

Research Report

Shaping a Healthier Future proposals

**Prepared for: Ealing Council and
Hammersmith & Fulham Council**

Prepared by: BMG Research

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1 Introduction

1.1 Background

In June 2017, BMG Research was commissioned by Ealing Council and Hammersmith & Fulham Council to gather views from residents about the health and social care services within the area.

1.2 Methodology

Between 29th June and 19th July 2017, 1514 telephone interviews (759 for Ealing Council, 755 for Hammersmith & Fulham Council) were conducted among Ealing and Hammersmith & Fulham residents. During fieldwork, representative quotas were set by area, age and gender in order to capture the views of a cross-section of residents. The questionnaire used can be found in Appendix A.

On an observed statistic of 50%, a sample size of 1,514 is subject to a maximum standard error of $\pm 2.51\%$ at the 95% level of confidence. This means that if all Ealing and Hammersmith & Fulham residents had responded to the survey, we are 95% confident that a figure of 50% in this report would actually have been between 52.51% and 47.49%. The maximum standard error for Ealing results is $\pm 3.55\%$ and for Hammersmith & Fulham results is 3.56%

1.3 Weighting the data

The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn. As for all surveys of this type, although a random sample of telephone numbers was selected, the achieved sample was not perfectly representative.

Under these circumstances, inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Weights are assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation is then multiplied by its weight to ensure that the weighted sample will conform to the known population characteristics.

To ensure that data set is representative the data has been weighted by ward groups, age, ethnicity, and gender at a borough level. The age and gender demographic weights were based on the Office of National Statistics (ONS) 2016 mid-year population data, whilst the ward groups and ethnicity weights are based on the 2011 census data.

1.4 Interpreting the data

Results have been presented rounded to 0 decimal places – this may mean that some totals exceed 100%. This also has implications regarding how summary percentages appear. For example, if 25.4% of residents state they are very satisfied and 30.3% of residents are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7%, which is rounded up

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to 56%, whereas the individual rounded responses suggest this total should be 55%. This explains any instances of where summary text does not match a graph or table it is referring to.

Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

2 Key findings

2.1 General concern about / awareness of healthcare issues

Most residents (87%) regard access to good local health and social care services as extremely / very important to them. Just 4% state that neither they nor friends / family members have used health or social care services in the last 12 months, further indicating the importance to residents of any major changes to these services.

2.2 Changes to services in the last 12 months and concern about issues affecting services

In the context of increasing funding challenges and the closures of local hospital units, residents were asked to consider whether local health and social care services had got better or worse over the last 12 months. For all specified services, the most common response is that the service has stayed the same; however, residents are at least twice as likely to think that each service has got worse than better, and are also much more likely to feel that the service has got a lot worse compared to a lot better.

Of a series of specified issues relating to health and social care in North West London, most are extremely or very concerned about the issue, in particular funding for the NHS (77% extremely or very concerned). Concern is particularly pronounced amongst residents already aware of the *Shaping a Healthier Future* proposals. In addition to the opposition to the proposals discussed below, there are indications that residents feel that even recent changes to local healthcare services should be reversed; more than seven in ten strongly agree with the proposition that the maternity and children's units at Ealing hospital should be reopened.

2.3 Shaping a Healthier Future proposals

Two-thirds (67%) are aware of the *Shaping a Healthier Future* proposals. Despite these high levels of awareness, fewer than one in five (18%) feel they have been very / somewhat involved in decision making affecting local healthcare services. Almost two-thirds (63%) also feel that they have not been involved at all, and this is the case even for those already aware of the *Shaping a Healthier Future* proposals.

At least three-quarters strongly disagree with the proposals that involve cuts to hospital services. This finding clearly indicates that the opposition already expressed locally to the proposals is shared by most residents. By contrast, a majority strongly agree with the proposal to strengthen GP and other out of hospital services.

2.4 Councils' role in protecting hospital services

Three-quarters (75%) strongly agree with the Councils' objective to protect services at Charing Cross and Ealing hospitals, and 81% agree at least to some extent. This is in keeping with the strong opposition to cuts to local hospital services. It should also be noted that 12% strongly disagree, suggesting that a small number of residents would prefer the Councils not to be involved.

2.5 Goals for NHS reform

In contrast to the opposition expressed to cuts to local hospital services, the vast majority (93% or more) agree with the stated objectives of the programme (such as being able to book GP appointments quickly and conveniently, access to care round the clock, etc).

3 General concern about / awareness of healthcare issues

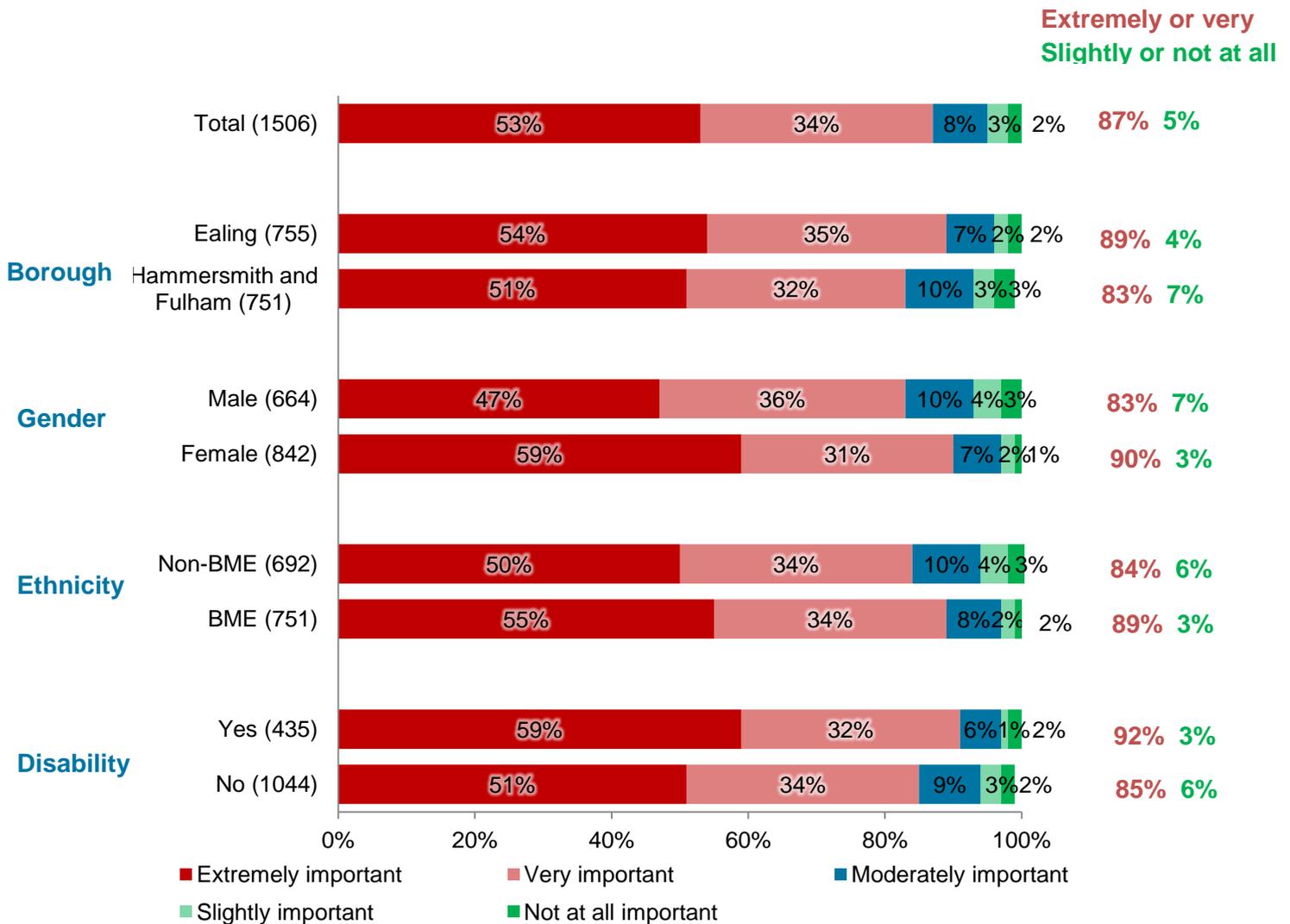
Before moving on to the *Shaping a Healthier Future* proposals, respondents were first asked to consider aspects of their local healthcare services, including their usage and perceptions of these services, and the importance to them of specific aspects of local healthcare services.

