

Continuing Healthcare Poll

30/01/2018

Prepared on behalf of RMS

Methodology

Fieldwork Dates

26th - 29th January 2018

Data Collection Method

The survey was conducted via online panel. Invitations to complete surveys were sent out to members of the panel. Differential response rates from different demographic groups were taken into account.

Population Sampled

All residents aged 45-60 in the United Kingdom

Sample Size

1,002

Data Weighting

Data were weighted to the profile of all UK adults aged 45-60. Data were weighted by age, sex and region. Targets for the weighted data were derived from Office for National Statistics 2011 Census data.

Margin of Error

Because only a sample of the full population was interviewed, all results are subject to margin of error, meaning that not all differences are statistically significant. For example, in a question where 50% (the worst case scenario as far as margin of error is concerned) gave a particular answer, with a sample of 1,002 it is 95% certain that the 'true' value will fall within the range of 3.1% from the sample result. Subsamples from the cross-breaks will be subject to higher margin of error, conclusions drawn from crossbreaks with very small sub-samples should be treated with caution.

Question presentation

All data tables shown in full below, in order and wording put to respondents, including but not limited to all tables relating to published data and all relevant tables preceding them. Tables for demographic questions might not be included but these should be clear from the cross-breaks on published tables. In all questions where the responses are a list of parties, names or statements, these will typically have been displayed to respondents in a randomising order. The only questions which would not have had randomising responses would be those in which there was a natural order to maintain – e.g. a scale from “strongly agree” to “strongly disagree”, a list of numbers from 0 to 10 or questions which had factual rather than opinion-related answers such as demographic information. “Other”, “Don't know” and “Refused” responses are not randomised.

Not all questions will have necessarily been asked to all respondents – this is because they may be follow-on questions from previous questions or only appropriate to certain demographic groups. Lower response counts should make clear where this has occurred.

Data were analysed and weighted by Survation.

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Continuing Healthcare Poll
Prepared on behalf of RMS

Table 1
Q1. Have you ever heard of NHS continuing healthcare?
Note: Please be honest, if you have not heard of it, please select that option.

Base: All Respondents

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	1002	492	510	306	297	399	93	155	263	334	845	79	58	20
Weighted Total	1002	494	508	329	330	342	119	161	231	327	837	82	62	21
I have heard of NHS continuing healthcare	306 30.5%	154 31.1%	152 29.9%	108 32.9%	96 29.0%	102 29.7%	36 30.7%	56 35.0%	74 32.0%	95 28.9%	261 31.2%	24 28.8%	13 20.8%	9 39.9%
I have not heard of NHS continuing healthcare	696 69.5%	340 68.9%	356 70.1%	221 67.1%	235 71.0%	241 70.3%	82 69.3%	104 65.0%	157 68.0%	233 71.1%	576 68.8%	58 71.2%	49 79.2%	13 60.1%
SIGMA	1002 100.0%	494 100.0%	508 100.0%	329 100.0%	330 100.0%	342 100.0%	119 100.0%	161 100.0%	231 100.0%	327 100.0%	837 100.0%	82 100.0%	62 100.0%	21 100.0%

Table 2
Q2. What is NHS continuing healthcare?
Note: Please be honest, if you do not know, please select that option.

