



# Long Term Health Conditions 2011

**Research Study conducted for the  
Department of Health**

27<sup>th</sup> April 2011

**DH INFORMATION READER BOX**

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# Contents

<b>Introduction .....</b>	<b>2</b>
<b>Executive Summary .....</b>	<b>5</b>
<b>General Wellbeing .....</b>	<b>8</b>
General Health .....	8
How healthy is the British public?.....	9
Fruit and vegetable consumption .....	12
Smoking and Drinking .....	13
<b>Use of Health Services.....</b>	<b>18</b>
Using hospital services .....	19
Provision of care plan or written instructions .....	20
Following instructions from medical professionals .....	23
How could the NHS do more to help people? .....	24
<b>Long Term Conditions .....</b>	<b>26</b>
Taking an active role in treating long term conditions .....	27
Helping people take care of their LTC .....	28
Awareness and use of self-care courses .....	30
<b>Seeking Self Care Advice .....</b>	<b>33</b>
Satisfaction with source of information/advice .....	37
Preferred source of information.....	38
Advice from pharmacies.....	38
Discussions about health and care needs.....	40
<b>Appendix .....</b>	<b>44</b>
Guide to statistical reliability .....	44
Sample profile .....	46
Questionnaire and Topline .....	47



# Introduction

# Introduction

This report presents the results of the third and final wave of a three-wave tracking study commissioned by the Department of Health with Ipsos MORI. The aims of the research programme are to exploring attitudes towards 'self-care' and, more specifically:

- explore the general public's perceptions and behaviour with regard to both their own health and the NHS generally; and
- capture the attitudes and behaviour of those people with a long term health condition with regard to the self treatment of their condition and their use of healthcare services.

Where appropriate, reference and comparisons are made to the preceding waves, conducted in March 2007<sup>1</sup> and February 2009<sup>2</sup>, as well as another previous Ipsos MORI project for the Department of Health: *Attitudes to Self Care of those with Long term Conditions – Baseline Study* (April 2005)<sup>3</sup>.

Please note that several changes were made to the question wording and question ordering between the original wave in 2007 and the second wave in 2009, as well as a number of smaller changes between 2009 and the final wave in 2011, so all comparisons across waves should be treated with caution. In particular, the 2007 survey asked many questions of the general public, not solely those with long term health conditions. In 2009 and 2011, the questions were only asked of those with long term conditions.

## Methodology

As before, the survey was conducted through the Ipsos MORI national Omnibus, and face-to-face, in-home interviews were conducted with a representative sample of the population. Fieldwork was conducted between 4<sup>th</sup> and 10<sup>th</sup> March 2011, and 1,666 interviews with adults in England were achieved, yielding 701 respondents with long term conditions. All interviews were conducted using CAPI – Computer Aided Personal Interviewing – and a copy of the questionnaire is attached as an appendix.

## The data

The data are weighted to reflect the population. Throughout the report an asterisk (\*) refers to any value of than half of one per cent. Where percentages do not sum to 100, this is due to rounding or, in the case of the summary tables, to the exclusion of "don't know" and "no answer" categories.

Because a sample, not the entire population has been interviewed, all results are subject to sampling tolerances. This means that both are accurate to within certain limits, and that not all differences between sub-groups are statistically significant. (Please refer to the Guide to Statistical Reliability appendix for more details.)

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<sup>1</sup> 1,975 face-to-face interviews with English adults between 16<sup>th</sup> -22<sup>nd</sup> March 2007

<sup>2</sup> 1,687 face-to-face interviews with English adults between 13<sup>th</sup> -19<sup>th</sup> February 2009

<sup>3</sup> 4,083 face-to-face interviews with members of the general public between 11<sup>th</sup> – 15<sup>th</sup> August and 8<sup>th</sup> – 13<sup>th</sup> September 2005

## Publication of data

Our standard Terms and Conditions apply to this, as to all studies we carry out. Compliance with the MRS Code of Conduct and our clearing is necessary of any copy or data for publication, web-siting or press releases which contain any data derived from Ipsos MORI research. This is to protect our client's reputation and integrity as much as our own. We recognise that it is in no-one's best interests to have survey findings published which could be misinterpreted, or could appear to be inaccurately, or misleadingly, presented.

## Acknowledgements

Ipsos MORI would like to thank Angela Hawley and her colleagues at the Department of Health for their help and assistance in the development of the project. We would also like to thank the 701 respondents who participated in this study, without whose input the research would not have been possible.

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April 2011

.....  
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.....  
*Paul Carroll*  
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# Executive Summary

# Executive Summary

Across the three waves of this study and in line with other work in this area we have found that satisfaction and health broadly correspond to life stage, social grade and marital status.

Over time, many of the key measures in this study have remained consistent, with little change or fluctuation. However, some changes are worth noting. People are now more likely to say that they feel in control of their lives all the time but are also less likely to say that their health is excellent or very good.

Provision of care and support has increased over the course of this study. People with long term conditions are now more likely to feel that they get some or all of the support they require. More of those who have been in hospital within the past 6 months received a care plan than in previous years and are now also more likely to have received instructions for taking medicines. Ever more now feel that they receive support to help them understand the information provided to them.

## General Wellbeing

Three-quarters of people say they feel satisfied with their life, and a similar proportion say they have control over their life, rising further among older people (aged 65+) and those in the higher social grades. These findings match those from the previous waves of the survey.

Ever fewer respondents say their health has been 'excellent' or 'very good' over the last six months and two-thirds say they eat less than the daily recommended intake<sup>4</sup> of five portions of fruit and vegetables during an average day. As with leading a healthy lifestyle in general, fruit and vegetable consumption increases with age and social grade. This clearly suggests the need to focus healthy lifestyle messages on younger people and those from the lower social grades.

## Use of Health Services

As in the previous waves, four in five people with long term conditions have made use of their family doctor, GP or practice nurse in the last six months. As might be expected, use of these services increases with age and among those who say they take an active role in managing their condition.

Nearly half of those who have been in hospital in the past six months say they were provided with a care plan, significantly more than in previous years. Furthermore, four in five now receive written instructions for taking medicines, another significant increase over previous years. Positively, an increasingly large majority of patients say they were provided with support to help them understand the information they received.

## Long Term Conditions

Six in ten English adults say they take an active role all of the time, a significant increase over the proportions saying this in 2009 and 2007.

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<sup>4</sup> As advised by the Department of Health

Two in five say they have a long term health condition, a finding consistent with the previous waves. Nearly three quarters of these people feel that they receive some or all of the support they require, an increase over 2009. Around four in five say they play an active role in treating their condition, in line with previous waves of the study.

As before, people most typically mention more information about their condition and treatment as potentially helping them take a greater role in the care of their condition.

Awareness and usage of training courses which may help individuals to learn the skills that would help them care for their condition remain low. Two thirds of adults with a long term health condition say they have *not heard* of such courses with just one in twenty having used one.

## Seeking Self Care Advice

As in the previous waves, two in five adults with a long term health condition say they have *not* approached any person or organisations for advice on self-care or information on their long term health condition. However, as before, the *preferred* source of information and advice is the family doctor, which may be expected since previous Ipsos MORI research shows they are among the most trusted professionals in society.

Those who have asked for advice are highly satisfied with the service they receive. While very few people express any dissatisfaction, this number has slightly increased in 2011 compared to previous waves. Encouragingly, almost all people say that the advice helped them play a more active role in dealing with their long term condition.

Awareness of the information and advice that can be offered by pharmacies, which increased by 11 percentage points between 2007 and 2009, has increased by a further 4 percentage points in 2011.