First of all, respondents mostly state that access to good local health and social care services is either extremely important (53%) or very important (34%) to them. In total, 87% give one of these responses, and more than eight in ten of each of the key subgroups shown also answer in this way. However, there are significant differences within the following groups:

- Borough: Ealing residents are significantly more likely compared to Hammersmith & Fulham residents to consider this extremely / fairly important (89% cf. 83%).
- Gender: Female residents are more likely to view access as important, in particular extremely important (59%, compared to 47% of men).
- Ethnicity: BME residents are significantly more likely to view access as important compared to non-BME residents (89% cf. 84%). This is driven by Asian / Asian British residents (91%), and by Black / African / Caribbean / Black British residents (90%).
- Disability: Residents who are disabled or who have a household member who is disabled are significantly more likely to view access as extremely important compared to residents not in this situation (59% cf. 51%).

By contrast, there are no significant differences when comparing the responses of residents who have dependents in the household against those who do not; this is similarly the case for residents who have a family member who is pregnant / on maternity leave compared to those who do not. By age, there are no significant differences when comparing the responses of over-65s compared to under-65s.

Figure 1: Q4 How important to you is access to good local health and social care services? (Valid responses, excluding don't know / can't say)



Unweighted sample bases in parentheses

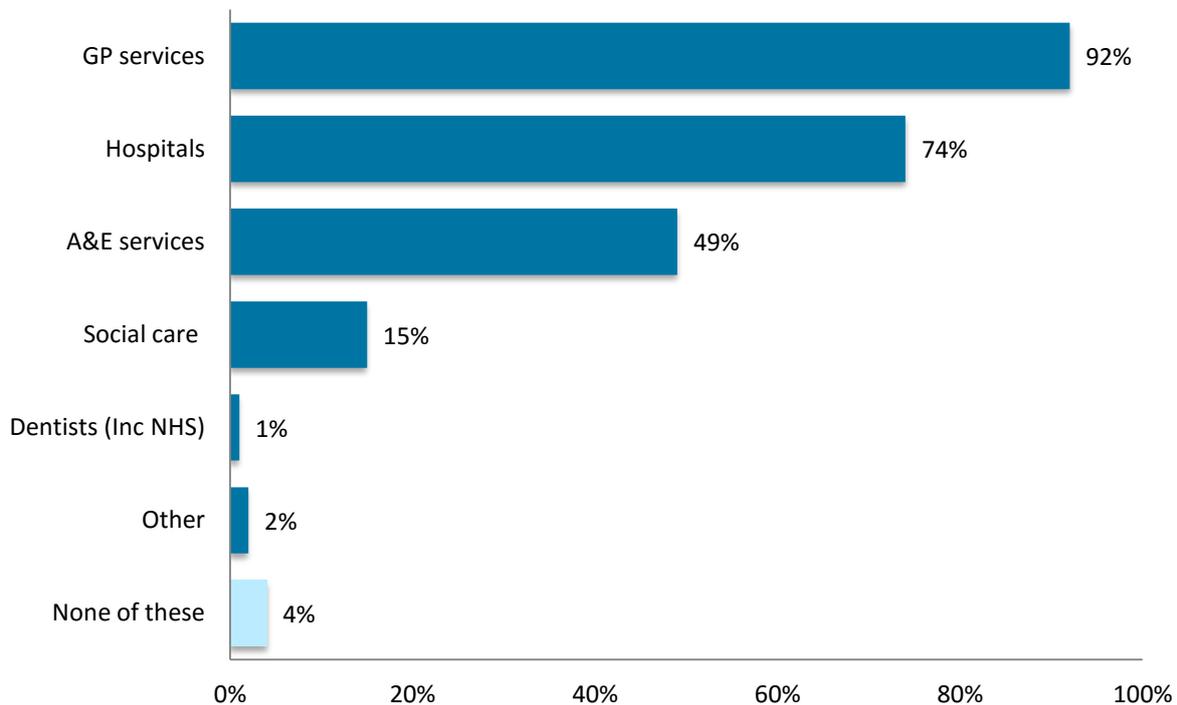
Respondents were then asked which of a list of healthcare services they, or a friend / family member have used in the last 12 months. Just 4% have not used any of these services - as the figure below indicates, usage of GP services in particular is very high (92%).

A small number also spontaneously mentioned using a dentist - this option was not on the list of services read out to respondents and was therefore mentioned by just 1%.

As the question refers not just to the respondent but also to friends and family members, caution is required in breaking the findings down by respondent demographics. However, just as female residents are more likely to feel that access to health and social care services is important, female residents are also significantly less likely to state that they / friends / family have *not* used any of the services below (2%, compared to 6% of male respondents). Similarly BME residents are significantly less likely to give this response compared to non-BME residents (3% cf. 6%), in particular Indian residents (1%). Just 1% of disabled respondents have not used any of these services compared to 5% of non-disabled respondents.

Ealing residents are also significantly less likely *not* to have used these services (either themselves / friends / family) compared to Hammersmith and Fulham residents (3% cf. 5%).

Figure 2: Q5 Which, if any, of the following services have you or a family member/ or a friend used in the last 12 months? (All responses)



Unweighted sample base: 1,514

3.1 Changes to services in the last 12 months

Respondents were then asked to consider services in North West London, with interviewers defining North West London as follows:

Throughout this survey I will refer to 'North West London'. By North West London I mean the area covering the London boroughs of Ealing, Hammersmith & Fulham, Brent, Hounslow, Harrow, Hillingdon, Westminster, and Kensington & Chelsea. Together these boroughs have a total population of more than two million people.