Base: Respondents who have heard of NHS continuing healthcare

	Gender			Age			Region							
	Male	Female		45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	305	152	153	102	84	119	28	54	85	95	262	23	12	8
Weighted Total	306	154	152	108	96	102	36	56	74	95	261	24	13	9
A scheme to provide free medicinal drugs to people on low incomes	13 4.3%	8 5.4%	5 3.1%	7 6.1%	3 3.3%	3 3.2%	-	1 2.0%	4 6.0%	4 4.5%	10 3.8%	2 8.8%	1 8.9%	-
A scheme to provide free meals for old people who cannot look after themselves	4 1.2%	2 1.2%	2 1.2%	1 1.0%	-	3 2.5%	-	2 3.6%	1 1.1%	-	3 1.1%	1 3.8%	-	-
A scheme for providing continuing postnatal care for parents with infant children	3 1.0%	1 0.6%	2 1.4%	1 0.8%	1 1.2%	1 0.9%	-	-	-	2 2.2%	2 0.8%	1 3.9%	-	-
A scheme where GPs visit you in your home rather than the hospital	21 7.0%	12 8.0%	9 5.9%	8 6.9%	10 10.0%	4 4.2%	4 11.5%	4 7.3%	3 4.7%	3 3.1%	15 5.6%	2 9.9%	2 17.7%	2 24.4%
A scheme to reduce GP visits by providing websites for day-to-day health concerns, particularly for people with low-risk health problems	29 9.5%	13 8.8%	15 10.2%	16 14.7%	5 5.1%	8 8.0%	7 18.1%	8 14.0%	6 7.5%	7 7.0%	27 10.2%	-	1 8.8%	1 13.8%
A programme for people with mental health problems, including regular support groups and therapy provided in their local area	14 4.6%	7 4.7%	7 4.6%	2 1.7%	6 6.4%	6 6.2%	1 3.9%	7 11.6%	2 2.5%	3 3.4%	13 5.0%	-	1 9.1%	-
A scheme providing free healthcare outside of hospital for those with severe and complex medical or nursing care needs	131 42.7%	72 46.8%	59 38.5%	44 40.6%	41 42.8%	46 44.8%	10 27.8%	21 37.5%	34 45.9%	44 46.1%	109 41.6%	10 44.4%	6 48.4%	5 61.8%
Don't know	91 29.8%	38 24.5%	53 35.1%	30 28.0%	30 31.3%	31 30.3%	14 38.8%	13 23.9%	24 32.3%	32 33.7%	83 31.9%	7 29.1%	1 7.0%	-
SIGMA	306 100.0%	154 100.0%	152 100.0%	108 100.0%	96 100.0%	102 100.0%	36 100.0%	56 100.0%	74 100.0%	95 100.0%	261 100.0%	24 100.0%	13 100.0%	9 100.0%

Table 3
Q3. Has someone you know closely needed ongoing care outside of hospital as a result of ongoing complex health issues?

Base: All Respondents

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	1002	492	510	306	297	399	93	155	263	334	845	79	58	20
Weighted Total	1002	494	508	329	330	342	119	161	231	327	837	82	62	21
Someone I know closely has needed this	337 33.6%	164 33.2%	173 34.1%	99 30.2%	128 38.7%	110 32.0%	43 36.6%	63 39.4%	66 28.7%	104 31.7%	277 33.0%	26 31.6%	22 35.5%	13 58.8%
No-one I know closely has needed this	665 66.4%	330 66.8%	335 65.9%	230 69.8%	202 61.3%	233 68.0%	75 63.4%	97 60.6%	164 71.3%	224 68.3%	561 67.0%	56 68.4%	40 64.5%	9 41.2%
SIGMA	1002 100.0%	494 100.0%	508 100.0%	329 100.0%	330 100.0%	342 100.0%	119 100.0%	161 100.0%	231 100.0%	327 100.0%	837 100.0%	82 100.0%	62 100.0%	21 100.0%

Table 4
M4/Q4. Who is the person close to you who needed ongoing care outside of hospital?

Base: Respondents who knew someone closely who needed ongoing care outside of hospital as a result of ongoing complex health issues