Two thirds of people have discussed managing their health and care needs with a doctor or nurse in the past 12 months and almost all feel that these discussions were helpful and empowering. Furthermore, almost all of these people feel that the discussion has improved how they manage their own health.

# General Wellbeing

# General Wellbeing

## General Health

Comparable to the results of the previous waves, three-quarters of people say they feel satisfied with their life 'all or most of the time' (75%). The level of satisfaction with life appears to be influenced by factors such as age, social grade, marital status, housing tenure and lifestyle, as highlighted in previous waves. As before, it is notable that:

- Those from higher social grades (AB) tend to be more satisfied, with four in five (81%) saying they feel satisfied all or most of the time, in line with the 2007 and 2009 results. Around three-quarters (76%) of those in social grade C1C2 say they are satisfied. Both of these figures are significantly higher than the two-thirds (63%) of respondents in social grade DE who say they are satisfied.
- People who are married or living as a couple (81%) are more likely to be satisfied with their life than those who are single or widowed/divorced (65% and 66% respectively). This is similar to what was observed in both 2007 and 2009.
- Again, matching the previous waves, those who own their house outright (81%) are more satisfied with their lives than social renters (81% compared to 62%).
- Older people, aged 55 and over, are more satisfied than those in the age groups between 35-54. Four in five of those aged 55-64 (81%) and 65 and over (82%) are satisfied with their lives, compared to around two thirds of those aged 35-44 (66%) or aged 45-54 (66%).
- People who say they lead a healthy lifestyle are also more likely to be satisfied with their life overall. Four in five (81%) say they are, compared to those who say they only sometimes or don't lead a healthy lifestyle (59% and 62% respectively).



















# Use of Health Services

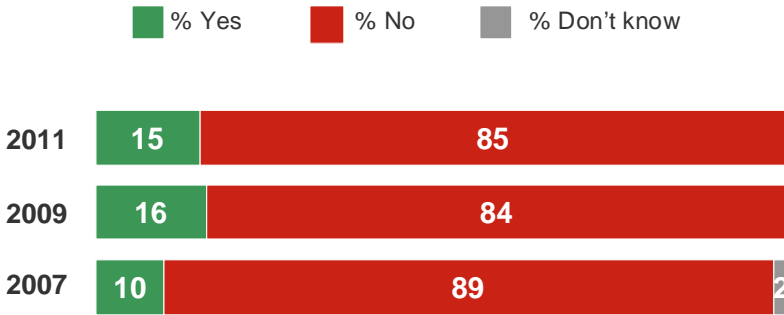


## Using hospital services

Levels of hospital attendance have remained constant over the three waves of this study. Around one in six of respondents (15%) have stayed in hospital in the last six months (16% in 2009, 10% in 2007). There are no major differences in levels of hospital attendance across subgroups.

### *In hospital as a patient*

Q In the last 6 months, have you been in hospital as a patient? That is, not including Accident and Emergency/A&E casualty, or as a visitor



Base: 701 respondents with long term conditions (2011); 4th – 10th March 2011; (732 in 2009, 871 in 2007)

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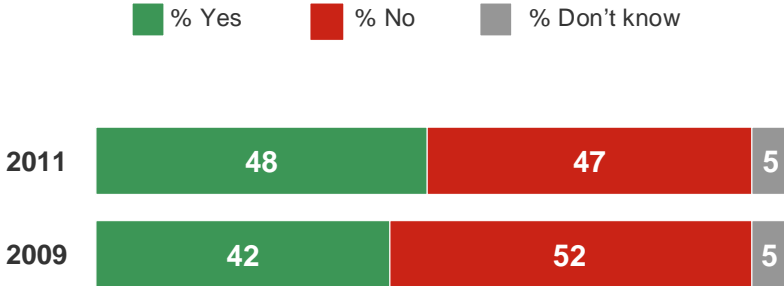


## Provision of care plan or written instructions

Approaching half of respondents (48%) received a care plan following their stay in hospital, a significant increase on the two in five of respondents (42%) who received one in 2009.

### Care plan

Q During your stay in hospital, were you provided with a care plan?



Base: 108 respondents who have been in hospital in the last 6 months (2011); 4th – 10th March 2011; (123 in 2009)

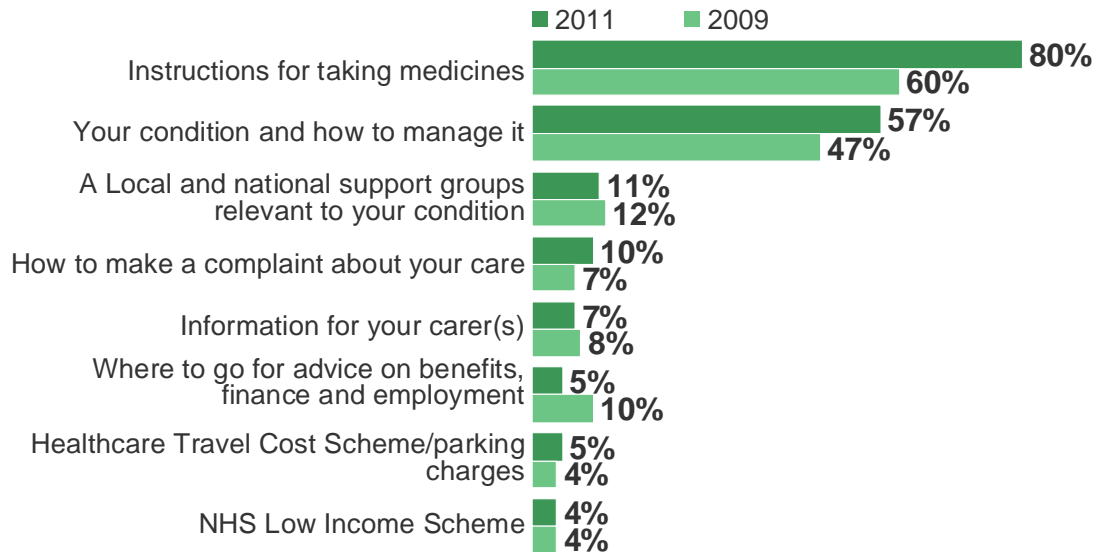
Ipsos MORI



Four in five (80%) of those who have stayed in hospital in the past six months say they received instructions for taking medicines, a significant increase since 2009 (60%). As in the previous wave, the next most common information provided was advice on how to manage their condition (57% in 2011 compared to 47% in 2009).

## Information in hospital

Q During or after your stay in hospital, were you provided with information on any of the following. . .



Base: 108 respondents who have been in hospital in the last 6 months (2011); 4th – 10th March 2011; (123 in 2009)  
Ipsos MORI

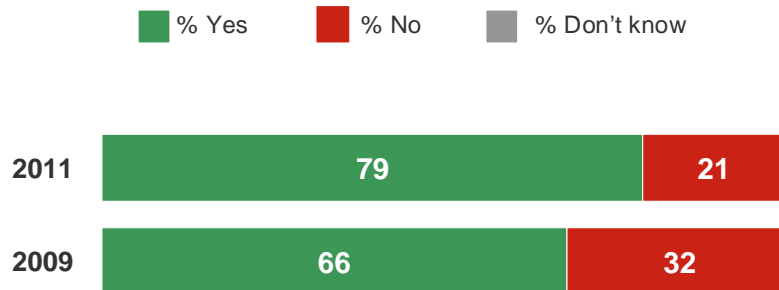


The majority of patients felt that there was support to help them understand the information that was provided. Around four in five (79%) agreed that this was the case, a significantly larger proportion than in 2009, when two thirds (66%) agreed<sup>7</sup>.