Respondents were asked to consider whether the listed health / social care services, in North West London, had got better, worse, or stayed the same in the last 12 months. Perceptions of any change in the service provided over this period are of particular interest given the closure of units at Central Middlesex, Hammersmith, and Ealing Hospitals from September 2014 to July 2016, as well as other challenges to the resourcing of NHS services. A 'don't know' option was available and respondents coding this response are excluded from the findings overleaf. A particularly high number of such responses (57%) was received for social care.

The responses for those who spontaneously mention using a dentist, or another service not listed, are shown overleaf for reference, but should be treated with caution due to the low base sizes involved (13 and 29).

For all services, the most common response is that the service has stayed the same, as the table overleaf indicates. However, for all services (apart from 'Other') residents are at least twice as likely to think that the service has got worse than better, and (apart from 'Other' and dentist), also much more likely to feel that the service has got a lot worse compared to a lot better. This applies both to all residents giving a view, and those who have used these services in the last 12 months. The balance of opinion (as shown in the index score overleaf) is particularly negative for hospitals and A&E services. Given the overwhelming support for reopening the maternity and paediatric units at Ealing Hospital, discussed later in this report, it is possible that worsening perceptions of hospital services may be linked to residents' attitude to the recent closures.

Table 1: Q6. In the last 12 months do you think the following services in North West London have got better or worse, or stayed the same? (Valid responses, excluding don't know / can't say)

	GP services		Hospitals		A&E services		Social care		Dentist	Other
	Total	User	Total	User	Total	User	Total	User	User	User
A lot better	6%	5%	4%	5%	4%	6%	3%	5%	0%	16%
Slightly better	11%	11%	8%	8%	8%	10%	10%	14%	8%	18%
Same	48%	49%	42%	40%	34%	31%	48%	38%	61%	48%
Slightly worse	16%	16%	22%	23%	27%	26%	17%	17%	31%	18%
A lot worse	19%	18%	24%	25%	28%	28%	23%	26%	0%	0%
Summary: Better	17%	17%	12%	12%	12%	15%	13%	19%	8%	34%
Summary: Worse	35%	34%	46%	47%	54%	54%	40%	43%	31%	18%
Index (Better-worse)	-18	-17	-34	-35	-42	-39	-27	-24	-23	+16
Unweighted sample bases	1,444	1,360	1,305	1,038	1,126	664	625	194	13	29

There is no significant difference between the responses of Hammersmith & Fulham and Ealing residents in relation to GP services and social care. However, Ealing residents' responses are more negative compared to Hammersmith & Fulham in relation to hospitals and A&E services:

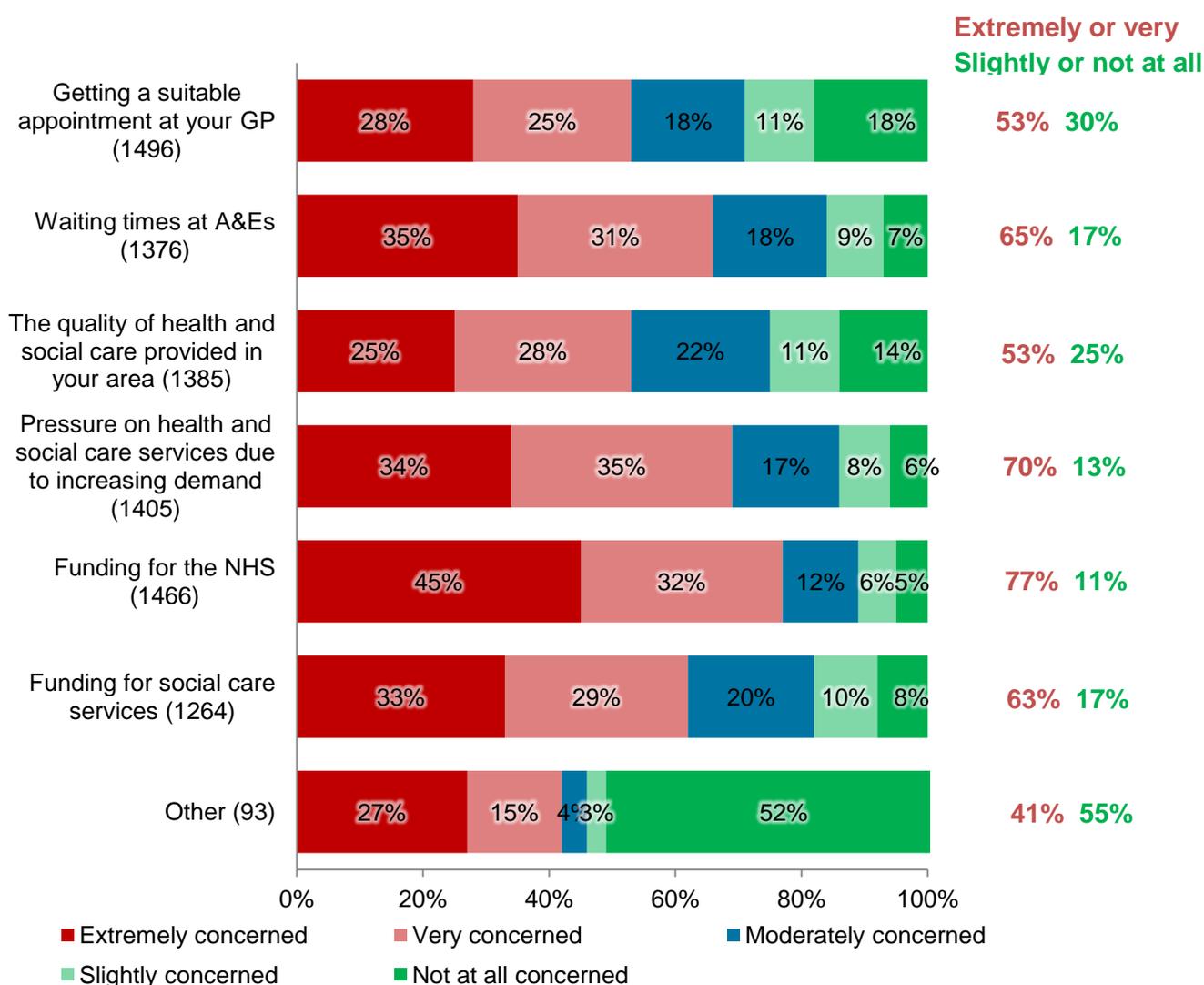
- Hospitals: Ealing residents are significantly more likely to believe that this service has got worse (50% cf. 40%).
- A&E services: Ealing residents are significantly more likely to believe that these services have got worse (58% cf. 48%); and significantly less likely to believe they have got better (10% cf. 17%).

3.2 Concern over service issues

Respondents were then asked whether they are concerned about a range of issues affecting local health and social care services. Again, a ‘don’t know’ option was available and coded by up to 15% of respondents (in relation to funding for social care services) - these responses are excluded from the findings below. Spontaneous responses in relation to any other related issues were also recorded under ‘Other’.

