN

Q.B5 Did you make a formal or informal complaint on behalf of the person in your care concerning this service ?

- 1 q A: Yes - I made an INFORMAL complaint where I was not expecting a written response but simply wanted to make my concern known
- 2 q B: Yes - I made a FORMAL complaint where I expected to get a response in writing
- 3 q C: No - but I wanted to make a complaint
- 4 q D: No - I didn't complain

Question 226

Answers will be inverted randomly

Open ended answer is written as a bitmap

User defined button : 6 "DK"

Question only asked, if [Q225 , 1]

2375L2

SHOW SCREEN

Q.B6 What was the main reason you did not make a formal complaint ?

- 1 q Did not want to make a formal complaint
- 2 q Did not know how to make a formal complaint
- 3 q Complaint was resolved, no need to take further action
- 4 q Was told by a member of staff that it was not appropriate or necessary to make my complaint
- 5 q Other reason

If [Q225 , 2] otherwise continue at question 293

Question 227

Answers will be inverted randomly

Open ended answer is written as a bitmap

User defined button : 5 "DK"

2377L1

SHOW SCREEN

Q.B7 Which one of the following statements best describes your experience of making the FORMAL complaint ?

- 1 q A: It was straightforward to make a complaint and it was received in an open and constructive manner
- 2 q B: It was straightforward to make a complaint but it was NOT received in an open and constructive manner
- 3 q C: It was difficult to make a complaint, but it was received in an open and constructive manner
- 4 q D: It was difficult to make a complaint and it was NOT received in an open and constructive manner

Question 281

Multiple answers allowed

Open ended answer is written as a bitmap

Question only asked, if [Q227 , 1]

2378L100

Q.B8i Why did you say that ? PROBE FULLY FOR DETAILS

Question 282

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q227 , 2]
2478L100

Q.B8ii Why did you say that ? PROBE FULLY FOR DETAILS

Question 283

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q227 , 3]
2578L100

Q.B8iii Why did you say that ? PROBE FULLY FOR DETAILS

Question 284

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q227 , 4]
2678L100

Q.B8iv Why did you say that ? PROBE FULLY FOR DETAILS

Question 289

2778L1

Q.B9 Did you get all the help and assistance that you needed in making your complaint ?

- 1 q Yes
- 2 q No

Question 290

2779L1

Q.B10 Were you advised on how to take your complaint further (e.g. to the ombudsman) ?

- 1 q Yes
- 2 q No

Question 291

2780L1

Q.B11 Were you kept up to date or informed on how your complaint was being handled and the outcome as a result of your complaint ?

- 1 q Yes
- 2 q No

Question 292

User defined button : 3 "DK"

2781L1

Q.B12 Has the organisation to which you made the complaint demonstrated to you that it has learned from your complaint (e.g. changed how it provides the service) ?

- 1 q Yes
- 2 q No

Question 293

Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 98 "DK"
Question only asked, if [Q225 , 3]
2782L2

SHOW SCREEN

Q.B13 What was the main reason for not following through with your complaint ?

- 1 q Was deterred \ put off by having to put my complaint in writing
- 2 q Did not know where to start
- 3 q Kept getting passed around
- 4 q Did not understand how to make the complaint
- 5 q Process became too time consuming and bureaucratic \ too much red tape
- 6 q Did not feel that complaint would be looked at with sufficient Independence \ fairly
- 7 q Was concerned that service could be withdrawn
- 8 q Did not feel I could communicate my complaint
- 9 q Other reason

Question 294

Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 98 "DK"
Question only asked, if [Q225 , 4 or Q226 , 1]
2784L2

SHOW SCREEN

Q.B14 What was your main reason for not formally complaining ?

- 1 q Did not feel complaint was serious enough
- 2 q Did not feel I had the right to complain
- 3 q Did not know who to complain to
- 4 q Did not know how to make a complaint
- 5 q Did not feel anything would be done about it
- 6 q Presumed it would be a lengthy and bureaucratic procedure \ too much red tape
- 7 q Did not want to damage relationship with service provider (e.g. GP, pharmacist, social worker, home help etc)
- 8 q Was concerned that the service might be withdrawn as a result of the complaint
- 9 q Did not want to be perceived as a troublemaker
- 10 q At the time I was dealing with grief \ under considerable personal stress
- 11 q Did not feel that complaint would be looked at with sufficient independence \ fairly
- 12 q Could not make complaint understood
- 13 q Other reason

Question 2151

Multiple answers allowed
Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 97 "will not be displayed"
Question only asked, if [Q225 , 1 , 2]
2786L100

SHOW SCREEN - MULTI CHOICE

Q.B15i Which of the following support services, if any, were you advised could help you with making your complaint ?

- 1 q Patient Advice and Liaison Services (PALS)
- 2 q Independent Complaints Advisory Services (ICAS)
- 3 q Local Authority advisory service
- 4 q Other support service

Question 2152

Multiple answers allowed
Answers will be inverted randomly
Open ended answer is written as a bitmap
User defined button : 97 "will not be displayed"
Question only asked, if [Q225 , 3 , 4 , 5]
2886L100

SHOW SCREEN - MULTI CHOICE

Q.B15ii Which of the following support services, if any, are you aware of that could help you if wanted to make a complaint about this service you were dissatisfied with ?

- 1 q Patient Advice and Liaison Services (PALS)
- 2 q Independent Complaints Advisory Services (ICAS)
- 3 q Local Authority advisory service
- 4 q Other support service

Question 2161

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q225 , 1 , 2]
2986L100

Q.B16i What one thing would have made the way your complaint was handled better ?

Question 2162

Multiple answers allowed
Open ended answer is written as a bitmap
Question only asked, if [Q225 , 3 , 4 , 5]
3086L100

Q.B16ii What one thing would have encouraged you to make a complaint about your dissatisfaction with the service you received ?

If [Q201_1 , 1 or Q202_1 , 1] continue at question 401

If [Q221_1 , 1 or Q222_1 , 1] continue at question 401

Question 331

3186L1

Q.C1 Would you know how to go about making a complaint to the Health Care or Social Care services, if you needed to ?

- 1 q Yes
- 2 q No

DO NOT SHOW SCREEN UNTIL TOLD TO DO SO

Question 332

Multiple answers allowed

Open ended answer is written as a bitmap

User defined button : 98 "will not be displayed\DK"

3187L100

MULTI CHOICE

Q.C2 What organisations are you aware of, if any, that might be able to help you navigate the complaints system about Health Care or Social Care services ? DO NOT PROMPT

- 1 q Patient Advice and Liaison Services (PALS)
- 2 q Independent Complaints Advisory Services (ICAS)
- 3 q Local Authority advisory service
- 4 q Other support service

Question 401

User defined button : 3 "R"

SHOW SCREEN

Q.D1 Do you have any long-term illness, health problems or disability which limits your activities or the work you can do ?

Yes No

End of questionnaire