<sup>7</sup> Please note that the base size is less than 100 and so these figures should be treated with caution

## Understand the information given

Q Was support provided to help you understand the information you were given. . .



Base: 94 respondents who were provided with information during or after their stay in hospital (2011); 4th – 10th March 2011; (93 in 2009)  
Ipsos MORI



Positively, and similar to previous years, around four in five (79%) patients said they followed the care plan that was given to them 'all the time' (75% in 2009, 74% in 2007). The base sizes here are too small to allow for any sub-group analysis.





# Long Term Conditions







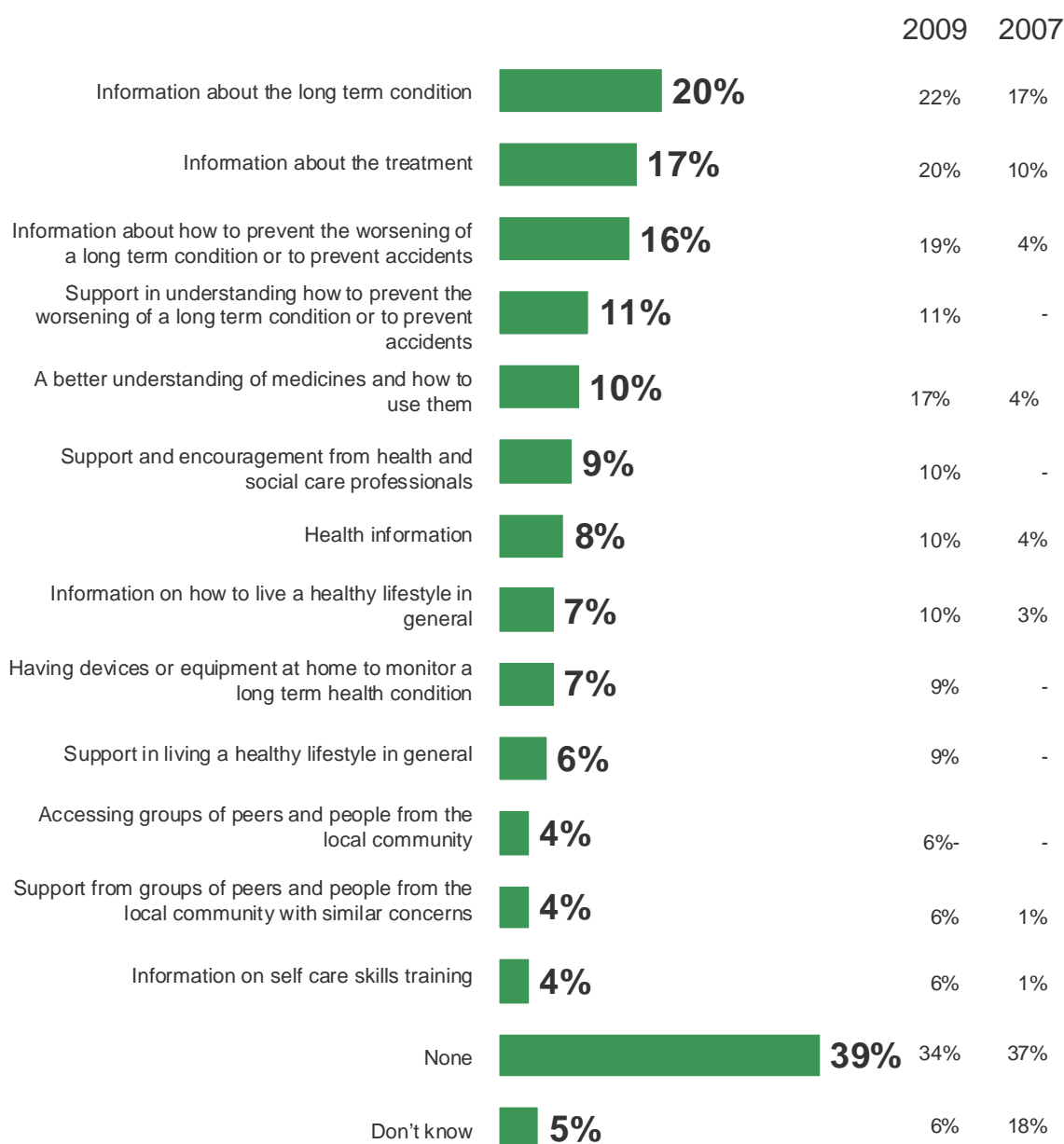
## Helping people take care of their LTC

As highlighted in the 2009 report, information provision is central to helping people take a greater role in the treatment of their long term condition. When asked 'what would better help you to self-care and take a greater role in the care of your long term health condition?', the top three responses all concerned more information. Around one in five say that information about the condition (20%), about the treatment (17%) or about how to avoid worsening the condition (16%) would help. These same responses were also the three most commonly given in the 2009 survey.

As in 2009 and 2007, around two in five (39%) say that 'nothing' would help.

## Taking a greater role

Q What would better help you to self care and take a greater role in the care of your long term health condition?



Base: 701 respondents with long term conditions (2011), 4 March – 10 March 2011; (732 in 2009)

Ipsos MORI



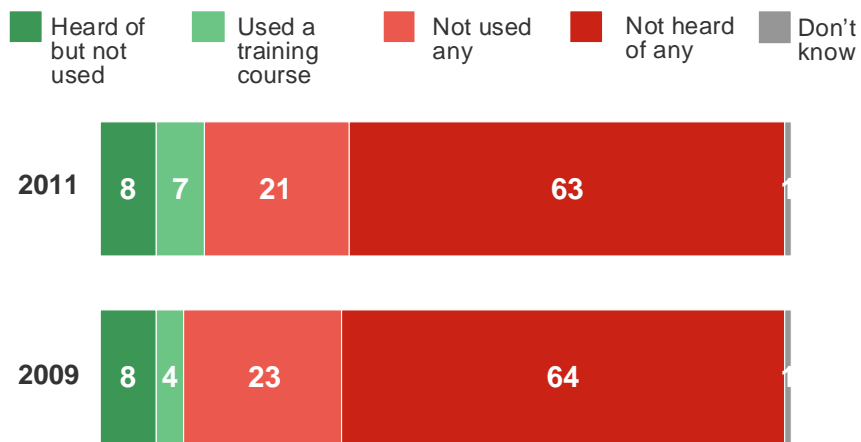
## Awareness and use of self-care courses

Nearly two thirds of respondents (63%) have not heard of any training courses that teach self care skills, while a further one in five (23%) have not used any. Just 7% have used a training course of this kind. These findings correspond very closely to those from the 2009 survey.

Those in London (11%) and the South (8%) are more likely to have used a training course than those in the Midlands (2%). Predictably, those that say they lead a healthy lifestyle (9%) are more likely than those who do not to say that they have used a training course.

### Training courses

Q Have you ever heard of or used a training course that helps you to learn the skills to self care?



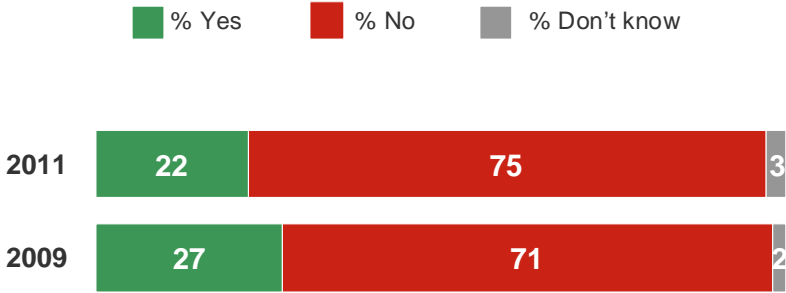
Base: 701 respondents with long term conditions (2011); 4th – 10th March 2011; (732 in 2009)  
Ipsos MORI



Of the 63% (440 people) who have not heard of any training courses, fewer than a quarter (22%) are interested in finding out more about these courses. However, as in 2009, when we look at those who have children in the household, this proportion rises to one in three (33%). Similarly, 29% of those who are working are interested in finding out more. These findings mirror those from the 2009 survey.