Apart from ‘Other’, a majority are either extremely or very concerned about the issues shown. Concern is particularly apparent on funding for the NHS, with more than three-quarters (77%) extremely or very concerned.

Figure 3: Q7. How concerned are you about the following issues related to health and social care services in North West London? (Valid responses, excluding don’t know / can’t say)



Unweighted sample bases in parentheses

Awareness of the *Shaping a Healthier Future* proposals is correlated with significantly higher concern about the issues discussed, with the exception of GP appointments. Significant differences between those aware and not aware of the proposals are highlighted in the table below.

By borough, Hammersmith & Fulham residents are significantly more likely compared to Ealing to be concerned about getting a suitable GP appointment. Conversely, Ealing residents are significantly more likely to be concerned about waiting times at A&Es, and funding for the NHS in general. Significant differences between the two boroughs are highlighted in the table below.

Table 2: Proportion extremely / very concerned about issues related to health and social care services in North West London - By awareness of proposals and borough (Valid responses, excluding don't know / can't say)

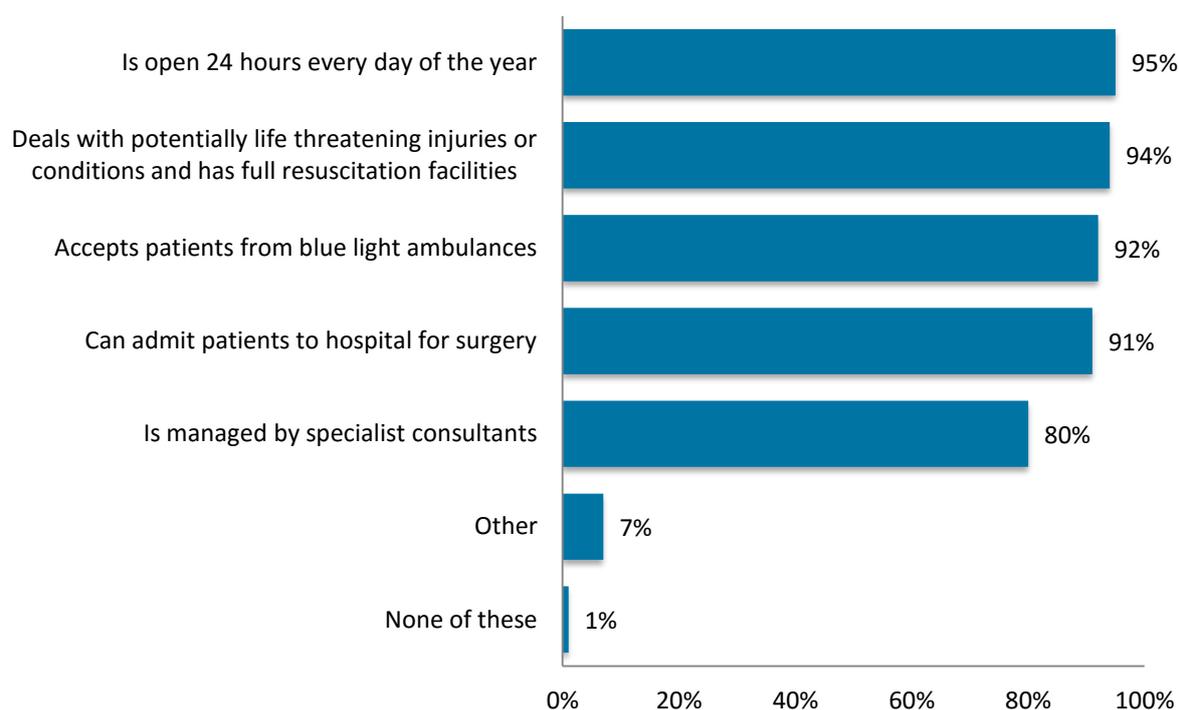
	Awareness of proposals		Borough	
	Aware	Not aware	Ealing	Hammersmith & Fulham
Getting a suitable appointment at your GP	52%	54%	50%	57%
Waiting times at A&Es	67%	61%	68%	61%
The quality of health and social care provided in your area	55%	47%	54%	52%
Pressure on health and social care services due to increasing demand	72%	64%	70%	69%
Funding for the NHS	80%	71%	79%	73%
Funding for social care services	65%	56%	63%	62%

Amongst users of specific services, responses from those who have used GPs in the last 12 months are in line with the total findings. Those who have used A&E services in this time are significantly more likely compared to the average to be extremely concerned about A&E waiting times (39% cf. 35%).

3.3 Essential features of an A&E unit

Of a given list of A&E services, eight in ten (80%) believe it is essential that A&E units are managed by specialist consultants, whilst at least nine in ten agree that the other services shown (below) are essential. In terms of differences by borough, Ealing residents are significantly more likely compared to Hammersmith and Fulham residents to believe A&E units should accept patients from blue light ambulances (94% cf. 89%), and be managed by specialist consultants (82% cf. 76%).

Figure 4: Q8 Which if any of the following features do you think are essential to an Accident & Emergency (A&E) Unit? (All responses)



Unweighted sample base: 1,514

4 Shaping a Healthier Future proposals

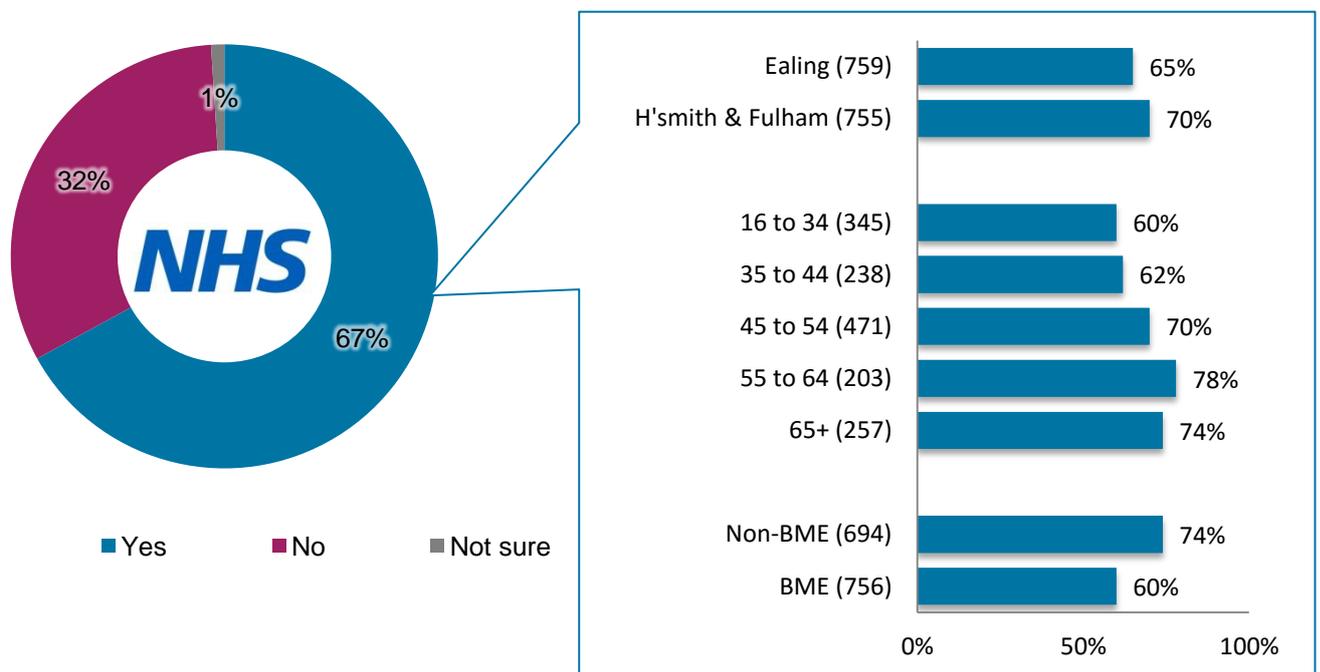
Respondents were then introduced to the *Shaping a Healthier Future* proposals as follows:

As part of the NHS plans to reform hospitals and healthcare services in North West London the NHS propose to strengthen GPs and out of hospital services, downgrade or close facilities at some hospitals in North-West London and consolidate services at the remaining hospitals. As a result there will no longer be major hospitals in Ealing or Hammersmith & Fulham.

Two-thirds (67%) state that they are aware of the plans following this introduction. Awareness is significantly higher compared to the average amongst Hammersmith & Fulham residents, those aged 55-64 and 65+, and non-BME residents, as the figure below indicates. Awareness is significantly lower than the average amongst all the main BME groups interviewed: Asian / Asian British residents (60% aware), Black / African / Caribbean / Black British residents (56%), and Other White residents (57%).

By contrast there are no significant differences by gender or by disability.

Figure 5: Q9 Have you heard about these NHS plans? (All responses)



Unweighted sample base: 1,514

Shaping a Healthier Future proposals

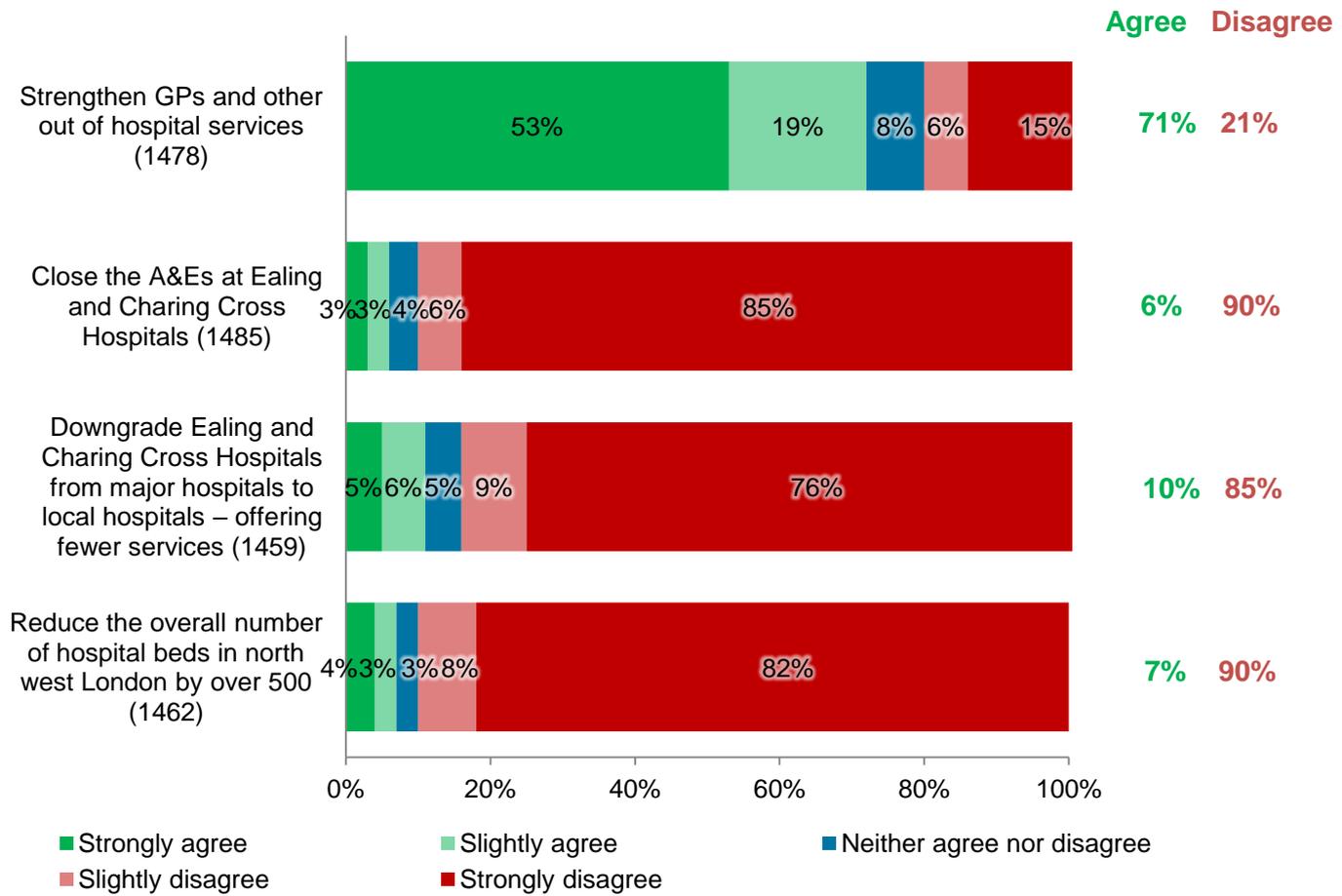
Respondents were reminded of the key points of the proposals, as follows, and asked whether they agree or disagree with each aspect:

As stated previously, to achieve these goals the NHS would strengthen GPs and out of hospital services, downgrade or close facilities at some hospitals in north-west London, and consolidate services at the remaining hospitals. As a result there will no longer be major hospitals in Ealing or Hammersmith & Fulham. The NHS state that overall this will improve health outcomes in north-west London and help balance budgets.

The A&Es at Central Middlesex hospital and Hammersmith hospital, as well as the maternity and children's units at Ealing hospital, have already been closed. I am now going to ask for your views about specific aspects of the programme proposed for the future.

A 'don't know' option was available and coded by up to 3% of respondents - these responses are excluded from the findings reported on here. As the figure overleaf indicates, at least three-quarters *strongly* disagree with the proposals that involve cuts to hospital services. This finding clearly indicates that the opposition already expressed locally to the proposals is shared by most residents. By contrast, a majority (53%) strongly agree with the proposal to strengthen GP and other out of hospital services (in total 70% strongly or slightly agree with this aspect of the proposals).