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	330	158	172	92	112	126	34	60	75	104	273	25	20	12
Weighted Total	337	164	173	99	128	110	43	63	66	104	277	26	22	13
My child	20	8	12	8	10	2	3	3	4	4	15	2	1	2
	6.0%	4.8%	7.0%	7.5%	8.0%	2.1%	6.4%	5.4%	6.4%	4.0%	5.3%	9.0%	5.3%	16.2%
My partner	38	25	13	13	11	15	9	7	6	9	30	3	3	2
	11.4%	15.4%	7.7%	12.9%	8.4%	13.7%	19.7%	10.7%	8.7%	8.3%	10.7%	12.4%	14.9%	18.4%
My parent	132	59	73	36	46	49	16	24	29	41	109	12	7	4
	39.2%	36.0%	42.2%	36.3%	36.3%	45.1%	35.7%	37.5%	44.1%	39.1%	39.4%	47.5%	30.5%	32.5%
My sibling	12	6	6	4	4	4	1	-	2	6	10	-	1	1
	3.5%	3.9%	3.2%	4.2%	2.7%	3.8%	3.3%	-	2.7%	6.2%	3.5%	-	5.2%	9.1%
My grandparent	15	5	11	13	2	-	1	3	3	8	15	-	-	-
	4.5%	2.8%	6.1%	13.1%	1.6%	-	3.1%	5.3%	4.3%	7.2%	5.5%	-	-	-
An extended family member of mine	62	31	31	15	31	17	9	14	10	20	54	2	4	2
	18.4%	18.8%	17.9%	14.8%	23.9%	15.2%	21.0%	22.8%	15.1%	19.4%	19.4%	8.9%	18.8%	14.4%
A close friend of mine	54	23	31	14	23	18	8	12	11	14	44	5	5	-
	16.1%	14.3%	17.8%	13.8%	17.9%	16.1%	18.0%	18.7%	16.0%	13.4%	16.0%	19.6%	23.1%	-
A colleague of mine	8	5	3	3	2	3	-	3	2	-	5	2	1	-
	2.4%	3.1%	1.7%	3.2%	1.7%	2.5%	-	5.0%	3.0%	-	1.9%	7.0%	5.2%	-
Someone else	28	16	12	7	12	9	3	6	7	9	25	1	1	1
	8.3%	9.7%	7.0%	7.2%	9.2%	8.4%	5.8%	10.0%	10.2%	8.7%	8.9%	4.5%	5.4%	9.4%
SIGMA	370	178	192	112	140	117	49	73	73	110	306	28	24	13
	109.8%	108.8%	110.8%	113.0%	109.7%	106.9%	112.9%	115.3%	110.4%	106.4%	110.4%	108.9%	108.3%	100.0%

Table 5
Q5. Did the person close to you have to personally finance this care?

Base: Respondents who knew someone closely who needed ongoing care outside of hospital as a result of ongoing complex health issues

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	330	158	172	92	112	126	34	60	75	104	273	25	20	12
Weighted Total	337	164	173	99	128	110	43	63	66	104	277	26	22	13
The person close to me had to personally finance the care	98 29.2%	47 28.7%	52 29.8%	24 24.3%	39 30.4%	35 32.3%	11 26.1%	21 32.4%	17 26.1%	34 32.4%	83 29.9%	6 23.9%	6 25.4%	4 32.5%
The person close to me did not have to personally finance the care	222 65.9%	111 67.8%	111 64.0%	70 70.5%	82 64.2%	70 63.6%	31 70.8%	41 64.4%	46 69.7%	67 64.8%	185 66.8%	15 59.0%	14 65.1%	8 60.3%
Prefer not to say	17 4.9%	6 3.5%	11 6.2%	5 5.2%	7 5.4%	5 4.1%	1 3.2%	2 3.2%	3 4.2%	3 2.9%	9 3.3%	4 17.1%	2 9.5%	1 7.2%
SIGMA	337 100.0%	164 100.0%	173 100.0%	99 100.0%	128 100.0%	110 100.0%	43 100.0%	63 100.0%	66 100.0%	104 100.0%	277 100.0%	26 100.0%	22 100.0%	13 100.0%

Table 6
Q6. Does the person close to you currently personally finance this care?

Base: Person close to the respondents had personally finance the care

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	97	46	51	22	34	41	9	19	20	34	82	6	5	4
Weighted Total	98	47	52	24	39	35	11	21	17	34	83	6	6	4
The person close to me currently personally finances the care	63 64.4%	30 62.9%	34 65.8%	17 71.7%	28 73.1%	18 50.0%	7 65.8%	12 59.1%	12 72.2%	19 58.1%	52 62.3%	3 51.8%	6 100.0%	3 77.7%
The person close to me does not currently personally finance the care	32 32.0%	16 33.5%	16 30.6%	6 23.7%	10 26.9%	15 43.2%	4 34.2%	8 40.9%	4 23.3%	12 36.4%	29 34.5%	3 48.2%	-	-
Prefer not to say	4 3.6%	2 3.6%	2 3.6%	1 4.7%	-	2 6.8%	-	-	1 4.5%	2 5.5%	3 3.2%	-	-	1 22.3%
SIGMA	98 100.0%	47 100.0%	52 100.0%	24 100.0%	39 100.0%	35 100.0%	11 100.0%	21 100.0%	17 100.0%	34 100.0%	83 100.0%	6 100.0%	6 100.0%	4 100.0%

