

Report on the National Patient Choice Survey - July 2006 England

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December 2006

Results of the National Patient Choice Survey – July 2006 England

Introduction

1. Since January 2006, all eligible¹ patients referred by their GP for elective care should have been offered clinically appropriate choices from a list of four or more providers commissioned by their PCT. The Department of Health commissioned a series of national patient choice surveys to assess the implementation of choice at PCT level, the first of which related to referrals made in May/June 2006². This report gives the final results of around 70,000 responses to the second such survey, for referrals made in July 2006.

Key findings

- More patients recalled being offered a choice of hospital for their first outpatient appointment: 35% compared with 30% in the May/June survey.
- 32% of patients were aware before they visited their GP that they had a choice of hospitals for their first appointment, compared with 29% in the May/June survey.
- 55% of patients who were aware of choice recalled being offered choice, whereas 26% of those not aware of choice recalled being offered it, compared with 51% and 21% respectively in the May/June survey.
- 26% of patients who were offered a choice of hospital were also offered a copy of the '*Choosing your hospital*' booklet, compared with 20% in the May/June survey.
- 75% of patients who were offered choice were satisfied with the process and 6% were dissatisfied, similar to the May/June survey.
- Location or transport considerations were again given most often, by 68% of patients, as an important factor when choosing a hospital.

¹ Eligible patients are those for whom a choice of providers should be offered for their elective care, although in some cases the number of appropriate choices might be reduced for clinical reasons. Other patients might receive choice but they are exempted from requiring at least four commissioned options. This includes patients for whom the speed of access to diagnosis and treatment is particularly important: emergency attendances, Rapid Access Chest Pain Clinics or patients attending cancer services under the 2 week maximum waiting time and those where other aspects of choice may be more important: maternity services and mental health.

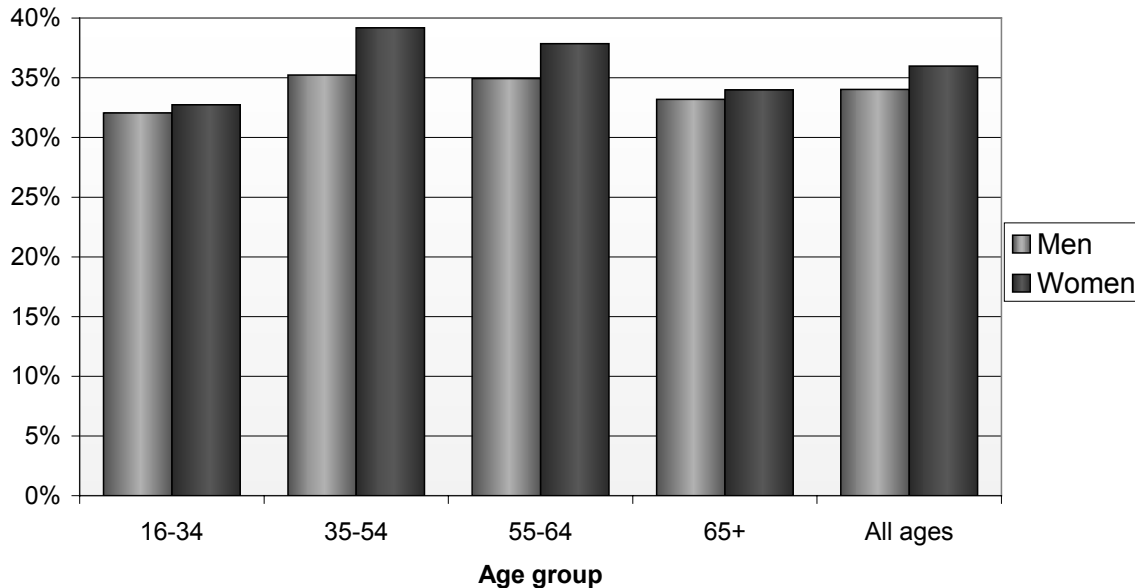
Further information is given in the Policy Framework for Choice and Booking at the point of Referral "*Choose & Book*" – *Patient's Choice of Hospital and Booked Appointment*, DH August 2004, Gateway ref: 3467.

² *Report of the National Patient Choice Survey – May/June 2006 England*, DH, November 2006

Choice of hospital

2. The proportion of patients recalling being offered a choice of hospital for their first outpatient appointment, 35% nationally, was marginally higher for women (36%) than for men (34%). There was some variation by age in who recalled being offered choice, with higher proportions for 35-54 and 55-64 year olds, see Figure 1 and Annex Table A.2.

Figure 1. Percentage of patients offered choice by age and sex



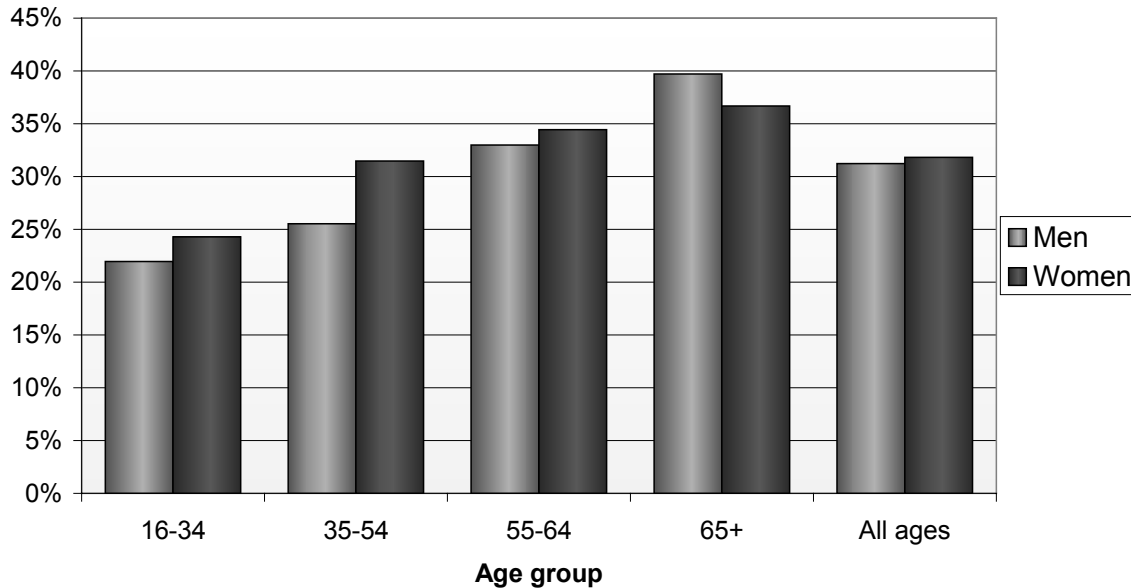
3. Choice was reported more for the white ethnic group (36%) than for black and minority ethnic groups (average 31%), see Annex Table A.3.
4. These results are all higher than in the May/June 2006 survey, where 30% of patients recalled being offered a choice of hospital overall. The surveys showed similar patterns in the proportions of male and female, and white and BME, patients who were offered choice, with higher proportions in the middle age groups (from 35 to 64 years).

Awareness of choice

5. Patients who said that they knew before visiting their GP that there is now choice of hospital for a first hospital appointment (32% of total respondents) were more likely to say that they were offered a choice of hospital than those who were unaware of choice. Over half (55%) of patients who knew about choice recalled being offered it, whereas only 26% of those not knowing about choice recalled being offered it (Annex Table A.1).
6. Whilst awareness of choice increased for most groups since the May/June 2006 survey, from an average 29% of patients, there were similar differences in the percentage offered choice between who had been aware of it beforehand and those who had not (51% and 26% respectively in May/June).

7. The proportion of patients aware that there is a choice of hospital for their first outpatient appointment was similar for women (31%) and men (32%) but rose with age for both sexes (Figure 2 and Annex Table A.2).

Figure 2. Percentage of patients who knew about choice of hospital, by age and sex



8. The proportion of patients aware of choice was significantly higher for the white ethnic group (32%) than for all other ethnic groups (27%), see Annex Table A.3.
9. The differences in awareness of choice by age, sex and ethnic group were similar in the May/June 2006 survey.