Figure 6: Q11. To what extent do you agree or disagree with each of the following NHS proposals? (Valid responses, excluding don't know / can't say)

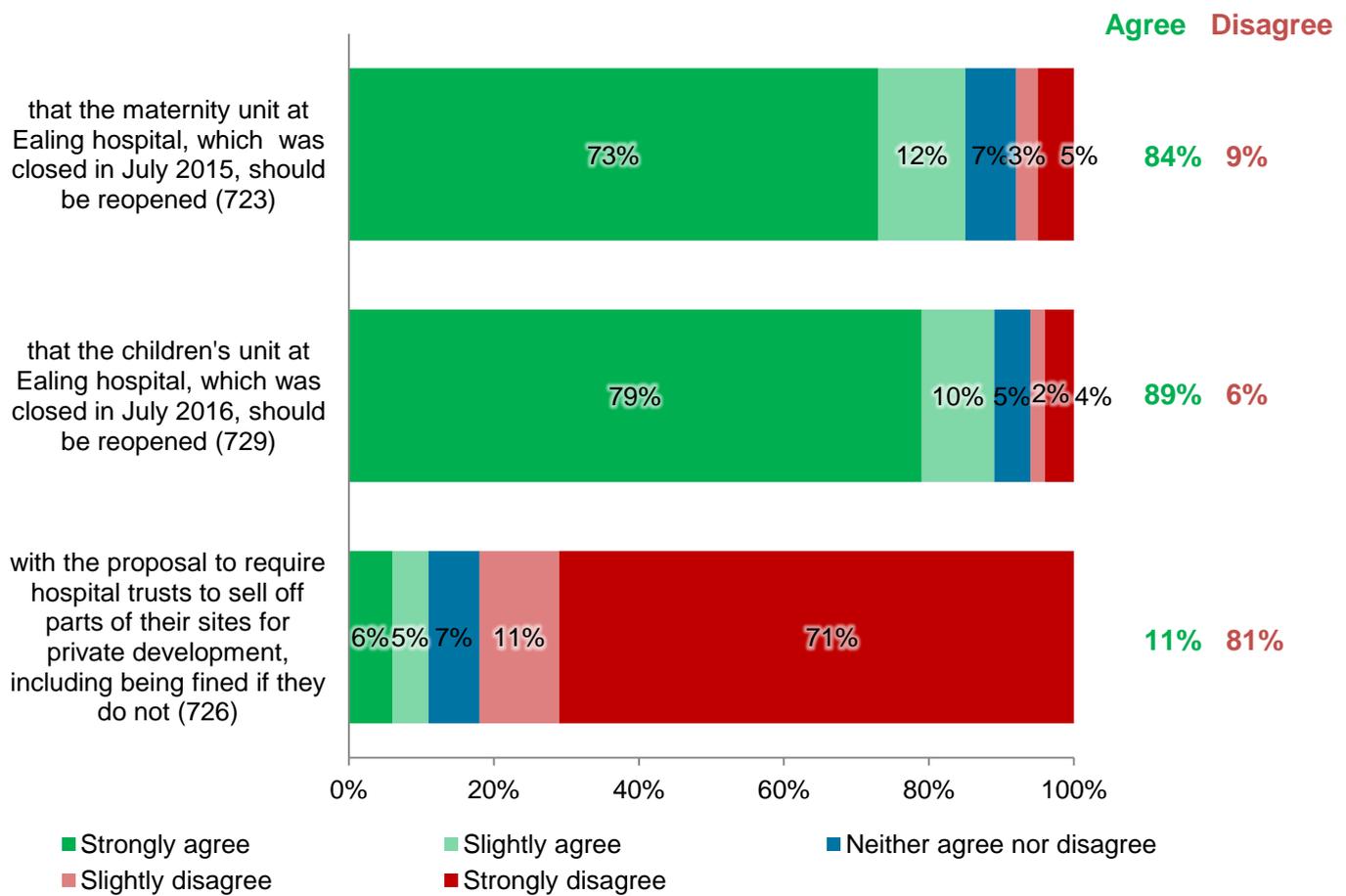


Unweighted sample bases in parentheses

Ealing respondents were then asked for their views on whether previous closures at Ealing hospital should be reversed, whilst Hammersmith & Fulham residents were asked for their view on the proposal to require trusts to sell off parts of their sites for private development. A 'don't know' option was available and coded by up to 5% of respondents - these responses are excluded from the findings reported on here.

As the figure below indicates, more than seven in ten *strongly* agree that the Ealing closures should be reversed, and *strongly* disagree with the proposal to sell off land.

Figure 7: Q12. To what extent do you agree or disagree... (Valid responses, excluding don't know / can't say)