Table 7
Q7. Did personally financing this care affect the person close to you in any of the following ways?
They had to spend their savings
Base: Person close to the respondents had personally finance the care

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	97	46	51	22	34	41	9	19	20	34	82	6	5	4
Weighted Total	98	47	52	24	39	35	11	21	17	34	83	6	6	4
Did happen	69	34	36	17	26	26	9	15	11	22	58	4	4	3
	70.5%	72.2%	69.0%	69.3%	67.5%	74.7%	80.7%	73.5%	64.1%	67.0%	69.9%	66.4%	79.0%	77.8%
Did not happen	22	9	13	6	10	5	-	3	5	9	18	2	1	1
	22.1%	19.1%	24.9%	26.1%	26.6%	14.6%	-	15.4%	31.8%	26.8%	21.4%	33.6%	21.0%	22.2%
Don't know	7	4	3	1	2	4	2	2	1	2	7	-	-	-
	7.4%	8.7%	6.2%	4.6%	6.0%	10.7%	19.3%	11.1%	4.2%	6.2%	8.8%	-	-	-
SIGMA	98	47	52	24	39	35	11	21	17	34	83	6	6	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 8
Q8. Did personally financing this care affect the person close to you in any of the following ways?
They had to sell their house
Base: Person close to the respondents had personally finance the care

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	97	46	51	22	34	41	9	19	20	34	82	6	5	4
Weighted Total	98	47	52	24	39	35	11	21	17	34	83	6	6	4
Did happen	13	7	7	2	7	4	1	2	2	5	10	1	2	-
	13.6%	14.3%	13.0%	9.4%	18.1%	11.6%	12.5%	8.7%	9.5%	15.1%	12.0%	18.9%	42.2%	-
Did not happen	83	38	45	22	32	30	9	19	15	28	71	5	3	4
	84.5%	81.8%	87.0%	90.6%	81.9%	83.3%	77.9%	91.3%	86.3%	84.9%	85.8%	81.1%	57.8%	100.0%
Don't know	2	2	-	-	-	2	1	-	1	-	2	-	-	-
	1.8%	3.9%	-	-	-	5.1%	9.7%	-	4.2%	-	2.2%	-	-	-
SIGMA	98	47	52	24	39	35	11	21	17	34	83	6	6	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 9
Q9. Did personally financing this care affect the person close to you in any of the following ways?
They had to use pension income
Base: Person close to the respondents had personally finance the care

	Total	Gender		Age			Region							
		Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	97	46	51	22	34	41	9	19	20	34	82	6	5	4
Weighted Total	98	47	52	24	39	35	11	21	17	34	83	6	6	4
Did happen	64	34	30	17	24	23	7	14	9	24	54	3	4	3
	65.1%	72.3%	58.5%	70.5%	61.9%	64.9%	58.7%	67.6%	51.9%	71.9%	64.8%	47.5%	79.0%	77.8%
Did not happen	27	10	17	6	11	10	4	3	8	8	23	3	1	-
	27.5%	21.4%	33.1%	24.8%	29.2%	27.4%	31.7%	15.6%	44.0%	24.6%	27.4%	52.5%	21.0%	-
Don't know	7	3	4	1	3	3	1	3	1	1	6	-	-	1
	7.4%	6.3%	8.4%	4.6%	8.9%	7.7%	9.7%	16.7%	4.2%	3.5%	7.8%	-	-	22.2%
SIGMA	98	47	52	24	39	35	11	21	17	34	83	6	6	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 10
Q10. How much does the person close to you currently pay for their care?