Provision of the Choice booklet

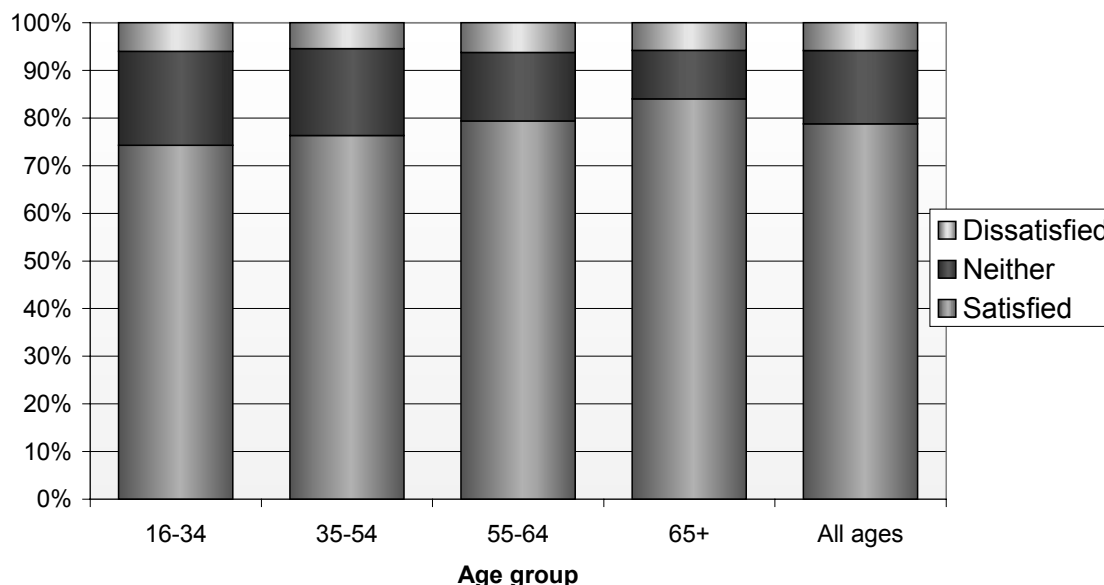
10. Over one in four patients (26%) who were offered a choice of hospital were also offered a copy of their local '*Choosing your hospital*' booklet. There is evidence that more patients who had not known about choice were offered the booklet (28%) than of those who had (24%), but the effect is small (see Annex Table A.1).
11. In the May/June survey, 20% of patients who were offered a choice of hospital were also offered a copy of their local '*Choosing your hospital*' booklet.
12. More men recalled being offered the booklet (28%) than women (25%), although in both cases around 10% did not know or say whether they had been offered it. The proportion of patients offered a booklet varied a little with age, with fewest 16-34 year olds offered the booklet (24%) and most 55-64 year olds giving a positive response (28%).
13. Although the May/June survey results suggested that a higher proportion of black and ethnic minority patients recalled being offered the booklet than white

patients, there were no significant differences in the July survey, see Annex Tables A.2 and A.3.

The process of choice

14. Three out of four patients (75%) who were offered a choice were satisfied with the process of choosing their hospital (and 48% 'very satisfied'), whilst 6% were dissatisfied). There was slightly higher dissatisfaction in men (6%) than women (5%) and increasing satisfaction with age, with 41% of 16 to 34 year old patients and 56% of those over 65 'very satisfied', see Figure 3 and Annex Table A.4. These results are similar to those of the May/June survey, with no change in the overall level of satisfaction among patients offered choice.

Figure 3. Percentage of patients satisfied with the process of being offered choice



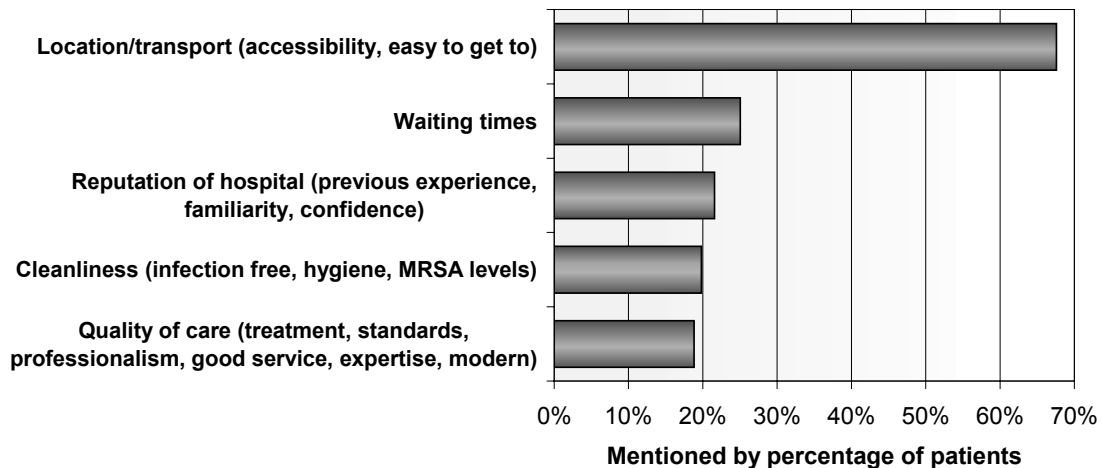
15. There were similar levels of satisfaction among black and ethnic minority patients (77% satisfied) and white patients (75% satisfied). There was also little difference in levels of dissatisfaction between the ethnic groups. Satisfaction was slightly greater among patients who had known about choice (78%) than those who had not (73%).

16. Relatively few patients offered comments about their experience of arranging a hospital appointment, but the most commonly cited positive remarks related to general satisfaction (9% of patients), efficiency or straightforwardness (6%), how quickly or soon they got an appointment (5%), staff helpfulness (3%) and their experience with the GP (3%). The main negative comments were that it took too long for the appointment to come through (6% of patients), patients were unhappy with waiting times (5%) and had difficulty with phoning or getting through (3%).

Factors influencing choice

17. Location or transport considerations were most commonly cited (by 68% of patients) as an important factor when choosing a hospital. Other frequently cited important factors were waiting times (25%), the reputation of the hospital (22%), cleanliness (20%) and quality of care (19%), see Figure 4 and Annex Table A.5. The same factors were most common in the May/June survey.

Figure 4. Important factors given by patients when choosing a hospital



18. Patients were invited to give up to three factors most important to them when choosing a hospital. There was some evidence that women favoured cleanliness, location, reputation (including previous experience) and characteristics of the staff whereas men favour appointment time flexibility. Waiting times and quality of care were equally important to men and women. Older people (over 65), who tended to cite fewer factors overall than the other age groups, less frequently mentioned waiting times and reputation.

Variation by PCT

19. The proportion of patients who recalled being offered a choice of hospital for their first outpatient appointment, 35% nationally, varied by PCT as shown in Figure 5a (and Annex Table A.6). Over 60% of patients were offered choice in 19 PCTs, an improvement from 14 PCTs in the May/June survey and with 9 PCTs consistently over 60% in both surveys. Fewer than 20% of patients were offered choice in 36 PCTs, an improvement from 63 PCTs in the May/June survey. Of the 63 PCTs where fewer than 20% of patients were offered choice in May/June, 33 now offer choice to more than 20% of their patients.

20. Figure 5b indicates the change for each PCT from the May/June proportion of patients offered choice. The majority of PCTs increased their proportion of patients offered choice. Most PCTs with very large changes, either up or down, had a small number of responses in one or both surveys, so the differences are not as significant as they appear. A minority of PCTs showed

a lower proportion in July than in May/June, although most of these were not significant given sample variation.

Figure 5a. Percentage of patients offered choice, by PCT ranked for July and May/June surveys