## Training courses

Q Would you be interested in finding out more about training courses that help you learn the skills to self care?



Base: 440 respondents with long term conditions who have not heard of training courses, 4<sup>th</sup> – 10<sup>th</sup> March 2011; (462 in 2009)  
Ipsos MORI



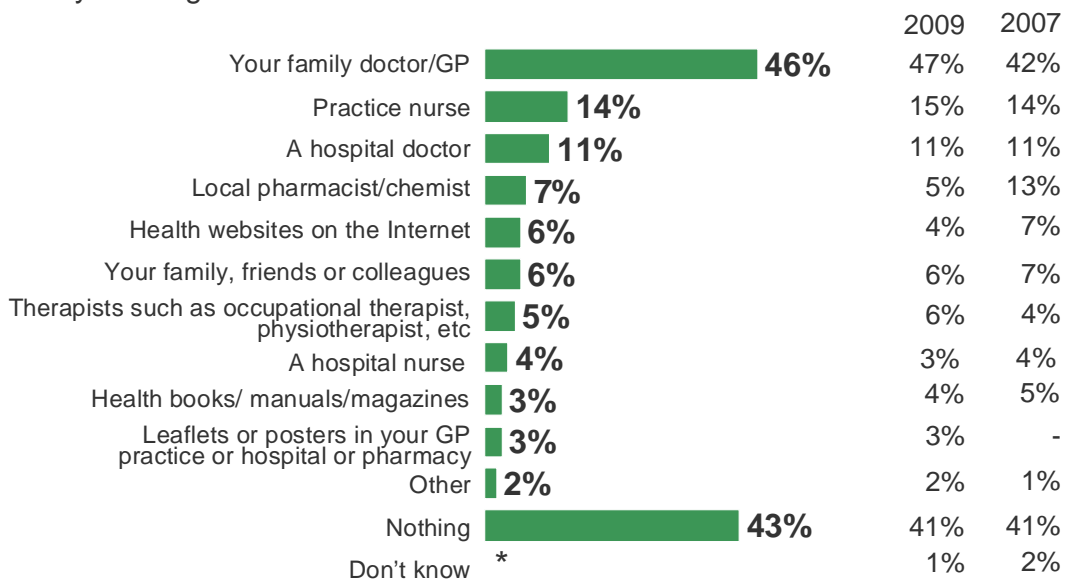
# Seeking Self Care Advice

# Seeking Self Care Advice

As in previous years, around two in five people with long term conditions (43%) with a long term health condition say they have *not* approached any person or organisations for advice on self-care or information on their long term health condition.

## Who provides self-care support?

Q In the last 6 months, have you approached anyone, any organisations, support groups or sources of information for self care advice or information on your long term health condition?



Ipsos MORI Base: 701 respondents with long term conditions (2011), 4<sup>th</sup> – 10<sup>th</sup> March 2011; (732 in 2009)

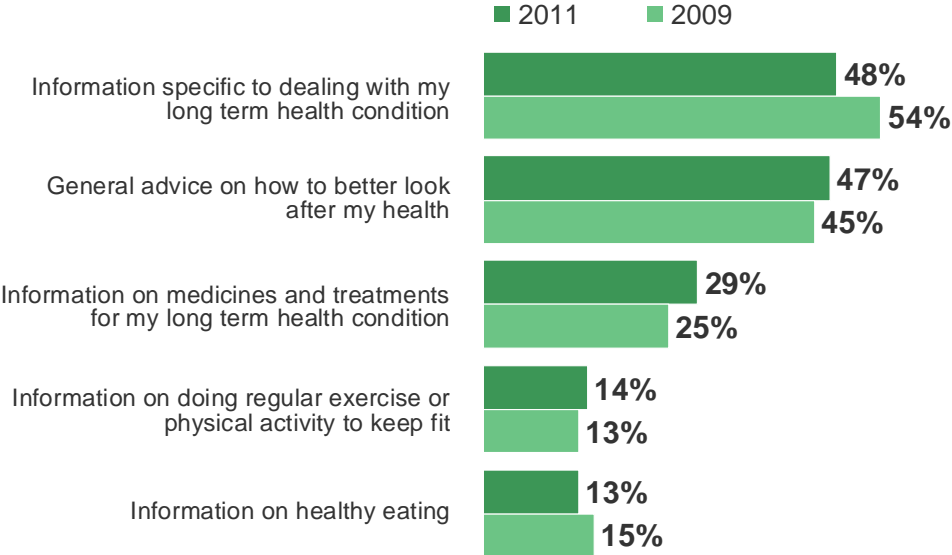


Among those who *have* approached a person or organisation, by far the most frequently mentioned source is the family doctor/GP (46%), followed by the practice nurse (14%) and hospital doctors (11%), again matching the findings from 2009 and 2007.

As before, the key information and advice sought by those with long term conditions is information specific to dealing with a long term condition (48%) and / or general advice on better health (47%)<sup>9</sup>. Other types of information sought include information on medicines and treatments for the long term condition (29%), information on doing exercise (14%) and information on healthy eating (13%).

## Information or advice

Q What information or advice did you seek or ask about?



Base: 406 respondents who have sought help managing their condition, 4<sup>th</sup> – 10<sup>th</sup> March 2011; (412 in 2009)

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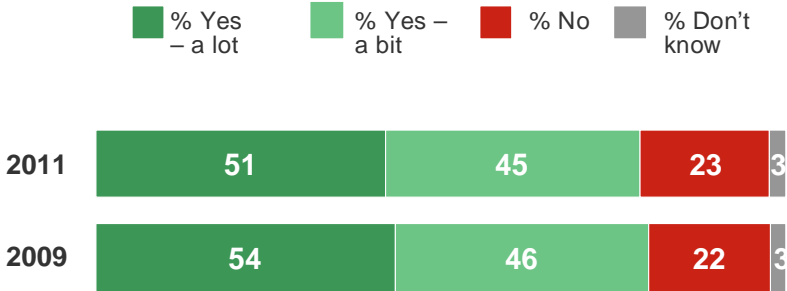


<sup>9</sup> This question allowed for multiple responses so data will not sum to 100%.

The information and advice received typically helped most people (86%) to take a more active role in caring for their long term condition<sup>10</sup>.

## Active role

Q And did it help you to play a more active role in caring for your long term health condition when you approached or look at ...?



Base: 406 respondents who sought help managing their condition, 4<sup>th</sup> – 10<sup>th</sup> March 2011; (412 in 2009)  
Ipsos MORI



<sup>10</sup> Please note that the data in this chart do not sum to 100%. This is because the question was asked more than once for some respondents; that is, anyone who sought information from more than one source. Therefore, some respondents may have answered 'yes' in some cases and 'no' in others.