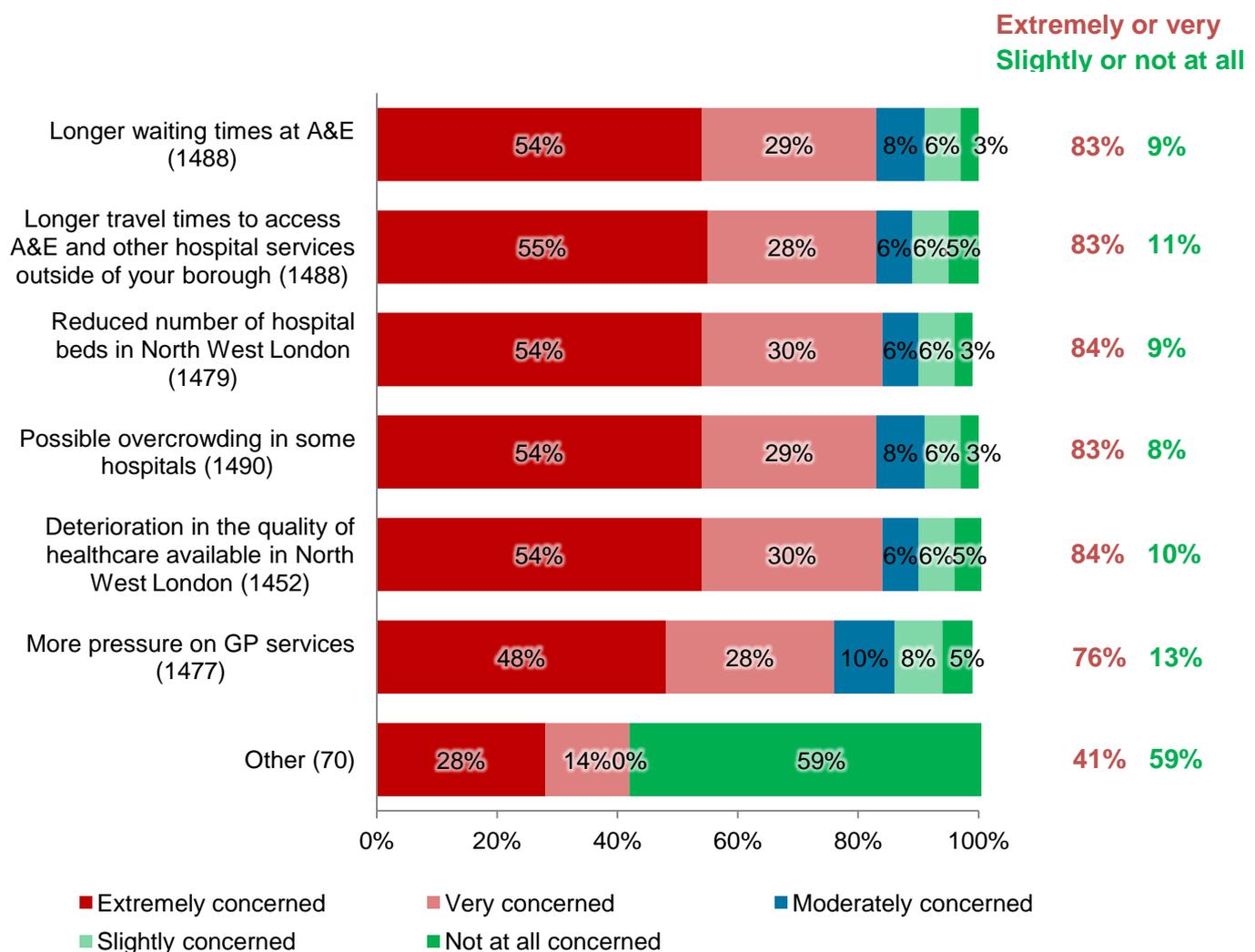


Unweighted sample bases in parentheses

Respondents were then read a list of potential concerns about the impact on local healthcare if the proposals were implemented. An 'Other' option was available for any respondent spontaneously raising another, related issue. A 'don't know' option was also available and coded by up to 4% of respondents - these responses are excluded from the findings reported on here.

As the figure below indicates, for most of the potential issues listed, levels of concern are very uniform, with 54% - 55% extremely concerned. Concern is slightly lower in relation to possible increased pressure on GP services, with just under half (48%) extremely concerned.

Figure 8: Q13. How concerned are you about the following issues if the NHS programme is implemented? (Valid responses, excluding don't know / can't say)



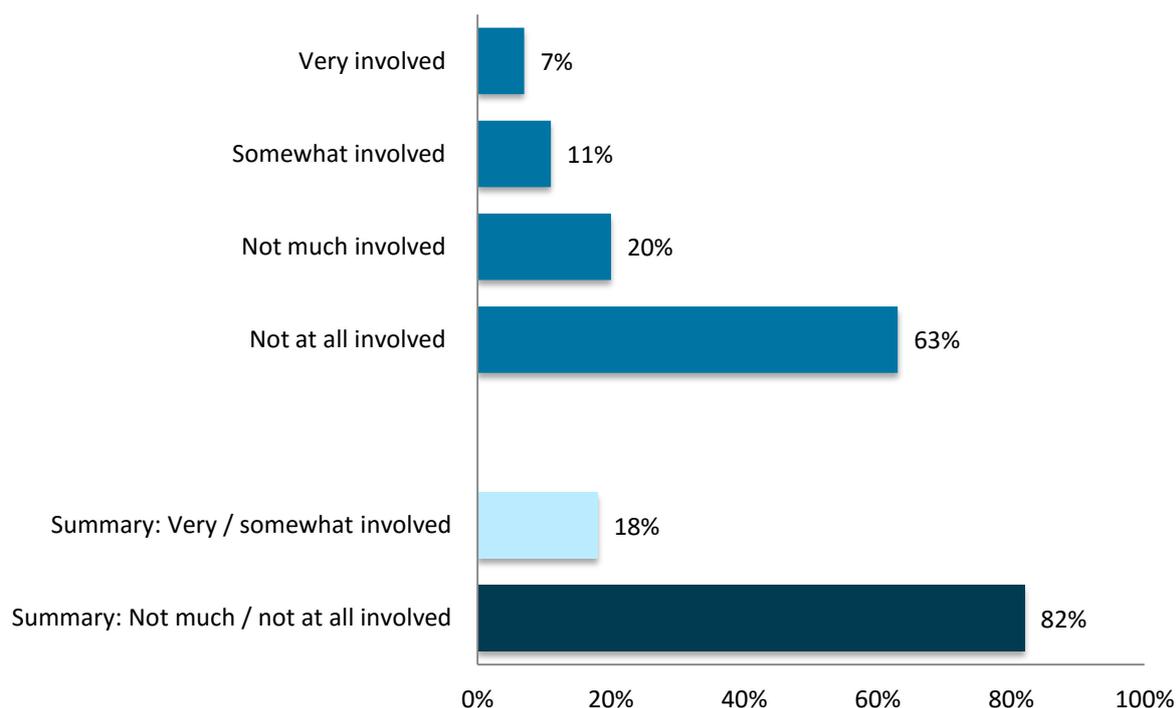
Unweighted sample bases in parentheses

4.1 Resident involvement to date

In terms of resident involvement to date in changes to healthcare services, fewer than one in five (18%) feel they have been very / somewhat involved, compared to 82% who feel they have not been involved much / at all. In particular, almost two-thirds (63%) have not been involved at all.

A 'don't know' option was also available and coded by 1% of respondents - these responses are excluded from the findings reported on here.

Figure 9: Q14 Before today, to what extent do you feel you have been involved in the decision to make the changes to healthcare services in North West London? (Valid responses, excluding don't know / can't say)