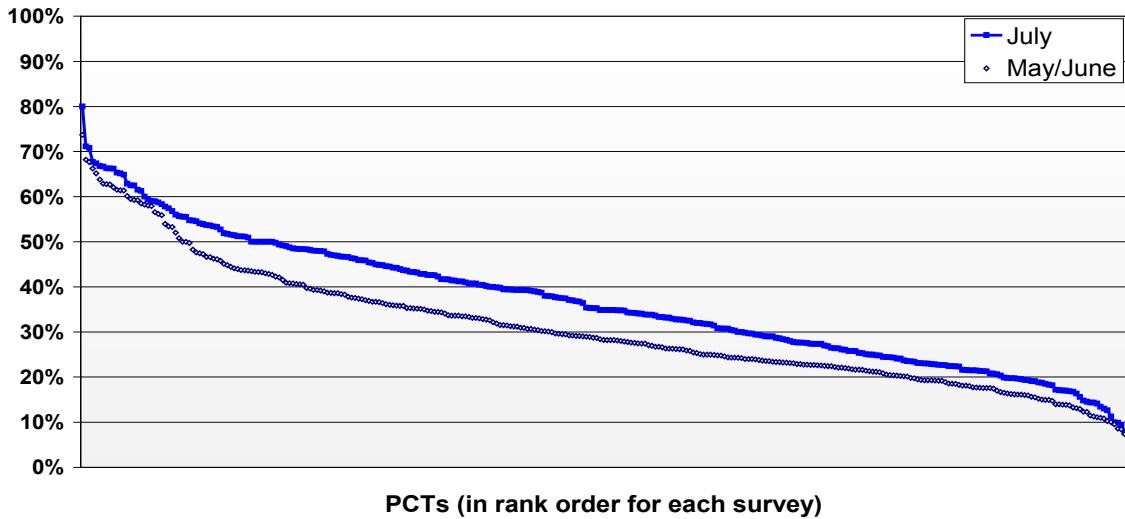
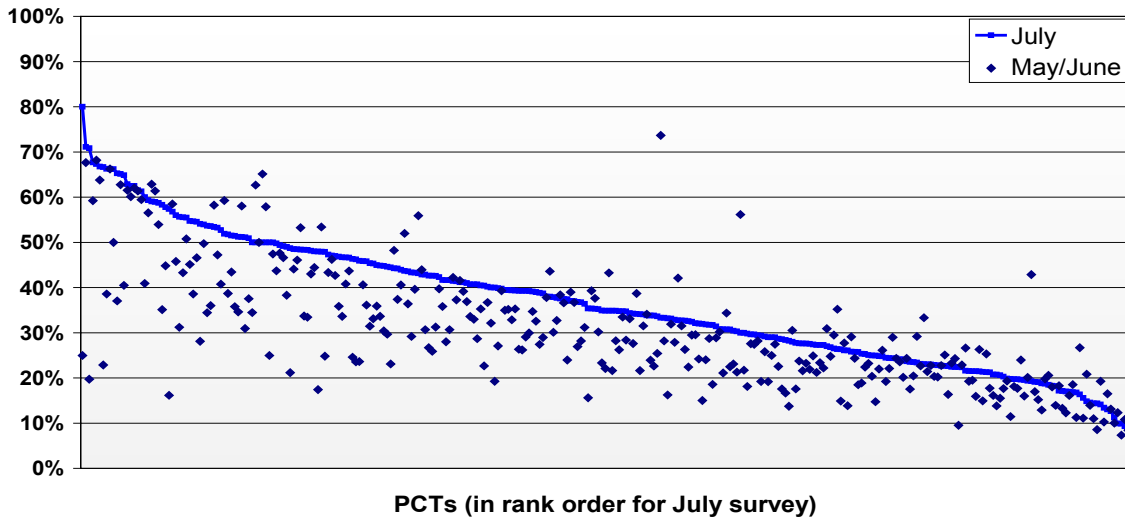
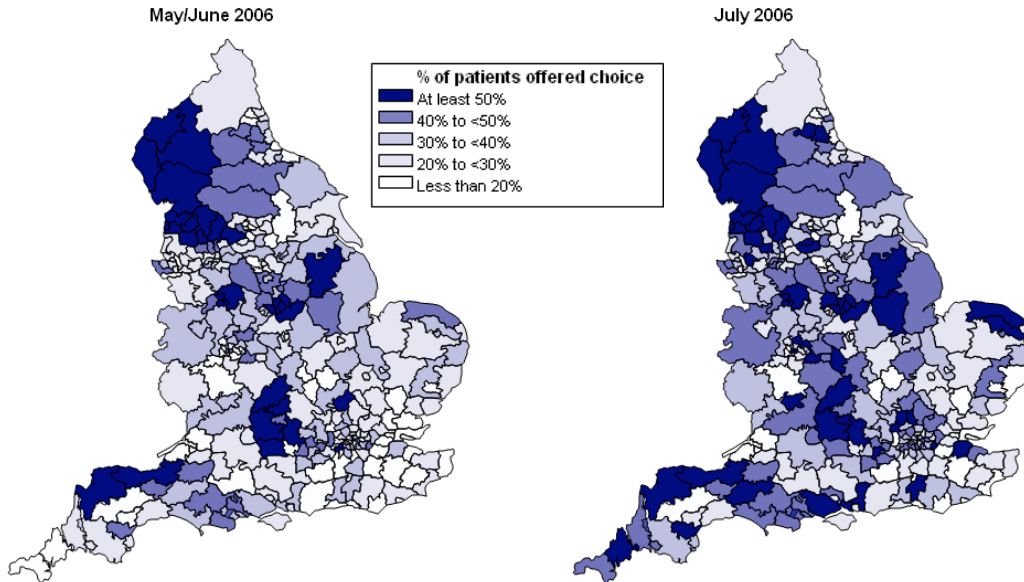


Figure 5b. Percentage of patients offered choice, by PCT ranked for July survey



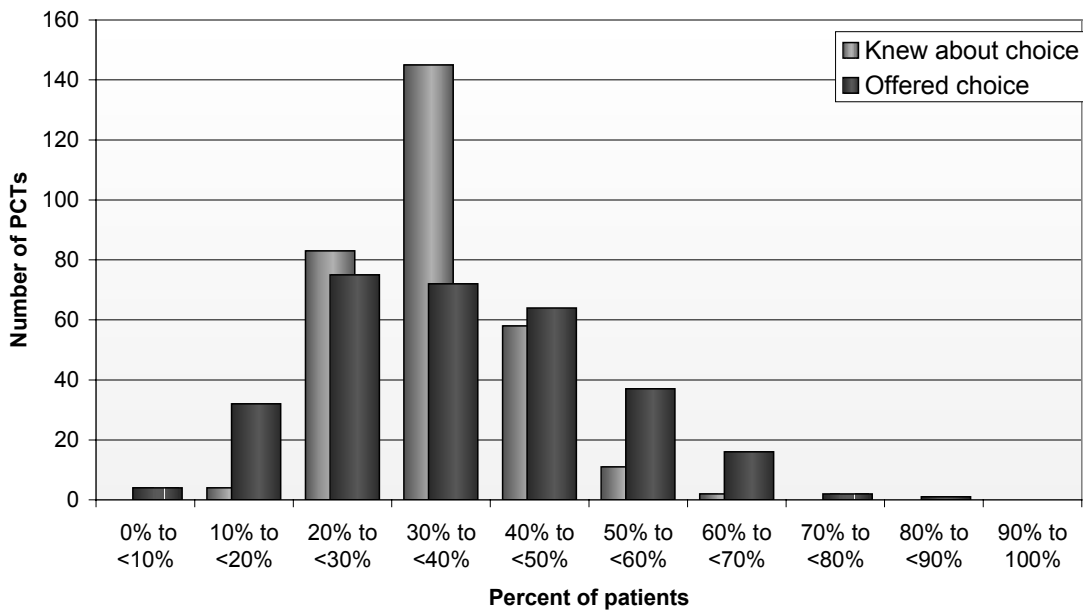
21. The geographic variation in the percentage of patients who said they were offered a choice of hospital in July and in May/June is illustrated in the PCT results in Figure 6. However, some PCT figures are based on few responses, with the possibility of response bias, so results for individual PCTs should be treated with caution. The maps show that the increase in the percentage of patients who were offered choice between May/June and July is seen in many areas across England.

Figure 6. PCT Map of percentage of patients offered choice



22. The proportion of patients aware of choice before visiting their GP, 32% nationally, was between 20% and 50% for 290 PCTs out of 303 (96%). This shows much less variation than the proportion of patients who were offered choice, see Figure 7. Nevertheless, the link between awareness of choice and choice offered was evident for PCTs as well as nationally, with a 56% correlation between the percentages for individual PCTs.

Figure 7. Number of PCTs by the proportions of patients offered choice and aware of choice



Annex A – Tables of results of the National Patient Choice Survey July 2006 England

Table A.1 Patients aware of choice, offered choice and offered the patient booklet, July 2006.

Numbers and percentages¹

Q1 Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?						
	Total²		Yes		No	
	Number	Percent	Number	Percent	Number	Percent
	70,084	100%	22,120	32%	47,204	67%
Q2 Were you offered a choice of hospital for your first hospital appointment?						
Yes	24,492	35%	12,128	55%	12,244	26%
No	41,592	59%	8,820	40%	32,558	69%
Don't know	2,882	4%	812	4%	2,040	4%
Not stated	1,119	2%	361	2%	362	1%
Total³	70,084	100%	22,120	100%	47,204	100%
Q3 Were you offered a copy of the 'Choosing your hospital' booklet by your GP Practice?						
Yes	6,344	26%	2,878	24%	3,436	28%
No	15,730	64%	7,919	65%	7,735	63%
Don't know	902	4%	498	4%	404	3%
Not stated	1,516	6%	833	7%	669	5%
Total³	24,492	100%	12,128	100%	12,244	100%

1. Apart from Q1, percentages are calculated as a proportion of the total within each column.
2. Total columns include responding patients who did not know or state whether they knew they had a choice of hospitals before visiting their GP. This accounts for around 760 (1%) of responses.
3. Responses may not sum to total due to rounding following age and sex weighting of the survey results.

Table A.2 Patients aware of choice, offered choice and offered the patient booklet, by age and sex, July 2006.