Base: Person close to the respondents currently personally finances the care

	Gender		Age			Region								
	Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	61	28	33	16	25	20	6	11	14	19	50	3	5	3
Weighted Total	63	30	34	17	28	18	7	12	12	19	52	3	6	3
Under £500 per week	29	12	16	11	12	5	1	7	6	11	24	1	-	3
	45.0%	41.9%	47.7%	62.2%	43.3%	30.9%	14.6%	56.6%	46.1%	54.1%	47.1%	35.3%	-	100.0%
£500 - £999 per week	15	7	8	2	7	5	4	2	3	3	11	1	2	-
	22.9%	22.0%	23.6%	13.5%	23.9%	30.5%	51.9%	14.7%	21.0%	15.4%	21.9%	28.2%	42.2%	-
£1,000 or more per week	8	3	4	2	4	2	3	-	1	3	7	1	-	-
	12.4%	11.8%	12.8%	12.1%	13.2%	11.2%	33.5%	-	7.8%	16.5%	13.0%	36.5%	-	-
Don't know	13	7	5	2	6	5	-	3	3	3	9	-	3	-
	19.8%	24.3%	15.8%	12.2%	19.6%	27.4%	-	28.7%	25.1%	14.0%	18.1%	-	57.8%	-
SIGMA	63	30	34	17	28	18	7	12	12	19	52	3	6	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 11
Q11. How much has the person close to you paid out in care fees overall?

Base: Person close to the respondents had personally finance the care

	Gender		Age			Region								
	Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	97	46	51	22	34	41	9	19	20	34	82	6	5	4
Weighted Total	98	47	52	24	39	35	11	21	17	34	83	6	6	4
Under £10,000	28	13	15	11	11	6	-	7	6	10	23	2	1	2
	28.7%	27.9%	29.4%	44.5%	28.5%	18.1%	-	33.3%	32.0%	30.9%	27.5%	37.3%	21.0%	50.1%
£10,000 - £19,999	13	5	8	3	6	4	-	5	4	2	11	-	2	-
	13.3%	11.2%	15.2%	12.8%	14.5%	12.3%	-	25.6%	21.6%	6.1%	13.3%	-	37.3%	-
£20,000 - £49,999	13	8	5	-	5	8	1	2	2	5	10	1	1	-
	12.7%	16.4%	9.4%	-	12.6%	21.5%	12.5%	8.7%	12.8%	15.0%	12.7%	14.6%	21.1%	-
£50,000 or more	9	3	5	1	5	3	4	1	2	1	8	1	-	-
	8.9%	7.3%	10.3%	4.7%	12.0%	8.3%	31.7%	5.6%	9.9%	3.4%	9.2%	18.9%	-	-
Don't know	36	17	18	9	13	14	6	5	4	15	31	2	1	2
	36.4%	37.3%	35.6%	38.1%	32.4%	39.7%	55.8%	26.8%	23.7%	44.6%	37.3%	29.3%	20.5%	49.9%
SIGMA	98	47	52	24	39	35	11	21	17	34	83	6	6	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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Table 12
Q12. In some cases the NHS provides free continuing healthcare outside of hospital. This means that one can receive care and support to meet assessed needs due to the severity and complexity of their ongoing care needs. Has anyone close to you applied for the NHS continuing healthcare funding?

Base: Respondents who knew someone closely who needed ongoing care outside of hospital as a result of ongoing complex health issues

	Gender		Age			Region								
	Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	330	158	172	92	112	126	34	60	75	104	273	25	20	12
Weighted Total	337	164	173	99	128	110	43	63	66	104	277	26	22	13
Someone close to me has applied for this	57	27	30	21	15	21	2	10	17	17	46	3	6	2
	16.8%	16.5%	17.2%	21.6%	11.5%	18.8%	5.7%	15.9%	25.3%	16.6%	16.8%	10.5%	25.3%	16.3%
No-one close to me has applied for this	179	86	93	46	71	62	23	32	35	54	143	14	13	8
	53.1%	52.6%	53.5%	45.8%	55.8%	56.5%	52.2%	50.3%	52.4%	51.7%	51.6%	55.7%	60.1%	67.4%
Don't know	101	51	51	32	42	27	18	21	15	33	87	9	3	2
	30.1%	30.9%	29.4%	32.7%	32.7%	24.7%	42.1%	33.8%	22.2%	31.8%	31.6%	33.9%	14.7%	16.3%
SIGMA	337	164	173	99	128	110	43	63	66	104	277	26	22	13
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Survation.