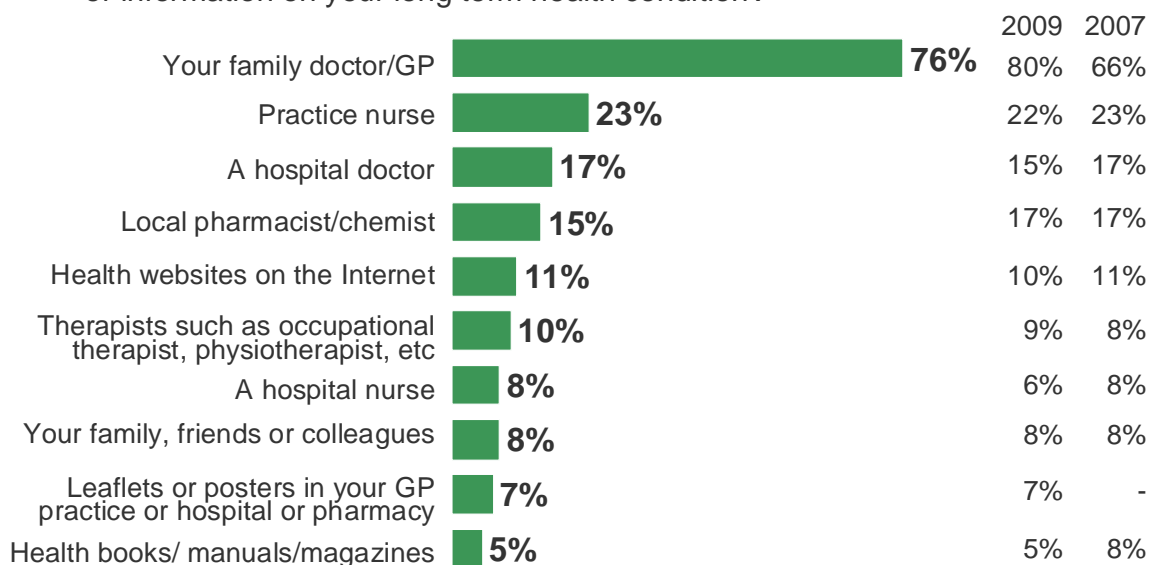


## Preferred source of information

For most people, the *preferred* source of information and advice about long term health conditions in the future is the GP (76%). This is perhaps unsurprising given that Ipsos MORI research consistently finds that GPs are the most trusted professionals in society<sup>12</sup>, as well as being consistent with previous waves of this study. Other preferred sources of information are practice nurses (23%), hospital doctors (17%) and local pharmacists (15%).

### Future advice sources

Q Which of these sources, if any, would you wish to use in the future for advice or information on your long term health condition?



Base: 701 respondents with long term conditions (2011); 4th – 10th March 2011; (732 in 2009, 871 in 2007)

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People in London (30%) are more likely than those in the North (16%), the Midlands (16%) or the South (14%) to say that they would prefer to go to a hospital doctor for advice in the future.

## Advice from pharmacies

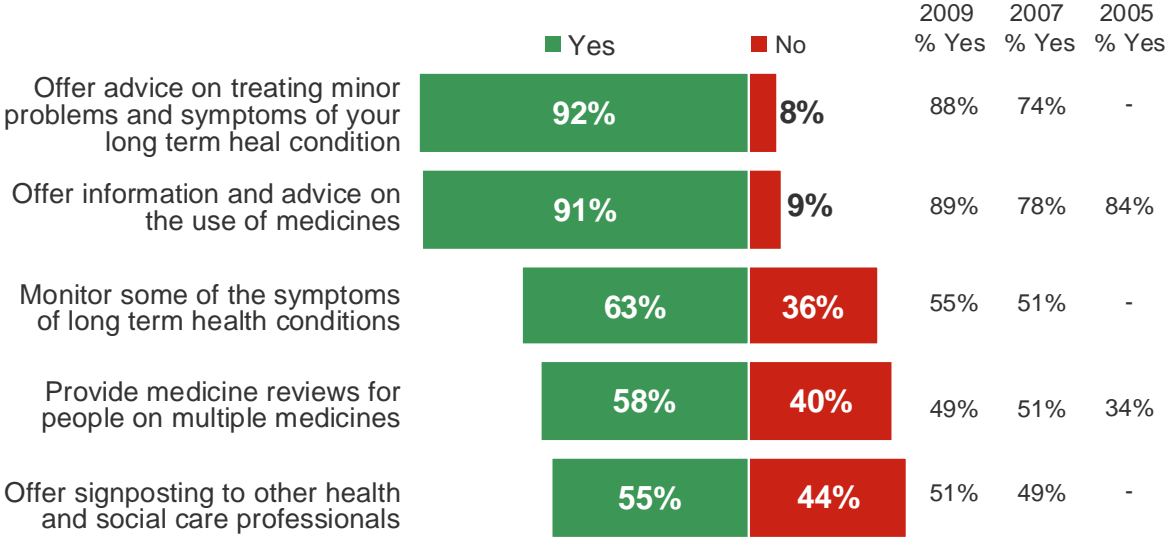
Looking at awareness of the services that are offered by pharmacists, around nine in ten people are aware that the pharmacist can offer advice either on treating minor problems / symptoms of a long term condition or on the use of medicines (92% and 91% respectively). Awareness of the more 'active' roles of the pharmacist was lower with around six in ten aware that the pharmacist can monitor some of the symptoms (63%), provide medical reviews for people on multiple medicines (58%), or offer links to other health and social care professionals (55%).

<sup>12</sup> Ipsos MORI Veracity Index <http://www.ipsos-mori.com/researchpublications/researcharchive/2478/Doctors-Remain-Most-Trusted-Profession.aspx>

Awareness of offering information and advice on use of medicines increased by 11 percentage points between 2009 and 2007 (up to 89% from 79%), and has increased by a further 4 points between 2009 and 2011. Broadly, awareness of the services offered by pharmacists has increased between 2011 and 2007.

## Advice from pharmacies

Did you know that pharmacies can. . . ?



Base: 701 respondents with long term conditions (2011); 4th – 10th March 2011; (732 in 2009, 871 in 2007)

Ipsos MORI

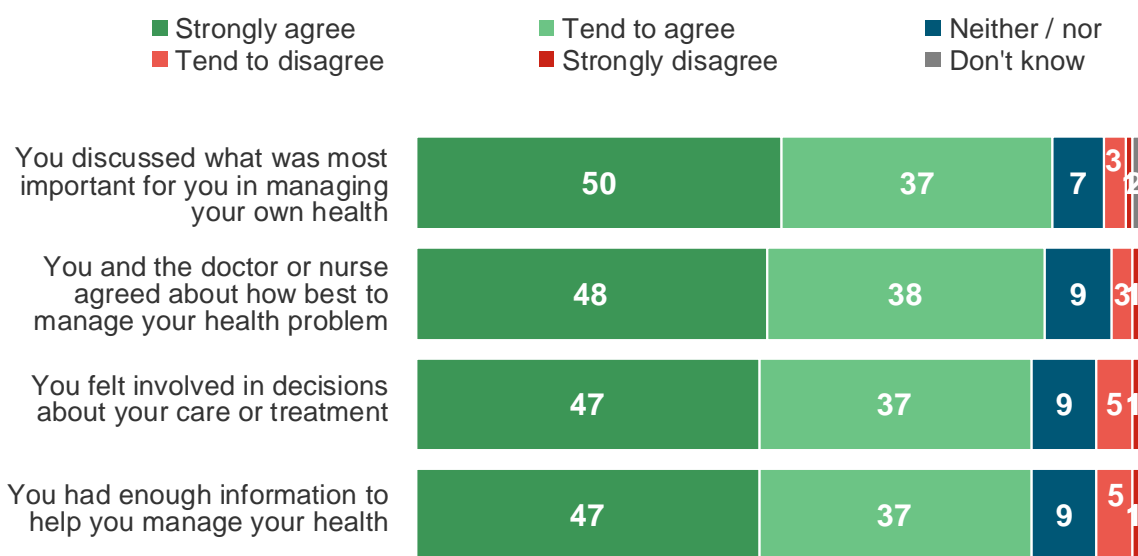


## Discussions about health and care needs

Two thirds (66%) of those with long term conditions have had discussions with medical professionals about better managing their health problem in the past year. These discussions were very positively received. Almost all agreed that the discussions were important to managing their own health (86%), helped them agree with the doctor or nurse about how best to manage their health problem (86%), made them feel involved in decisions about their care (84%), and that they had enough information to help manage their own health (84%).