	Numbers and percentages				
Age group	16-34	35-54	55-64	65+	All ages ¹
Q1 Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?					
Total responses:					
Men	4,702	8,013	4,834	8,874	27,231
Women	9,205	13,112	6,093	11,390	40,522
Yes responses:					
Men	1,032	2,046	1,595	3,524	8,503
Women	2,237	4,126	2,098	4,179	12,892
% Yes responses:					
Men	22%	26%	33%	40%	31%
Women	24%	31%	34%	37%	32%
Q2 Were you offered a choice of hospital for your first hospital appointment?					
Total responses:					
Men	4,702	8,013	4,834	8,874	27,231
Women	9,205	13,112	6,093	11,390	40,522
Yes responses:					
Men	1,507	2,822	1,689	2,946	9,262
Women	3,013	5,138	2,307	3,872	14,578
% Yes responses:					
Men	32%	35%	35%	33%	34%
Women	33%	39%	38%	34%	36%
Q3 Were you offered a copy of the 'Choosing your hospital' booklet by your GP Practice?					
Total responses:					
Men	1,507	2,822	1,689	2,946	9,262
Women	3,013	5,138	2,307	3,872	14,578
Yes responses:					
Men	418	809	488	793	2,607
Women	661	1299	639	900	3,557
% Yes responses:					
Men	28%	29%	29%	27%	28%
Women	22%	25%	28%	23%	25%

1. Figures for individual age groups may not sum to 'All ages' total due to weighting by age and sex and because 'All ages' includes patients with no age group stated. Those who did not indicate whether they were male or female are omitted from this table.

Table A.3 Patients aware of choice, offered choice and offered the patient booklet, by ethnic group, July 2006.

Numbers and percentages

Ethnic group	White	All BME ¹	Mixed	Asian or Asian British	Black or Black British	Chinese	Other
Q1 Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?							
Total responses ²	62,004	6,137	912	2,672	1,516	298	739
Yes responses	19,893	1,669	272	732	365	92	208
%Yes	32%	27%	30%	27%	24%	31%	28%
Q2 Were you offered a choice of hospital for your first hospital appointment?							
Total responses ²	62,004	6,137	912	2,672	1,516	298	739
Yes responses	22,029	1,922	309	838	434	108	235
%Yes	36%	31%	34%	31%	29%	36%	32%
Q3 Were you offered a copy of the 'Choosing your hospital' booklet by your GP Practice?							
Total responses ³	22,029	1,922	309	838	434	108	235
Yes responses	5,666	533	74	236	133	23	66
%Yes	26%	28%	24%	28%	31%	22%	28%

1. Black and Minority Ethnic groups. Figures for individual ethnic groups may not sum to 'All BME' due to weighting by age and sex.
2. 'Total responses' excludes around 2,000 (3%) patients who did not record their ethnic group.
3. 'Total responses' for Q3 is patients who were offered choice and who recorded their ethnic group.

Table A.4 Patient satisfaction with the process of choosing a hospital, July 2006.

Numbers and percentages

Satisfaction level ¹	Total ²	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Number of responses						
Total	24,492	11,775	6,697	3,606	659	702
By sex:						
Male	9,262	4,400	2,565	1,379	254	290
Female	14,578	7,088	3,977	2,141	384	358
By age						
16-34	4,543	1,879	1,396	870	149	115
35-54	7,998	3,477	2,406	1,407	239	178
55-64	4,124	2,046	1,078	566	109	136
65+	7,226	4,069	1,664	696	145	249
By ethnic group						
White	22,029	10,803	5,826	3,273	597	619
All BME	1,922	761	712	265	44	51
Mixed	309	131	101	45	4	10
Asian or Asian British	838	302	337	122	22	21
Black or Black British	434	213	148	30	6	9
Chinese	108	25	45	23	4	2
Other	235	89	81	45	8	9
Percentage of responses						
Total	100%	48%	27%	15%	3%	3%
By sex:						
Male	100%	48%	28%	15%	3%	3%
Female	100%	49%	27%	15%	3%	2%
By age						
16-34	100%	41%	31%	19%	3%	3%
35-54	100%	43%	30%	18%	3%	2%
55-64	100%	50%	26%	14%	3%	3%
65+	100%	56%	23%	10%	2%	3%
By ethnic group						
White	100%	49%	26%	15%	3%	3%
All BME	100%	40%	37%	14%	2%	3%
Mixed	100%	43%	33%	15%	1%	3%
Asian or Asian British	100%	36%	40%	15%	3%	3%
Black or Black British	100%	49%	34%	7%	1%	2%
Chinese	100%	23%	42%	22%	4%	2%
Other	100%	38%	34%	19%	3%	4%

1. For patients who were offered a choice of hospital.

2. Total includes around 1,000 (4%) patients who were offered a choice but did not state how they felt about the process of choice.

Table A.5a Important factors when choosing a hospital¹, July 2006.

Most important factors ²	Average factors ³	Numbers and percentages						
		Location / transport	Waiting times	Reputation of hospital	Cleanliness	Quality of care	Quality of staff	Car Parking
Number of responses						13,193		
Total	1.9	47,356	17,547	15,118	13,885		6,018	5,618
By sex:								
Male	1.8	18,339	6,941	5,656	4,538	5,225	2,042	2,417
Female	1.9	27,685	10,146	9,044	8,981	7,562	3,793	3,046
By age								
16-34	2.1	9,666	3,639	3,538	3,355	2,671	1,470	1,034
35-54	2.1	15,187	6,270	4,871	4,046	4,293	1,794	1,787
55-64	2.0	7,779	3,233	2,571	2,317	2,369	934	1,006
65+	1.7	13,786	4,062	3,890	3,892	3,595	1,680	1,679
By ethnic group						11,299		
White	1.9	43,019	15,823	13,921	12,532	9	5,092	5,174
All BME	1.8	3,441	1,412	938	1,031	1,574	759	331
Mixed	1.8	522	211	183	168	162	113	47
Asian or Asian British	1.7	1,533	687	374	394	713	316	191
Black or Black British	1.9	821	287	237	277	426	202	49
Chinese	1.9	189	77	40	51	77	36	19
Other	1.8	375	150	103	140	196	92	26
Percentage of responses								
Total		68%	25%	22%	20%	19%	9%	8%
By sex:								
Male		67%	25%	21%	17%	19%	8%	9%
Female		68%	25%	22%	22%	19%	9%	8%
By age								
16-34		69%	26%	25%	24%	19%	11%	7%
35-54		71%	29%	23%	19%	20%	8%	8%
55-64		69%	28%	23%	20%	21%	8%	9%
65+		64%	19%	18%	18%	17%	8%	8%
By ethnic group								
White		69%	26%	22%	20%	18%	8%	8%
All BME		56%	23%	15%	17%	26%	12%	5%
Mixed		57%	23%	20%	18%	18%	12%	5%
Asian or Asian British		57%	26%	14%	15%	27%	12%	7%
Black or Black British		54%	19%	16%	18%	28%	13%	3%
Chinese		63%	26%	14%	17%	26%	12%	6%
Other		51%	20%	14%	19%	27%	12%	4%

- Patients who were offered a choice of hospital were invited to give up to three important factors when choosing a hospital. Percentages indicate the percentage of patients within each group (age, sex, etc) who were offered choice and who gave the factor.
- The factors were given in the patient's own words and grouped together as follows. Additional factors listed by at least 100 patients are given in Table A.5b
 - Location / transport – includes accessibility and easy to get to;
 - Waiting times – all references to waiting;
 - Reputation of hospital – includes previous experience, familiarity or confidence;
 - Cleanliness – includes infection free, hygiene and MRSA levels;
 - Quality of care – includes treatment, standards, expertise, professionalism, good service or modern;
 - Quality of staff – including friendliness, competence and kindness;
 - Car parking – free, cheap or easy.
- The average number of factors given by patients in each group, mostly between zero and three per respondent.

Table A.5b Additional factors when choosing a hospital, July 2006.

Additional factors listed¹	No. patients
Reputation of consultant (specialisms)	3,652
Appointment time/flexibility/suitable time/seen on time	2,679
Good facilities	1,646
Doctor/GP recommendation	1,011
Good/satisfied/the best	986
Services	684
Communication/informative	482
Freedom to choose/ choice/choice of treatment	434
Atmosphere/surroundings/environment (comfort)	428
Suitability/treatment available/fit for my purpose/condition	394
Food	282
Visiting hours	259
Costs/expense	212
Respect/treated with understanding	202
Staffing levels/plenty of nurses/doctors	199
Health and safety/security	191
Size	186
They have my records/medical history (continuity of care)	130
Issues with language/ nationality	123
Attention	109
Type of hospital / whether teaching hospital or not	106

1. Factors given by at least 100 patients but not shown in detail in Table A.5a.

Table A.6 Patients aware of choice, offered choice and offered the patient booklet by PCT, July 2006