Table 13
Q13. Thinking about the application someone close to you made for NHS continuing healthcare funding, was this application successful?

Base: Someone close to the respondents had applied for the NHS continuing healthcare funding

	Gender		Age			Region								
	Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	58	27	31	20	13	25	2	9	20	17	48	3	5	2
Weighted Total	57	27	30	21	15	21	2	10	17	17	46	3	6	2
The application was successful	36	14	22	12	9	15	2	7	11	10	30	2	4	-
	63.1%	52.8%	72.4%	55.8%	62.1%	71.3%	100.0%	65.9%	63.5%	57.6%	63.8%	66.7%	78.9%	-
The application was unsuccessful	18	12	6	8	6	5	-	3	5	6	15	1	1	1
	32.0%	43.8%	21.3%	35.5%	37.9%	24.3%	-	34.1%	30.7%	37.2%	32.2%	33.3%	21.1%	55.6%
Don't know	3	1	2	2	-	1	-	-	1	1	2	-	-	1
	4.9%	3.4%	6.3%	8.7%	-	4.4%	-	-	5.8%	5.2%	4.0%	-	-	44.4%
SIGMA	57	27	30	21	15	21	2	10	17	17	46	3	6	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 14
Q14. Was the person close to you satisfied with the way the assessment for continuing healthcare was carried out?

Base: Someone close to the respondents had applied for the NHS continuing healthcare funding

	Gender		Age			Region								
	Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	58	27	31	20	13	25	2	9	20	17	48	3	5	2
Weighted Total	57	27	30	21	15	21	2	10	17	17	46	3	6	2
Very satisfied	12	6	6	4	3	4	-	1	4	3	8	-	3	-
	20.4%	22.4%	18.6%	20.4%	23.8%	18.0%	-	11.5%	23.6%	17.5%	17.5%	-	62.5%	-
Somewhat satisfied	21	9	11	8	6	7	1	6	5	5	17	2	2	-
	36.6%	35.0%	37.9%	36.9%	38.4%	34.9%	55.8%	56.6%	28.4%	29.4%	36.3%	66.7%	37.5%	-
Neither satisfied nor dissatisfied	4	2	2	2	1	1	-	-	1	2	3	-	-	1
	7.4%	8.4%	6.5%	10.6%	7.9%	3.8%	-	-	4.6%	13.4%	6.6%	-	-	55.6%
Somewhat dissatisfied	8	3	5	4	2	2	1	2	4	1	8	-	-	-
	14.3%	10.9%	17.4%	18.9%	14.1%	9.7%	44.2%	20.4%	22.9%	6.6%	17.5%	-	-	-
Very dissatisfied	7	4	3	2	2	3	-	1	2	4	7	-	-	-
	12.0%	13.9%	10.2%	8.7%	15.8%	12.6%	-	11.5%	10.4%	22.6%	14.6%	-	-	-
Don't know	5	3	3	1	-	4	-	-	2	2	3	1	-	1
	9.4%	9.4%	9.3%	4.5%	-	21.1%	-	-	10.1%	10.5%	7.5%	33.3%	-	44.4%
SIGMA	57	27	30	21	15	21	2	10	17	17	46	3	6	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 15
Q15. Was the person close to you satisfied with the outcome of the continuing healthcare assessment?