### Involvement in the care

Q Thinking about these discussions, do you agree or disagree that.....



Base: 465 respondents with long term conditions who have discussed managing needs, 4<sup>th</sup> – 10<sup>th</sup> March 2011

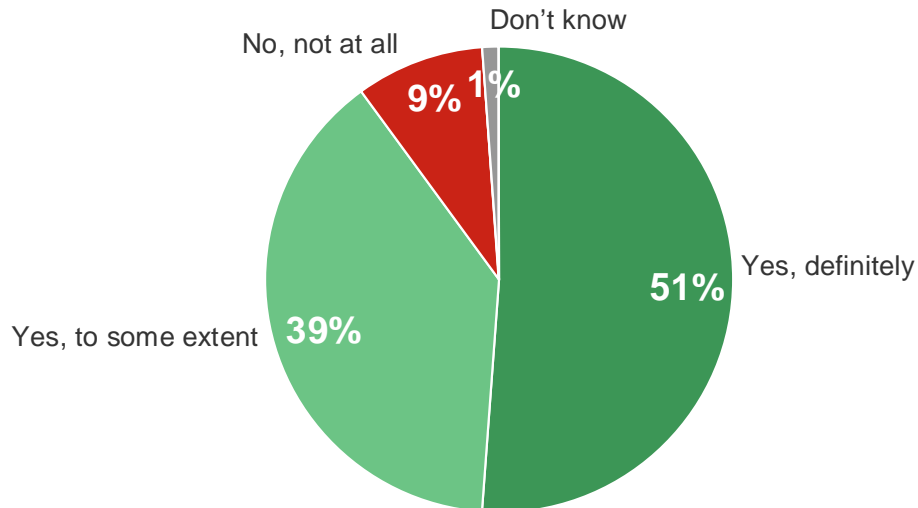
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Correspondingly, almost all of those who had a discussion (90%) felt that it helped improve how they managed their own health problem to some extent. Indeed, half (51%) felt that this was *definitely* the case.

## Improving the care

Q Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?



Base: 340 respondents with long term conditions who have discussed managing needs, 4th – 10th March 2011

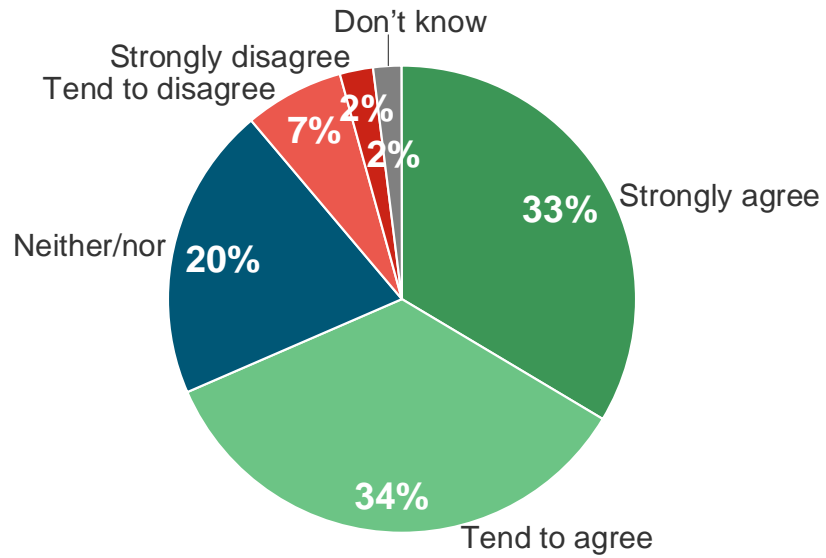
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Positively, two thirds of those with a long term condition (67%) agree that the support and care they receive is joined up and working for them. Those who take an active role in their own care are most likely to agree that this is the case (70%). Only around one in ten (9%) disagree that their support and care is joined up.

## Joined up care

Q To what extent do you agree or disagree that the support and care you receive is joined up and working for you?



Base: 701 respondents with long term conditions, 4<sup>th</sup> – 10<sup>th</sup> March 2011  
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# Appendix



# Appendix

## Guide to statistical reliability

Those who took part in our survey are only a sample of the total "population" of adults with long term conditions, so we cannot be certain that the figures obtained are exactly those we would have if everybody had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results are based and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels <sup>13</sup>		
	10% or 90%	30% or 70%	50%
	±	±	±
700 responses	4	5	6
1,700 responses	2	3	3

For example, with a sample size of 700 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 5$  percentage points from the survey result (i.e. between 25% and 35%).

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the table below:

<sup>13</sup> These tolerances apply only to random samples; in practice, good quality quota sampling has been found to be as accurate..

**Size of samples compared**

**Differences required for  
significance  
at or near these percentage levels**

	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	8	13	14
100 and 1,100	6	9	9
1,100 and 2,800	1	2	2

This guide to statistical reliability applies only to simple random samples. However, well designed survey using correctly conducted quota sampling prove to be just as accurate.

## Sample profile

%	2011	2009	2007
<b>AGE</b>			
15-24	8	5	6
25-34	7	7	10
35-44	13	12	17
45-54	16	19	14
55-64	20	22	21
65+	36	35	32
<b>SEX</b>			
Male	44	45	45
Female	56	55	55
<b>SOCIAL GRADE</b>			
AB	29	26	28
C1C2	47	49	46
DE	24	25	26
<b>WORKING STATUS</b>			
Working	42	39	41
Not working	58	61	59
<b>STANDARD REGION</b>			
North	32	27	31
Midlands	21	26	25
South	36	39	34
London	10	9	10



Kidney failure	*	*
High blood pressure	*	*
Osteoporosis	*	*
Cholesterol	*	*
Other	2	2
None	58	58
Refused	2	1
Don't know	1	1

**Q2. How long have you had this long term condition?**

	2009 (732) %	2011 (701) %
Less than six months	2	2
More than six month but less than one year	2	2
More than one year but less than two years	6	6
More than two years but less than five years	12	11
More than five years but less than ten years	17	16
More than ten years	60	62
Don't know	*	*

**General health**

**Q3. Please indicate which of the following on the scale applies to you best. Overall...**

		All the time	Most of the time	Quite often	Some times	Hardly ever	Never	Don't know/ No opinion
Base		%	%	%	%	%	%	%
<b>I feel satisfied with my life...</b>	2009 (732)	21	53	12	10	3	1	*
	2011 (701)	25	49	10	11	3	1	*
<b>I feel I have control over my life...</b>	2009 (732)	25	48	8	13	4	2	1
	2011 (701)	29	44	10	13	3	1	*

**Q4. Over the last six months would you say your health has, on the whole, been...?**

	2009 (732) %	2011 (701) %
Excellent	8	8
Very good	24	22
Good	30	34
Fair	27	23
Poor	9	10
Very poor	2	3
Don't know	*	-

Q5. How often do you take an active role in...?