PCT	SHA ⁴	Total ⁵	Percentages					
			Aware of choice ¹		Offered choice ²		Offered booklet ³	
			%Yes	%No	%Yes	%No	%Yes	%No
England		70,084	32%	67%	35%	59%	26%	64%
Adur, Arun and Worthing PCT	SEC	93	41%	59%	22%	70%	15%	80%
Airedale PCT	YH	148	30%	68%	25%	70%	11%	76%
Amber Valley PCT	EM	110	35%	64%	55%	43%	27%	63%
Ashfield PCT	EM	122	37%	63%	38%	57%	35%	54%
Ashford PCT	SEC	57	25%	74%	30%	67%	24%	71%
Ashton, Leigh and Wigan PCT	NW	502	28%	71%	39%	54%	27%	63%
Barking and Dagenham PCT	Lon	161	28%	72%	27%	67%	43%	55%
Barnet PCT	Lon	765	43%	56%	45%	46%	17%	71%
Barnsley PCT	YH	254	34%	63%	34%	59%	19%	70%
Basildon PCT	EoE	48	21%	79%	19%	77%	11%	78%
Bassetlaw PCT	EM	279	42%	58%	40%	55%	18%	68%
Bath and North East Somerset PCT	SW	406	41%	57%	24%	70%	32%	56%
Bebington and West Wirral PCT	NW	136	46%	54%	41%	57%	25%	70%
Bedford PCT	EoE	231	28%	71%	16%	79%	22%	64%
Bedfordshire Heartlands PCT	EoE	436	42%	58%	39%	56%	9%	83%
Bexhill and Rother PCT	SEC	258	41%	59%	35%	62%	23%	69%
Bexley Care Trust	Lon	261	46%	54%	53%	41%	30%	59%
Billericay, Brentwood and Wickford PCT	EoE	115	36%	64%	26%	67%	17%	70%
Birkenhead and Wallasey PCT	NW	162	32%	66%	43%	51%	32%	58%
Blackburn With Darwen PCT	NW	10	40%	60%	30%	60%	33%	67%
Blackpool PCT	NW	317	33%	66%	57%	38%	22%	67%
Blackwater Valley and Hart PCT	SC	96	35%	64%	47%	50%	18%	73%
Bolton PCT	NW	10	10%	90%	60%	40%	50%	33%
Bournemouth Teaching PCT	SW	128	46%	53%	45%	49%	26%	72%
Bracknell Forest PCT	SC	89	46%	54%	66%	33%	25%	68%
Bradford City Teaching PCT	YH	129	16%	83%	8%	83%	40%	60%
Bradford South and West PCT	YH	148	33%	66%	47%	47%	20%	74%
Brent Teaching PCT	Lon	190	28%	69%	32%	52%	34%	52%
Brighton and Hove City PCT	SEC	658	23%	76%	14%	80%	24%	69%
Bristol North PCT	SW	409	28%	71%	19%	75%	19%	69%
Bristol South and West PCT	SW	409	26%	73%	17%	77%	22%	61%
Broadland PCT	EoE	173	36%	64%	51%	45%	42%	53%
Bromley PCT	Lon	642	36%	64%	35%	61%	28%	57%
Broxtowe and Hucknall PCT	EM	142	57%	40%	71%	21%	16%	68%
Burnley, Pendle and Rossendale PCT	NW	335	44%	55%	66%	28%	11%	80%
Burntwood, Lichfield and Tamworth PCT	WM	43	30%	67%	35%	58%	27%	60%
Bury PCT	NW	179	35%	64%	38%	56%	22%	63%
Calderdale PCT	YH	9	33%	67%	33%	56%	33%	33%
Cambridge City PCT	EoE	160	31%	66%	23%	69%	35%	57%
Camden PCT	Lon	392	39%	60%	39%	52%	32%	57%
Cannock Chase PCT	WM	270	31%	67%	34%	61%	43%	41%
Canterbury and Coastal PCT	SEC	69	30%	70%	28%	70%	26%	58%
Carlisle and District PCT	NW	291	42%	58%	51%	42%	35%	55%
Castle Point and Rochford PCT	EoE	340	30%	69%	17%	78%	21%	70%
Central Cheshire PCT	NW	496	40%	59%	30%	66%	18%	72%
Central Cornwall PCT	SW	230	33%	65%	57%	37%	50%	42%
Central Derby PCT	EM	110	22%	76%	26%	69%	17%	66%
Central Liverpool PCT	NW	452	25%	74%	31%	63%	23%	65%
Central Manchester PCT	NW	47	21%	79%	40%	53%	26%	68%
Central Suffolk PCT	EoE	144	47%	52%	46%	49%	9%	70%
Charnwood and North West Leicestershire PCT	EM	245	30%	68%	25%	69%	13%	74%
Chelmsford PCT	EoE	60	32%	62%	25%	68%	7%	93%

PCT	SHA ⁴	Total ⁵	Aware of choice ¹		Offered choice ²		Offered booklet ³	
			%Yes	%No	%Yes	%No	%Yes	%No
Cheltenham and Tewkesbury PCT	SW	230	34%	64%	50%	46%	35%	56%
Cherwell Vale PCT	SC	96	44%	54%	63%	32%	28%	67%
Cheshire West PCT	NW	258	39%	60%	37%	57%	36%	58%
Chesterfield PCT	EM	276	44%	55%	35%	61%	35%	55%
Chiltern and South Bucks PCT	SC	221	40%	59%	38%	56%	27%	62%
Chorley and South Ribble PCT	NW	349	42%	57%	59%	36%	16%	75%
City and Hackney Teaching PCT	Lon	206	28%	69%	23%	70%	21%	60%
Colchester PCT	EoE	328	32%	66%	34%	62%	19%	71%
Cotswold and Vale PCT	SW	327	37%	61%	48%	46%	39%	54%
Coventry Teaching PCT	WM	387	28%	71%	43%	54%	27%	64%
Craven, Harrogate and Rural District PCT	YH	292	39%	60%	41%	53%	27%	64%
Crawley PCT	SEC	162	20%	79%	19%	76%	13%	67%
Croydon PCT	Lon	82	43%	56%	35%	59%	28%	66%
Dacorum PCT	EoE	80	41%	56%	30%	60%	8%	79%
Darlington PCT	NE	140	34%	63%	31%	63%	32%	59%
Dartford, Gravesham and Swanley PCT	SEC	195	25%	73%	14%	81%	18%	75%
Daventry and South Northamptonshire PCT	EM	175	34%	65%	42%	53%	30%	58%
Derbyshire Dales and South Derbyshire PCT	EM	138	38%	62%	39%	56%	22%	65%
Derwentside PCT	NE	135	44%	54%	56%	41%	52%	37%
Doncaster Central PCT	YH	200	38%	61%	28%	65%	29%	59%
Doncaster East PCT	YH	261	45%	55%	35%	62%	24%	66%
Doncaster West PCT	YH	232	37%	62%	37%	56%	33%	56%
Dudley Beacon and Castle PCT	WM	104	34%	64%	16%	77%	24%	41%
Dudley South PCT	WM	228	25%	73%	20%	75%	40%	56%
Durham and Chester-Le-Street PCT	NE	263	40%	60%	58%	38%	35%	58%
Durham Dales PCT	NE	130	37%	62%	48%	46%	46%	51%
Ealing PCT	Lon	489	33%	67%	33%	58%	14%	74%
Easington PCT	NE	107	26%	74%	20%	74%	5%	90%
East Cambridgeshire and Fenland PCT	EoE	166	42%	57%	31%	63%	22%	69%
East Devon PCT	SW	126	28%	71%	23%	75%	48%	48%
East Elmbridge and Mid Surrey PCT	SEC	315	35%	63%	21%	74%	15%	73%
East Hampshire PCT	SC	90	26%	73%	51%	47%	20%	65%
East Kent Coastal PCT	SEC	97	28%	69%	21%	77%	25%	60%
East Leeds PCT	YH	293	23%	74%	23%	69%	10%	82%
East Lincolnshire PCT	EM	502	40%	59%	45%	50%	26%	65%
East Staffordshire PCT	WM	224	40%	59%	31%	65%	25%	61%
East Surrey PCT	SEC	269	33%	66%	26%	67%	24%	68%
East Yorkshire PCT	YH	357	29%	71%	22%	72%	19%	71%
Eastbourne Downs PCT	SEC	477	29%	70%	13%	81%	19%	72%
Eastern Birmingham PCT	WM	140	36%	63%	39%	55%	27%	55%
Eastern Cheshire PCT	NW	400	42%	57%	41%	54%	23%	66%
Eastern Hull PCT	YH	254	15%	83%	22%	71%	23%	65%
Eastern Leicester PCT	EM	235	29%	69%	28%	62%	28%	66%
Eastern Wakefield PCT	YH	370	25%	74%	28%	65%	32%	63%
Eastleigh and Test Valley South PCT	SC	217	34%	64%	43%	51%	21%	70%
Eden Valley PCT	NW	210	45%	54%	52%	41%	39%	44%
Ellesmere Port and Neston PCT	NW	136	38%	61%	19%	78%	27%	62%
Enfield PCT	Lon	362	35%	64%	37%	57%	26%	66%
Epping Forest PCT	EoE	60	45%	52%	42%	50%	0%	88%
Erewash PCT	EM	46	48%	50%	50%	48%	9%	74%
Exeter PCT	SW	395	34%	64%	26%	71%	15%	72%
Fareham and Gosport PCT	SC	125	35%	64%	54%	43%	36%	57%
Fylde PCT	NW	198	41%	58%	65%	30%	9%	78%
Gateshead PCT	NE	329	28%	71%	29%	66%	36%	61%
Gedling PCT	EM	144	51%	47%	63%	30%	12%	77%
Great Yarmouth PCT	EoE	172	30%	69%	24%	70%	19%	69%
Greater Derby PCT	EM	163	28%	70%	21%	72%	23%	69%