Base: Someone close to the respondents had applied for the NHS continuing healthcare funding

	Gender		Age			Region								
	Male	Female	45-49	50-54	55-60	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	58	27	31	20	13	25	2	9	20	17	48	3	5	2
Weighted Total	57	27	30	21	15	21	2	10	17	17	46	3	6	2
Very satisfied	13	6	7	3	4	6	-	1	4	4	9	1	3	-
	23.2%	21.4%	24.9%	15.9%	23.8%	30.5%	-	8.9%	22.4%	24.3%	19.0%	33.3%	62.5%	-
Somewhat satisfied	18	9	8	8	3	7	1	6	5	3	15	2	1	-
	31.0%	34.0%	28.4%	36.1%	22.6%	31.8%	55.8%	56.6%	29.2%	17.1%	32.1%	66.7%	16.4%	-
Neither satisfied nor dissatisfied	6	4	2	4	-	2	-	-	3	2	5	-	-	1
	10.5%	15.5%	5.9%	20.4%	-	7.6%	-	-	15.1%	13.2%	10.3%	-	-	55.6%
Somewhat dissatisfied	7	2	5	2	3	2	1	1	2	3	7	-	-	-
	12.6%	7.6%	17.2%	9.8%	22.1%	8.8%	44.2%	11.5%	11.3%	17.6%	15.4%	-	-	-
Very dissatisfied	9	4	5	3	3	3	-	1	3	4	8	-	1	-
	15.7%	13.9%	17.4%	13.2%	23.7%	12.6%	-	11.5%	16.2%	22.6%	16.7%	-	21.1%	-
Don't know	4	2	2	1	1	2	-	1	1	1	3	-	-	1
	6.9%	7.6%	6.3%	4.5%	7.9%	8.8%	-	11.5%	5.8%	5.2%	6.5%	-	-	44.4%
SIGMA	57	27	30	21	15	21	2	10	17	17	46	3	6	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Page	Table	Title	Base Description	Base
4	1	Q1. Have you ever heard of NHS continuing healthcare? Note: Please be honest, if you have not heard of it, please select that option.	Base: All Respondents	1002
5	2	Q2. What is NHS continuing healthcare? Note: Please be honest, if you do not know, please select that option.	Base: Respondents who have heard of NHS continuing healthcare	305
6	3	Q3. Has someone you know closely needed ongoing care outside of hospital as a result of ongoing complex health issues?	Base: All Respondents	1002
7	4	M4/Q4. Who is the person close to you who needed ongoing care outside of hospital?	Base: Respondents who knew someone closely who needed ongoing care outside of hospital as a result of ongoing complex health issues	330
8	5	Q5. Did the person close to you have to personally finance this care?	Base: Respondents who knew someone closely who needed ongoing care outside of hospital as a result of ongoing complex health issues	330
9	6	Q6. Does the person close to you currently personally finance this care?	Base: Person close to the respondents had personally finance the care	97
10	7	Q7. Did personally financing this care affect the person close to you in any of the following ways? They had to spend their savings	Base: Person close to the respondents had personally finance the care	97
11	8	Q8. Did personally financing this care affect the person close to you in any of the following ways? They had to sell their house	Base: Person close to the respondents had personally finance the care	97
12	9	Q9. Did personally financing this care affect the person close to you in any of the following ways? They had to use pension income	Base: Person close to the respondents had personally finance the care	97
13	10	Q10. How much does the person close to you currently pay for their care?	Base: Person close to the respondents currently personally finances the care	61
14	11	Q11. How much has the person close to you paid out in care fees overall?	Base: Person close to the respondents had personally finance the care	97

	Page	Table	Title	Base Description	Base
	15	12	Q12. In some cases the NHS provides free continuing healthcare outside of hospital. This means that one can receive care and support to meet assessed needs due to the severity and complexity of their ongoing care needs. Has anyone close to you applied for the NHS continuing healthcare funding?	Base: Respondents who knew someone closely who needed ongoing care outside of hospital as a result of ongoing complex health issues	330
	16	13	Q13. Thinking about the application someone close to you made for NHS continuing healthcare funding, was this application successful?	Base: Someone close to the respondents had applied for the NHS continuing healthcare funding	58
	17	14	Q14. Was the person close to you satisfied with the way the assessment for continuing healthcare was carried out?	Base: Someone close to the respondents had applied for the NHS continuing healthcare funding	58
	18	15	Q15. Was the person close to you satisfied with the outcome of the continuing healthcare assessment?	Base: Someone close to the respondents had applied for the NHS continuing healthcare funding	58