	Base	All the time	Most of the time	Quite often	Some times	Hardly ever	Never	Don't know/ No opinion
		%	%	%	%	%	%	%
doing exercise or physical activity regularly	2009 (732)	17	20	22	17	15	9	*
	2011 (701)	22	22	19	15	14	9	-
having a healthy diet	2009 (732)	26	37	18	12	4	2	*
	2011 (701)	32	36	15	11	4	2	*
leading a healthy lifestyle (such as not drinking excessively, smoking, etc)	2009 (732)	31	35	13	10	6	5	*
	2011 (701)	39	31	10	11	6	4	*
treating any minor ailments yourself (such as coughs, stomach aches, etc)	2009 (732)	43	32	10	10	4	1	1
	2011 (701)	46	30	8	9	4	2	1

Q6. How many glasses of water do you drink in an average day, if any? This includes any water in other drinks such as squash, tea or coffee.

	2009 (732)	2011 (701)
	%	%
<b>0</b>	3	3
<b>1</b>	2	6
<b>2</b>	7	6
<b>3</b>	9	10
<b>4</b>	13	11
<b>5</b>	11	14
<b>6</b>	18	14
<b>7 or more</b>	36	37
Don't know	1	*

Q7. And how many portions of fruit and vegetables do you have in a day? Please count a portion of fruit as something like an apple, a nectarine, an orange, half a banana or a cup of fruit juice; a portion of vegetables is half a cup of vegetables.

	2009 (732)	2011 (701)
	%	%
<b>0</b>	2	2
<b>1</b>	7	6
<b>2</b>	14	16
<b>3</b>	21	22

<b>4</b>	19	17
<b>5</b>	23	23
<b>6 or more</b>	13	13
Don't know	1	1

Q8. I am now going to ask you some questions about smoking and drinking. Do you smoke cigarettes, roll-ups, cigars or pipe at all nowadays?

	2009 (732) %	2011 (701) %
<b>Yes</b>	22	20
<b>No</b>	78	80

Q9. How many cigarettes, pipes or cigars per day would you smoke, on average?

	2009 (178) %	2011 (144) %
<i>Base: All those who smoke</i>		
<b>0-5</b>	13	24
<b>6-10</b>	30	30
<b>11-20</b>	36	39
<b>21-30</b>	14	5
<b>31-40</b>	4	2
<b>41+</b>	3	-

Q10. I'm going to read out a few descriptions about the amounts of alcohol people drink, and I'd like you to say which one fits you best. Would you say you...?

	2009 (732) %	2011 (701) %
Never drink	19	22
Hardly drink at all	24	21
Drink a little	24	26
Drink a moderate amount	24	27
Drink quite a lot	7	4
Drink heavily	2	1
Don't know	*	-

Q11. How often, if at all, would you say you follow instructions given to you by a doctor, nurse or pharmacist when taking medicine(s)?

	2009 (178) %	2011 (701) %
All the time	72	73
Most of the time	21	18
Quite often	2	5
Sometimes	2	3
Hardly ever	1	1
Never	1	*
Don't know	1	1

Q12. Did you know that pharmacies can...?

	Base	Yes	No	Don't know
		%	%	%
<b>Offer advice on treating minor problems and symptoms of your long term health condition(s)</b>	2009 (732)	88	11	1
	2011 (701)	92	8	*
<b>Monitor some of the symptoms of long term health conditions</b>	2009 (732)	55	42	2
	2011 (701)	63	36	1
<b>Offer signposting to other health and social care professionals</b>	2009 (732)	51	46	3
	2011 (701)	55	44	1
<b>Provide medicine reviews for people on multiple medicines</b>	2009 (732)	49	48	3
	2011 (701)	58	40	2
<b>Offer information and advice on the use of medicines</b>	2009 (732)	89	10	1
	2011 (701)	91	9	1

Q13. How many times have you made use of the following services in the last 6 months?

	Base	Not at all	Once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
		%	%	%	%	%	%	%
<b>Your family doctor/ GP/ or practice nurse</b>	2009 (732)	16	20	27	23	6	7	-
	2011 (701)	15	23	35	17	4	6	-
<b>Your local pharmacist</b>	2009 (732)	17	14	26	27	7	8	*
	2011 (701)	26	19	25	21	4	5	*
<b>A hospital doctor or nurse (as a hospital patient)</b>	2009 (732)	60	19	13	5	1	2	*
	2011 (701)	59	20	12	5	1	2	1
<b>Accident and Emergency Department / Casualty/Out of hours emergency services</b>	2009 (732)	88	8	2	1	*	*	*
	2011 (701)	86	11	2	*	*	*	*
<b>Outpatients</b>	2009 (732)	68	15	11	4	1	1	*
	2011 (701)	70	16	8	4	1	1	*
<b>Health visitor/ Community nurse / District nurse</b>	2009 (732)	87	5	4	1	-	2	1
	2011 (701)	91	3	3	2	*	1	*



<b>NHS Walk-in Centre</b>	2009 (732)	93	4	1	1	*	-	1
	2011 (701)	90	7	2	*	*	*	*
<b>Self care skills training</b>	2009 (732)	96	1	1	1	-	*	2
	2011 (701)	92	3	1	1	*	*	2
<b>NHS Direct telephone helpline</b>	2009 (732)	91	5	2	1	*	*	*
	2011 (701)	91	7	2	*	*	*	*
<b>NHS Choices</b>	2009 (732)	96	1	1	*	-	-	2
	2011 (701)	95	2	1	*	*	*	1
<b>Mental Health Service</b>	2009 (732)	96	1	1	1	*	1	*
	2011 (701)	96	1	1	1	*	*	*
<b>Social worker</b>	2009 (732)	96	1	1	1	*	1	*
	2011 (701)	98	1	*	*	*	*	*
<b>Therapists such as physiotherapist, speech and language therapist etc</b>	2009 (732)	89	3	3	3	1	1	1
	2011 (701)	88	4	3	3	1	1	*
<b>Complementary therapist such as homoeopath, osteopath etc</b>	2009 (732)	90	3	3	2	*	1	1
	2011 (701)	92	2	3	2	1	*	*

Q14. **In the last 6 months, have you been in hospital as a patient? That is, not including Accident and Emergency/A&E/casualty, or as a visitor**

	2009 (732)	2011 (701)
	%	%
Yes	16	15
No	84	85
Don't know	-	-

Q15. **During or after your stay in hospital, were you provided with a care plan ...**

	2009 (123)	2011 (108)
	%	%
Yes	42	48
No	52	47
Don't know	5	5



Q19. **What more, if anything, do you think the NHS could do better to help you look after yourself and your family?**

	2009 (732) %	2011 (701) %
Improve GP appointment systems	12	9
Provide more information on how to better look after <b>general health</b>	9	8
Provide more specific information on how to <b>better manage long term conditions</b>	8	7
Provide more information on <b>how to use NHS services</b> e.g when to use the pharmacist, doctor, call for an ambulance, attend A&E or call for out of hours care	6	3
Provide better <b>information and support for carers</b>	6	3
Provide more information on <b>how to use medicines properly</b>	4	2
Provide more <b>information on and access to equipment needed to monitor health</b> such as blood sugar, blood pressure etc	4	2
Provide more information and encouragement on <b>how to live a health lifestyle</b> , such as more information and encouragement to stop smoking, encouragement and information on taking more exercise e.g. offer 'exercise on prescription', more information on healthy eating for the whole family	4	2
Provide <b>training</b> so that people can understand and use health information more effectively	4	2
Allow people to have more <b>say, choice and independence in their own care</b>	4	1
Provide information on <b>how to access self care support groups and networks in the community</b>	3	2
Improve hospital <b>out patient care</b>	3	3
Improve hospital <b>in patient care</b>	3	3
Improve <b>after care</b> e.g. more home visits	3	
Improve <b>home care/community care/social care</b>	3	4
Improve access to <b>self care skills training courses</b> such as the Expert Patient Programme, DESMOND and DAFNE for diabetes	2	*
<b>Offer care closer to home</b> for convenience such as reducing the amount of travelling time	2	2
Improve opening hours for GP surgeries	1	-
Treat people better	1	*
Provide more staff	1	1

Con't/

	2009 (732)	2011 (701)
	%	%
Provide more NHS dentists	1	-
Improve funding	*	1
Improve hygiene	*	-
Bring back matrons	*	*
Reduce the charge for prescriptions	*	1
Other (specify)	4	5
Nothing	37	42
Don't know	15	12

### Self care for long term health conditions

Q20. How often do you play an **active role** in taking care of your long term health condition yourself (such as monitoring it, taking care of pain, etc)?