PCT	SHA ⁴	Total ⁵	Aware of choice ¹		Offered choice ²		Offered booklet ³	
			%Yes	%No	%Yes	%No	%Yes	%No
Greenwich Teaching PCT	Lon	264	32%	67%	39%	55%	31%	61%
Guildford and Waverley PCT	SEC	503	31%	69%	18%	75%	28%	64%
Halton PCT	NW	152	36%	63%	35%	57%	11%	81%
Hambleton and Richmondshire PCT	YH	182	48%	50%	44%	49%	33%	53%
Hammersmith and Fulham PCT	Lon	242	27%	72%	23%	69%	16%	76%
Haringey Teaching PCT	Lon	366	34%	64%	27%	66%	9%	81%
Harlow PCT	EoE	12	25%	75%	42%	58%	20%	80%
Harrow PCT	Lon	157	36%	64%	45%	49%	20%	71%
Hartlepool PCT	NE	125	29%	70%	22%	72%	29%	50%
Hastings and St Leonards PCT	SEC	223	24%	75%	14%	81%	22%	66%
Havering PCT	Lon	263	26%	73%	45%	51%	50%	42%
Heart Of Birmingham Teaching PCT	WM	234	27%	71%	28%	64%	26%	52%
Herefordshire PCT	WM	373	32%	66%	30%	64%	20%	73%
Hertsmere PCT	EoE	141	37%	60%	39%	52%	13%	80%
Heywood and Middleton PCT	NW	91	45%	52%	43%	49%	18%	77%
High Peak and Dales PCT	EM	243	46%	53%	47%	51%	23%	72%
Hillingdon PCT	Lon	471	28%	71%	19%	74%	12%	80%
Hinckley and Bosworth PCT	EM	108	38%	62%	41%	55%	23%	66%
Horsham and Chanctonbury PCT	SEC	141	48%	52%	38%	55%	19%	70%
Hounslow PCT	Lon	166	38%	62%	31%	61%	12%	76%
Huddersfield Central PCT	YH	10	30%	70%	80%	10%	75%	25%
Huntingdonshire PCT	EoE	170	41%	59%	40%	55%	38%	51%
Hyndburn and Ribble Valley PCT	NW	12	17%	75%	50%	33%	33%	33%
Ipswich PCT	EoE	165	26%	74%	15%	82%	13%	79%
Isle Of Wight PCT	SC	362	38%	60%	29%	65%	30%	58%
Islington PCT	Lon	185	38%	58%	39%	55%	11%	74%
Kennet and North Wiltshire PCT	SW	544	38%	61%	40%	54%	27%	59%
Kensington and Chelsea PCT	Lon	55	40%	60%	33%	60%	11%	89%
Kingston PCT	Lon	286	32%	66%	24%	69%	16%	70%
Knowsley PCT	NW	160	35%	63%	29%	65%	11%	79%
Lambeth PCT	Lon	328	40%	59%	43%	51%	18%	70%
Langbaugh PCT	NE	229	27%	72%	26%	70%	36%	58%
Leeds North East PCT	YH	280	35%	64%	30%	60%	17%	71%
Leeds North West PCT	YH	257	33%	65%	29%	66%	15%	72%
Leeds West PCT	YH	197	27%	73%	32%	63%	32%	63%
Leicester City West PCT	EM	201	24%	74%	20%	75%	18%	73%
Lewisham PCT	Lon	337	37%	63%	48%	46%	24%	68%
Lincolnshire South West Teaching PCT	EM	326	40%	58%	52%	44%	12%	79%
Luton PCT	EoE	300	24%	74%	27%	67%	29%	57%
Maidstone Weald PCT	SEC	304	34%	64%	19%	74%	17%	69%
Maldon and South Chelmsford PCT	EoE	53	25%	74%	21%	75%	27%	64%
Mansfield District PCT	EM	191	37%	62%	48%	47%	23%	67%
Medway PCT	SEC	115	30%	70%	56%	41%	33%	53%
Melton, Rutland and Harborough PCT	EM	155	35%	65%	34%	64%	15%	77%
Mendip PCT	SW	177	38%	60%	48%	46%	44%	49%
Mid Devon PCT	SW	101	38%	59%	20%	76%	10%	75%
Middlesbrough PCT	NE	308	43%	56%	37%	58%	25%	61%
Mid-Hampshire PCT	SC	275	33%	66%	28%	65%	22%	70%
Mid-Sussex PCT	SEC	342	33%	67%	52%	44%	40%	49%
Milton Keynes PCT	SC	249	32%	67%	11%	84%	32%	50%
Morecambe Bay PCT	NW	346	50%	49%	59%	36%	24%	64%
New Forest PCT	SC	163	37%	61%	51%	44%	36%	55%
Newark and Sherwood PCT	EM	219	39%	59%	50%	45%	17%	75%
Newbury and Community PCT	SC	44	50%	50%	43%	48%	47%	47%
Newcastle PCT	NE	435	26%	72%	13%	81%	29%	65%
Newcastle-Under-Lyme PCT	WM	172	35%	65%	47%	51%	43%	47%
Newham PCT	Lon	41	34%	63%	46%	41%	16%	74%
North and East Cornwall PCT	SW	186	31%	69%	46%	48%	43%	47%
North Birmingham PCT	WM	49	37%	63%	65%	29%	56%	41%

PCT	SHA ⁴	Total ⁵	Aware of choice ¹		Offered choice ²		Offered booklet ³	
			%Yes	%No	%Yes	%No	%Yes	%No
North Bradford PCT	YH	146	25%	75%	13%	82%	16%	74%
North Devon PCT	SW	10	50%	50%	50%	30%	20%	60%
North Dorset PCT	SW	237	41%	59%	49%	49%	20%	69%
North East Lincolnshire PCT	YH	216	39%	60%	39%	56%	52%	42%
North East Oxfordshire PCT	SC	73	33%	66%	48%	52%	34%	54%
North Eastern Derbyshire PCT	EM	305	45%	53%	49%	48%	21%	69%
North Hampshire PCT	SC	362	34%	65%	35%	61%	25%	62%
North Hertfordshire and Stevenage PCT	EoE	87	40%	59%	44%	49%	26%	63%
North Kirklees PCT	YH	309	27%	72%	20%	76%	21%	69%
North Lincolnshire PCT	YH	250	40%	59%	44%	53%	39%	53%
North Liverpool PCT	NW	214	35%	64%	34%	59%	32%	58%
North Manchester PCT	NW	141	30%	67%	23%	67%	16%	75%
North Norfolk PCT	EoE	178	46%	54%	54%	43%	22%	70%
North Peterborough PCT	EoE	191	32%	67%	24%	72%	36%	51%
North Sheffield PCT	YH	234	26%	73%	25%	73%	36%	62%
North Somerset PCT	SW	229	35%	64%	17%	79%	0%	79%
North Stoke PCT	WM	189	37%	63%	59%	36%	23%	64%
North Surrey PCT	SEC	258	21%	78%	33%	63%	19%	76%
North Tees PCT	NE	191	30%	67%	24%	71%	28%	63%
North Tyneside PCT	NE	458	33%	66%	22%	72%	20%	68%
North Warwickshire PCT	WM	304	35%	64%	49%	48%	33%	56%
Northampton PCT	EM	389	27%	71%	33%	62%	29%	57%
Northamptonshire Heartlands PCT	EM	292	29%	69%	24%	71%	27%	63%
Northumberland Care Trust	NE	603	33%	65%	25%	69%	23%	70%
Norwich PCT	EoE	173	27%	73%	40%	55%	30%	61%
Nottingham City PCT	EM	289	50%	47%	67%	26%	17%	70%
Oldbury and Smethwick PCT	WM	225	40%	60%	56%	39%	40%	47%
Oldham PCT	NW	137	31%	69%	27%	67%	22%	65%
Oxford City PCT	SC	126	43%	56%	55%	42%	36%	51%
Plymouth Teaching PCT	SW	317	37%	63%	44%	55%	38%	52%
Poole PCT	SW	233	36%	62%	44%	51%	20%	64%
Portsmouth City Teaching PCT	SC	82	29%	71%	27%	66%	50%	45%
Preston PCT	NW	234	43%	56%	53%	42%	27%	62%
Reading PCT	SC	124	23%	75%	28%	69%	17%	66%
Redbridge PCT	Lon	278	38%	60%	34%	59%	23%	70%
Redditch and Bromsgrove PCT	WM	318	32%	67%	26%	67%	24%	62%
Richmond and Twickenham PCT	Lon	215	39%	60%	48%	47%	36%	49%
Rochdale PCT	NW	186	31%	68%	26%	69%	35%	52%
Rotherham PCT	YH	560	39%	59%	39%	55%	22%	69%
Rowley Regis and Tipton PCT	WM	129	42%	57%	53%	41%	37%	49%
Royston, Buntingford and Bishop's Stortford PCT	EoE	48	56%	44%	33%	65%	19%	75%
Rugby PCT	WM	136	35%	64%	54%	44%	22%	64%
Rushcliffe PCT	EM	130	53%	46%	62%	35%	19%	69%
Salford PCT	NW	41	34%	66%	32%	61%	15%	62%
Scarborough, Whitby and Ryedale PCT	YH	319	46%	52%	41%	55%	25%	63%
Sedgefield PCT	NE	165	41%	58%	44%	53%	23%	60%
Selby and York PCT	YH	671	29%	70%	18%	77%	18%	70%
Sheffield South West PCT	YH	268	22%	76%	9%	85%	4%	84%
Sheffield West PCT	YH	233	28%	70%	17%	79%	18%	78%
Shepway PCT	SEC	54	24%	76%	15%	81%	25%	38%
Shropshire County PCT	WM	51	63%	35%	41%	49%	10%	86%
Slough PCT	SC	95	32%	67%	35%	57%	24%	67%
Solihull PCT	WM	185	32%	65%	65%	32%	54%	33%
Somerset Coast PCT	SW	74	32%	66%	66%	31%	51%	41%
South and East Dorset PCT	SW	243	49%	49%	49%	44%	16%	73%
South Birmingham PCT	WM	464	26%	72%	22%	71%	27%	65%
South Cambridgeshire PCT	EoE	183	40%	58%	21%	72%	15%	67%
South East Hertfordshire PCT	EoE	68	34%	63%	43%	49%	7%	79%
South East Oxfordshire PCT	SC	34	47%	50%	50%	47%	6%	76%
South East Sheffield PCT	YH	307	25%	75%	20%	73%	13%	75%

PCT	SHA ⁴	Total ⁵	Aware of choice ¹		Offered choice ²		Offered booklet ³	
			%Yes	%No	%Yes	%No	%Yes	%No
South Gloucestershire PCT	SW	464	24%	75%	10%	86%	22%	65%
South Hams and West Devon PCT	SW	93	39%	58%	39%	55%	53%	44%
South Huddersfield PCT	YH	6	67%	33%	67%	33%	25%	75%
South Leeds PCT	YH	268	39%	60%	32%	62%	10%	82%
South Leicestershire PCT	EM	304	26%	73%	24%	73%	8%	76%
South Liverpool PCT	NW	223	28%	70%	29%	66%	25%	63%
South Manchester PCT	NW	211	28%	71%	32%	63%	18%	76%
South Peterborough PCT	EoE	184	28%	71%	34%	59%	37%	57%
South Sefton PCT	NW	249	28%	71%	24%	72%	22%	72%
South Somerset PCT	SW	289	41%	59%	51%	44%	55%	34%
South Stoke PCT	WM	161	45%	53%	68%	29%	30%	61%
South Tyneside PCT	NE	80	38%	61%	49%	48%	31%	64%
South Warwickshire PCT	WM	135	39%	61%	46%	50%	27%	65%
South West Dorset PCT	SW	491	36%	63%	45%	49%	23%	66%
South West Kent PCT	SEC	267	26%	73%	21%	72%	9%	75%
South West Oxfordshire PCT	SC	199	39%	60%	61%	36%	17%	75%
South Western Staffordshire PCT	WM	356	38%	59%	33%	62%	53%	42%
South Wiltshire PCT	SW	256	39%	60%	21%	73%	38%	51%
South Worcestershire PCT	WM	371	31%	68%	17%	78%	13%	76%
Southampton City PCT	SC	369	25%	73%	28%	68%	24%	65%
Southend On Sea PCT	EoE	384	27%	71%	10%	82%	32%	58%
Southern Norfolk PCT	EoE	300	37%	62%	30%	64%	20%	70%
Southport and Formby PCT	NW	150	37%	60%	27%	69%	17%	66%
Southwark PCT	Lon	238	29%	70%	29%	62%	11%	79%
St Albans and Harpenden PCT	EoE	32	56%	44%	50%	47%	13%	75%
St Helens PCT	NW	98	31%	68%	54%	42%	17%	68%
Staffordshire Moorlands PCT	WM	191	39%	59%	55%	41%	27%	59%
Stockport PCT	NW	455	31%	68%	25%	70%	18%	70%
Suffolk Coastal PCT	EoE	160	29%	69%	19%	75%	19%	68%
Suffolk West PCT	EoE	542	34%	64%	22%	71%	11%	78%
Sunderland Teaching PCT	NE	510	30%	69%	34%	62%	50%	41%
Surrey Heath and Woking PCT	SEC	175	39%	60%	43%	54%	29%	52%
Sussex Downs and Weald PCT	SEC	413	39%	60%	35%	60%	19%	76%
Sutton and Merton PCT	Lon	495	38%	61%	35%	57%	26%	63%
Swale PCT	SEC	50	34%	64%	40%	52%	5%	85%
Swindon PCT	SW	330	33%	66%	48%	50%	46%	44%
Tameside and Glossop PCT	NW	323	34%	65%	37%	59%	24%	69%
Taunton Deane PCT	SW	66	33%	67%	47%	47%	29%	61%
Teignbridge PCT	SW	268	43%	56%	50%	45%	21%	72%
Telford and Wrekin PCT	WM	13	23%	77%	23%	69%	0%	100%
Tendring PCT	EoE	502	27%	73%	24%	72%	11%	76%
Thurrock PCT	EoE	77	25%	74%	21%	75%	25%	56%
Torbay Care Trust	SW	278	40%	59%	39%	55%	31%	63%
Tower Hamlets PCT	Lon	45	36%	62%	47%	49%	24%	62%
Trafford North PCT	NW	189	31%	67%	41%	53%	25%	66%
Trafford South PCT	NW	317	42%	56%	47%	49%	11%	78%
Uttlesford PCT	EoE	94	50%	50%	23%	70%	0%	77%
Vale Of Aylesbury PCT	SC	345	39%	59%	34%	59%	22%	74%
Wakefield West PCT	YH	367	33%	65%	42%	52%	40%	52%
Walsall Teaching PCT	WM	331	32%	68%	55%	43%	47%	45%
Waltham Forest PCT	Lon	256	24%	75%	20%	72%	29%	60%
Wandsworth PCT	Lon	408	38%	61%	40%	55%	19%	72%
Warrington PCT	NW	348	31%	68%	23%	72%	23%	69%
Watford and Three Rivers PCT	EoE	24	58%	38%	71%	21%	24%	76%
Waveney PCT	EoE	195	39%	61%	36%	61%	11%	73%
Wednesbury and West Bromwich PCT	WM	187	30%	70%	37%	60%	40%	51%
Welwyn Hatfield PCT	EoE	12	50%	50%	58%	42%	0%	71%
West Cumbria PCT	NW	285	47%	52%	67%	26%	54%	39%
West Gloucestershire PCT	SW	380	31%	68%	38%	54%	39%	53%
West Hull PCT	YH	383	24%	75%	32%	61%	33%	57%
West Lancashire PCT	NW	135	35%	65%	41%	54%	25%	65%

PCT	SHA ⁴	Total ⁵	Aware of choice ¹		Offered choice ²		Offered booklet ³	
			%Yes	%No	%Yes	%No	%Yes	%No
West Lincolnshire PCT	EM	514	45%	55%	59%	35%	30%	61%
West Norfolk PCT	EoE	100	32%	68%	29%	68%	21%	76%
West Of Cornwall PCT	SW	223	28%	71%	48%	48%	47%	45%
West Wiltshire PCT	SW	354	33%	66%	27%	68%	24%	65%
Western Sussex PCT	SEC	293	36%	63%	29%	68%	19%	71%
Westminster PCT	Lon	511	30%	68%	33%	59%	19%	69%
Windsor, Ascot and Maidenhead PCT	SC	279	34%	65%	46%	47%	32%	59%
Witham, Braintree and Halstead Care Trust	EoE	111	30%	69%	17%	77%	11%	68%
Wokingham PCT	SC	58	41%	57%	33%	59%	32%	42%
Wolverhampton City PCT	WM	384	29%	69%	23%	72%	47%	44%
Wycombe PCT	SC	241	34%	66%	35%	59%	16%	73%
Wyre Forest PCT	WM	138	28%	72%	25%	71%	14%	80%
Wyre PCT	NW	272	36%	63%	63%	34%	12%	79%
Yorkshire Wolds and Coast PCT	YH	303	28%	71%	32%	61%	20%	71%

1. Response to Q1 'Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?'
2. Response to Q2 'Were you offered a choice of hospital for your first hospital appointment?'
3. For patients responding 'yes' to Q2, response to Q3 'Were you offered a copy of the 'Choosing your hospital' booklet by your GP Practice?'
4. SHA is based on a mapping of responsible PCTs to post 1 July 2006 Strategic Health Authorities: NE (North East), NW (North West), YH (Yorkshire & the Humber), EM (East Midlands), WM (West Midlands), EoE (East of England), Lon (London), SEC (South East Coast), SC (South Central) and SW (South West).
5. Total valid responses: excludes around 5,000 (7%) cases where the provider or responsible PCT was not clear; includes patients who replied 'don't know' or did not respond to the question. Results for PCTs with fewer than 20 responses should be treated with extreme caution (see Annex B Issues for PCT results).
6. PCT results are not weighted for any age or sex bias among respondents.