	2009 (732)	2011 (701)
	%	%
<b>All the time</b>	53	61
<b>Most of the time</b>	26	22
<b>Quite often</b>	8	6
<b>Sometimes</b>	5	4
<b>Hardly ever</b>	3	2
<b>Never</b>	3	3
Don't know	2	1

Q21. What would better help you to self-care and take greater role in the care of your long term health condition?

	2009 (732)	2011 (701)
	%	%
Information about the long term condition	22	20
Information about the treatment	20	17
Information about how to prevent the worsening of a long term condition or to prevent accidents.	19	16
A better understanding of medicines and how to use them	17	10
Support in understanding how to prevent the worsening of a long term condition or to prevent accidents.	11	11
Health information e.g. books, leaflets/pamphlets, health shows on TV/Digital or health websites	10	8
Support and encouragement from health and social care professionals, family and carers to gain the confidence to self care	10	9



Q24. **If you have used one or more of the self care training courses, would you say that the last course was...**

	2009 (28)	2011 (43)
<i>Base: All those who have used a training course</i>	%	%
Excellent	25	24
Very good	39	41
Good	22	26
Fair	6	5
Poor	5	2
Very poor	-	2
Don't know	4	-

Q25. **Would you be interested in finding out more about training courses that helps you to learn the skills to self care?**

	2009 (462)	2011 (440)
<i>Base: All those who have not heard of training courses</i>	%	%
Yes	27	22
No	71	75
Don't know	2	3

Q26. **In the last 6 months, have you approached anyone, any organisations, support groups or sources of information to help you manage your condition?  
If so, please could you read out the letters which apply from this list?**

	2009 (732)	2011 (701)
	%	%
Your family doctor/GP	47	46
Practice nurse	15	14
A hospital doctor	11	11
Therapists such as occupational therapist, physiotherapist, etc	6	5
Your family, friends or colleagues	6	6
Local pharmacist/chemist	5	7
Health websites on the internet	4	6
Health books/ manuals/magazines	4	3
Leaflets or posters in your GP practice, hospital or pharmacy	3	3
Local authority / council	1	1
National charities or patient support organisations such as Asthma UK, British Heart Foundation, Help the Aged, etc	1	2
A specialist nurse	*	*
NHS Choices	*	1
A DVD	*	1
A chiropractor / osteopath	*	-
Other	2	2
None	41	43
Don't know	1	*

Q27. **What information or advice did you seek or ask about? Please read out the letter(s) which apply.**

	2009 (412)	2011 (325)
<i>Base: All those who have sought help managing their condition</i>	%	%
Information specific to dealing with my long term health condition	54	44
General advice on how to better look after my health	45	40
Information on medicines and treatments for my long term health condition	25	26
Information on doing regular exercise or physical activity to keep fit	15	9
Information on healthy eating	13	9
Advice/information on equipment/devices to help monitor or take care of my long term health condition	8	6
Information on literature so that I could read up on my long term health condition	5	3
Advice on complementary therapies	5	4
Advice on giving up smoking or drinking	4	4
Advice on how to choose from and use available information	4	2
Websites, so that I could read up on my long term health condition	4	4
Information on training courses to gain self care skills	3	2
Information on further sources of support – such as peers, or other support groups and networks	3	1
Advice or information on benefits and financial support	2	2
Information and support for carers	2	1
Advice or information on employment issues	1	1
Information on social care services including support at home or residential services	1	1
Don't know / can't remember	7	8

**Q28. Why haven't you approached anyone, any organisations, support groups or sources of information to help you manage your condition?**

	2009 (305) %	2011 (291) %
<i>Base: All those who have not approached anyone about managing the condition</i>		
Wasn't aware of any organisations, support groups or information sources	10	6
I care for myself	5	3
Not enough time	3	2
Don't agree with the advice/support offered	3	1
Don't feel able or confident enough	1	4
Don't want the responsibility	1	*
Prefer drugs/medicines to alternatives such as exercise, healthy diet etc	1	1
No particular reason	71	66
No need	4	14
Don't know	3	-

**Q29. And did it help you to play a more active role in caring for your long term health condition when you approached or looked at . . . ?**

	2009 (412) %	2011 (406) %
<i>Base: All those who have sought help managing their condition</i>		
Yes – a lot	54	51
Yes – a bit	46	45
No	22	23
Don't know/ can't remember	3	3

**Q30. And how satisfied were you with the quality of the information or advice you obtained from . . . ?**

	2009 (412) %	2011 (406) %
<i>Base: All those who have sought help managing their condition</i>		
Very satisfied	66	56
Fairly satisfied	38	47
Neither satisfied nor dissatisfied	14	12
Fairly dissatisfied	3	8
Very dissatisfied	3	2
Don't know	1	1



Q31. **And which of these sources, if any, would you wish to use in the future for advice or information on your long term health condition? Just read out the letter or letters that apply**

	2009	2011
	(732)	(701)
	%	%
Your family doctor/GP	80	76
Practice nurse	22	23
Local pharmacist/chemist	17	15
A hospital doctor	15	17
Health websites on the internet	10	11
Therapists such as occupational therapist, physiotherapist, etc	9	10
Your family, friends or colleagues	8	8
Leaflets or posters in your GP practice, hospital or pharmacy	7	7
A hospital nurse	6	8
Health books/ manuals/magazines	5	5
National charities or patient support organisations such as Asthma UK, British Heart Foundation, Help the Aged, etc	4	3
NHS Choices	2	4
Local authority / council	2	2
A DVD	1	1
Other (PLEASE WRITE IN & CODE '0')	1	*
None	6	8
Don't know	3	1

Q32. **Thinking now about all services and organisations, not just health services. In your opinion, which of the statements on this card, if any, comes closest to the level of support that you have received from local services or organisations to help you manage your long-term health condition(s)?**

	2009	2011
	(340)	(701)
	%	%
<i>2009 Base: All those who have had a discussion about managing their health care needs</i>		
<i>2011 Base: All with a long term condition</i>		
Yes, I have received/receive all the support I require	50	52
Yes, I have received/receive some support, but not all that I require	17	21
No, I have not received any support	10	8
I do not need any support	22	15
Don't know	2	-

Q33. **Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?**

	2011 (701) %
Yes	66
No	34

Q34. **Thinking about these discussions, do you agree or disagree that.....**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Base: All answering (465)	%	%	%	%	%	%
You discussed what was most important for you in managing your own health	50	37	7	3	1	2
You felt involved in decisions about your care or treatment	47	37	9	5	1	1
You had enough information to help you manage your health	47	37	9	5	1	1
You and the doctor or nurse agreed about how best to manage your health problem	48	38	9	3	1	1

Q35. **Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?**

	2011 (465) %
Yes, definitely	51
Yes, to some extent	39
No, not at all	9
Don't know	1

Q36. **To what extent do you agree or disagree that the support and care you receive is joined up and working for you?**

	2011 (701) %
Strongly agree	33
Tend to agree	34
Neither agree nor disagree	20
Tend to disagree	7
Strongly disagree	2
Don't know	2