Table A.7 Number and percentage of PCTs by percentage of patients offered choice, May/June and July 2006.

	Numbers and percentages			
	May/June 2006		July 2006	
	Number of PCTs	Percent of PCTs	Number of PCTs	Percent of PCTs
Percentage of patients offered a choice of hospital¹				
60% and over	14	5%	19	6%
50% to <60%	17	6%	37	12%
40% to <50%	34	11%	64	21%
30% to <40%	71	23%	72	24%
20% to <30%	104	34%	75	25%
10% to < 20%	59	19%	32	11%
<10%	4	1%	4	1%
Total	303	100%	303	100%

1. Percentage of patients who said Yes to Q2 'Were you offered a choice of hospital for your first hospital appointment?'

Annex B – Notes on the survey methodology

Background

This is the second National Patient Choice Survey conducted by Ipsos MORI on behalf of the Department of Health, as one of several surveys planned to monitor patient awareness of choice and recall of having been offered a choice of hospital for their first outpatient appointment. The surveys are designed to provide a national overview of choice and summary results at PCT level. The methodology was piloted in February with six NHS hospital trusts, to identify patients who had recently been referred to them for a first outpatient appointment. The first national survey was conducted in May/June 2006 and this survey followed in July. The third survey, for referrals in September, has taken place and results publication is planned for February 2007.

Methodology

Patients who had been referred by a GP for a first outpatient appointment in any of 151 major acute NHS trusts during the two-week period 17 to 30 July 2006 were invited to take part in the survey. Patients aged under 16 or referred for specialties exempted from choice were omitted from the survey (including urgent referrals, two week wait cancer patients, antenatal patients and those referred to rapid access chest pain clinics or mental health specialties – see footnote on Page 2).

The 151 major acute NHS trusts together account for over 90% of NHS GP referrals to first outpatient appointments. Smaller NHS trusts, PCT-based outpatient services and Independent Sector organisations were omitted from the survey due to their relatively low numbers of referrals received. However, this may change in later surveys since patients in smaller and independent units might have a different experience of choice.

The acute trusts were asked to issue the survey questionnaire within a week of the two-week period. Around 230,000 questionnaires were issued by the 151 trusts. Patients were invited to complete the questionnaire printed on a postcard, fold and seal the card and return it using the pre-printed Ipsos MORI reply address. The postcards were anonymous except for the information pre-completed regarding the issuing Trust and the responsible PCT of the patient. All responses were treated as completely confidential.

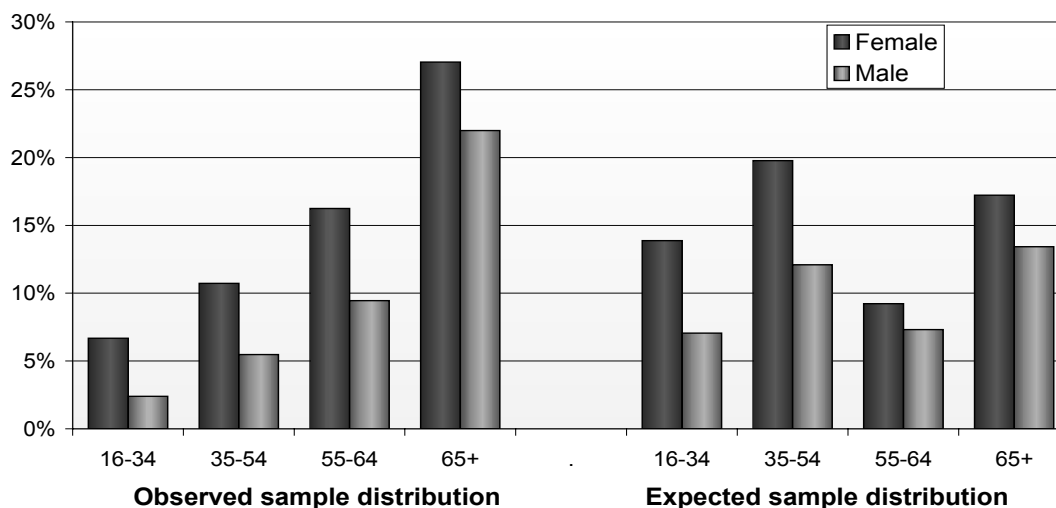
Response

A total 75,174 patients responded to the survey, a response rate of 32% (which Ipsos MORI advise is typical of such postal surveys). However, 5,090 (7%) responses were invalid (ie. did not have adequate information about PCT and issuing Trust) and the valid response rate was 30% (70,084 valid responses), which is similar to the first survey (29%). Although the survey results were weighted for age and sex bias among respondents (see below), the results may be subject to other response bias for which no adjustment can be made.

Weighting for non-response

The age and sex of respondents to the survey was compared with experimental Hospital Episodes Statistics (HES) Outpatients data sourced from the Information Centre for Health and Social Care (IC)³. The HES data related to 7.6 million first attendance outpatient appointments in 2004-05 for patients aged 16 and over where the source of referral was a General Medical Practitioner and the specialty was not one of those excluded from choice (cancer, obstetrics and mental health). There was a lower proportion of younger patients and, to a lesser extent, men among the survey respondents than in the overall HES population of outpatient attendances (the expected sample distribution), see Figure B.1.

Figure B.1 Percentage of survey respondents by age and sex, compared with the expected distribution



Although many of the survey results differed only slightly by age and sex, this sample difference is sufficiently marked that the decision was made to weight the national data to adjust for this response bias. No weighting was done by ethnic group since the HES outpatient data did not have an ethnic group recorded for the majority of patients. The national weighting was not applied to PCT results because the age and sex distribution differs by PCT and the HES outpatient data was not universally complete enough to provide a robust comparison.

Issues for PCT results

The number of valid responses received varied by PCT, from fewer than 20 in ten PCTs (where there were local problems with the survey process) to more than 700 in one PCT, as shown in Annex Table A.6. If responses were unbiased, the average confidence interval⁴ around the percentage of patients offered choice in each PCT would be $\pm 8\%$, but in some cases this is as low as $\pm 3\%$ or as high as $\pm 37\%$. The variable response, possibility of response bias and lack of weighting for age and sex bias at a local level means that PCT results should be treated with some caution.

³ The IC (HES) Outpatients data are experimental because the data collection is new and has weaknesses that are not yet fully explored or documented. Nevertheless, the national breakdown by age and sex is fit for this purpose. For further details, see www.hesonline.org.uk.

⁴ The 95% confidence interval for a PCT indicates the range in which the percentage of patients responding 'Yes' to the question is 95% likely to fall, given sampling error (but assuming no response bias). It is calculated by approximation to a Binomial distribution.

Annex C – Survey questions

Q1 Before you visited your GP, did you know that you now have a choice of hospitals that you can go to for your first hospital appointment?

- Yes No

Q2 Were you offered a choice of hospital for your first hospital appointment?

- Yes No Don't know

IF YOU ANSWERED 'NO' AT Q2, PLEASE GO STRAIGHT TO Q5

Q3 Were you offered a copy of the '*Choosing your hospital*' booklet by your GP Practice?

- Yes No Don't know

Q4 Which of the following best describes how you felt about the process of choosing your hospital?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q5 Which three factors, if any, would be most important to you when choosing a hospital?

- 1
2
3

Q6 Do you have any comments about your experience of arranging a hospital appointment?

Q7 Are you male or female?

- Male Female

Q8 How old are you?

- 16-34 35-54 55-64 65 or over

Q9 To which of these ethnic groups would you say you belong?

- White (British, Irish or any other White background)
 Mixed (White and Black Caribbean, White and Black African, White and Asian or any other mixed background)
 Asian or Asian British (Indian, Pakistani, Bangladeshi or any other Asian background)
 Black or Black British (Caribbean, African or any other Black background)
 Chinese
 Any other ethnic group