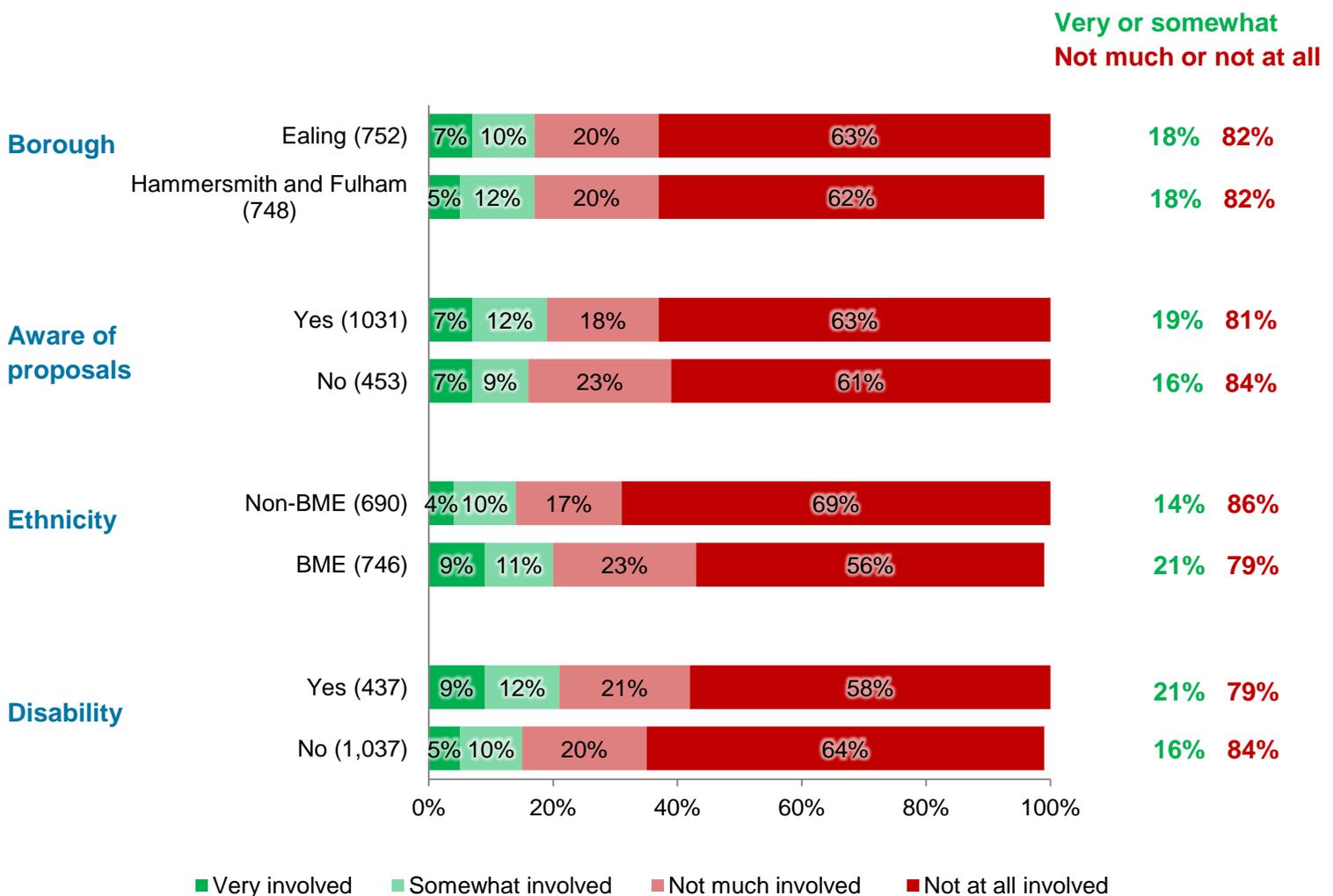


Unweighted sample base: 1,500

Even amongst those already aware of the proposals, just 19% feel they have been involved, and this group is slightly more likely than other residents to feel that they have not been involved at all (63%). There are also no significant differences in the responses given by borough. By contrast, non-BMEs' level of involvement has been lower - in particular residents in this demographic are significantly more likely to state they have not been involved at all, compared to BMEs (69% cf. 56%). Disabled residents are significantly more likely to have been involved compared to non-disabled residents (21% cf. 16%). This may reflect the higher levels of importance placed by BME / disabled residents on access to good local health and social care services (Section 3).

By other demographics, there are no significant differences in involvement by age group (under / over-65) or by gender.

Figure 10: Q14 Before today, to what extent do you feel you have been involved in the decision to make the changes to healthcare services in North West London? - By key sub-groups (Valid responses, excluding don't know / can't say)



Unweighted sample bases in parentheses

4.2 Councils' role in protecting hospital services

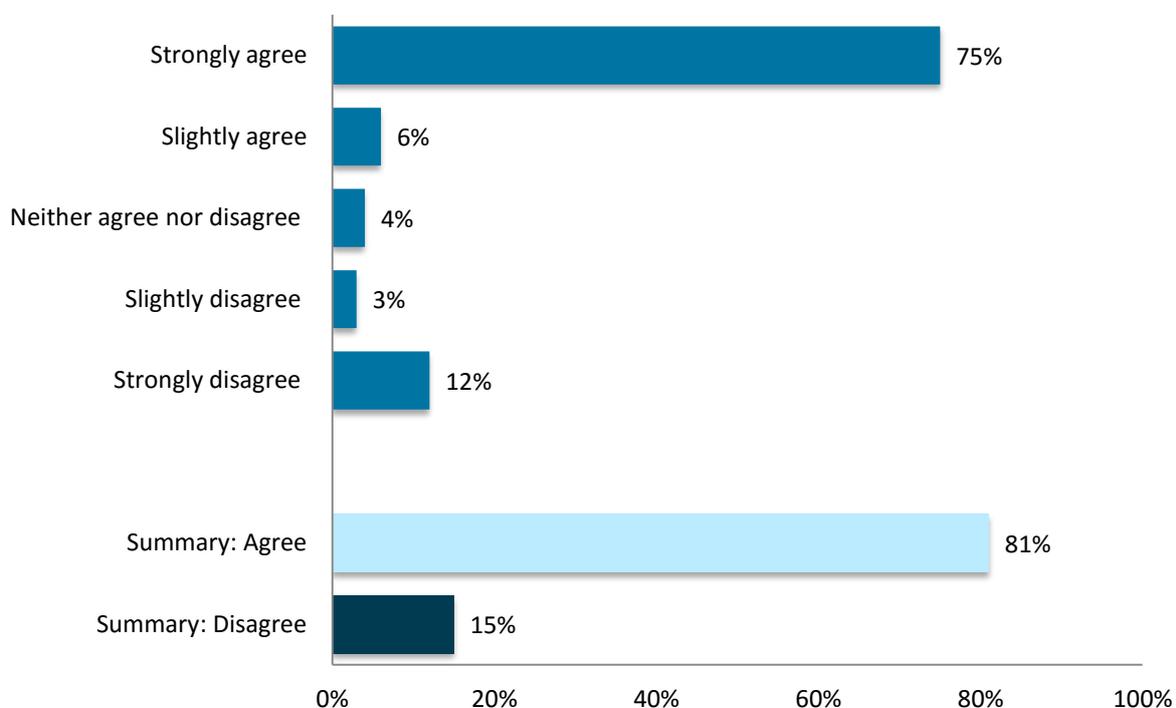
Respondents were then asked for their views on the Councils' objective to protect services at Charing Cross and Ealing hospitals, in particular A & E departments. Three-quarters (75%) *strongly* agree with the stated objective, and 81% agree at least to some extent. However, 12% strongly disagree. This compares to just 3-5% who strongly agree with the proposals to reduce services at these hospitals (see Section 4), and suggests that a small number of residents would prefer the Councils not to be involved.

There is no significant difference in the responses given at this question when comparing the views of Ealing and Hammersmith & Fulham residents. However, significant differences are apparent by:

- Ethnicity: Asian / Asian British residents are significantly less likely compared to the average to strongly agree / agree with the Councils' objective (70% / 76%); and significantly more likely to strongly disagree / disagree (17% / 21%).
- Gender: Female residents are significantly more likely compared to male residents to strongly agree with the Councils' objective (79% cf. 72%).

A 'don't know' option was also available and coded by 1% of respondents - these responses are excluded from the findings reported on here.

Figure 11: Q15 To what extent do you agree or disagree with Ealing and Hammersmith and Fulham Councils' objective to protect services at Charing Cross and Ealing Hospitals and in particular to stop the closure of the A&Es? (Valid responses, excluding don't know / can't say)



Unweighted sample base: 1,487

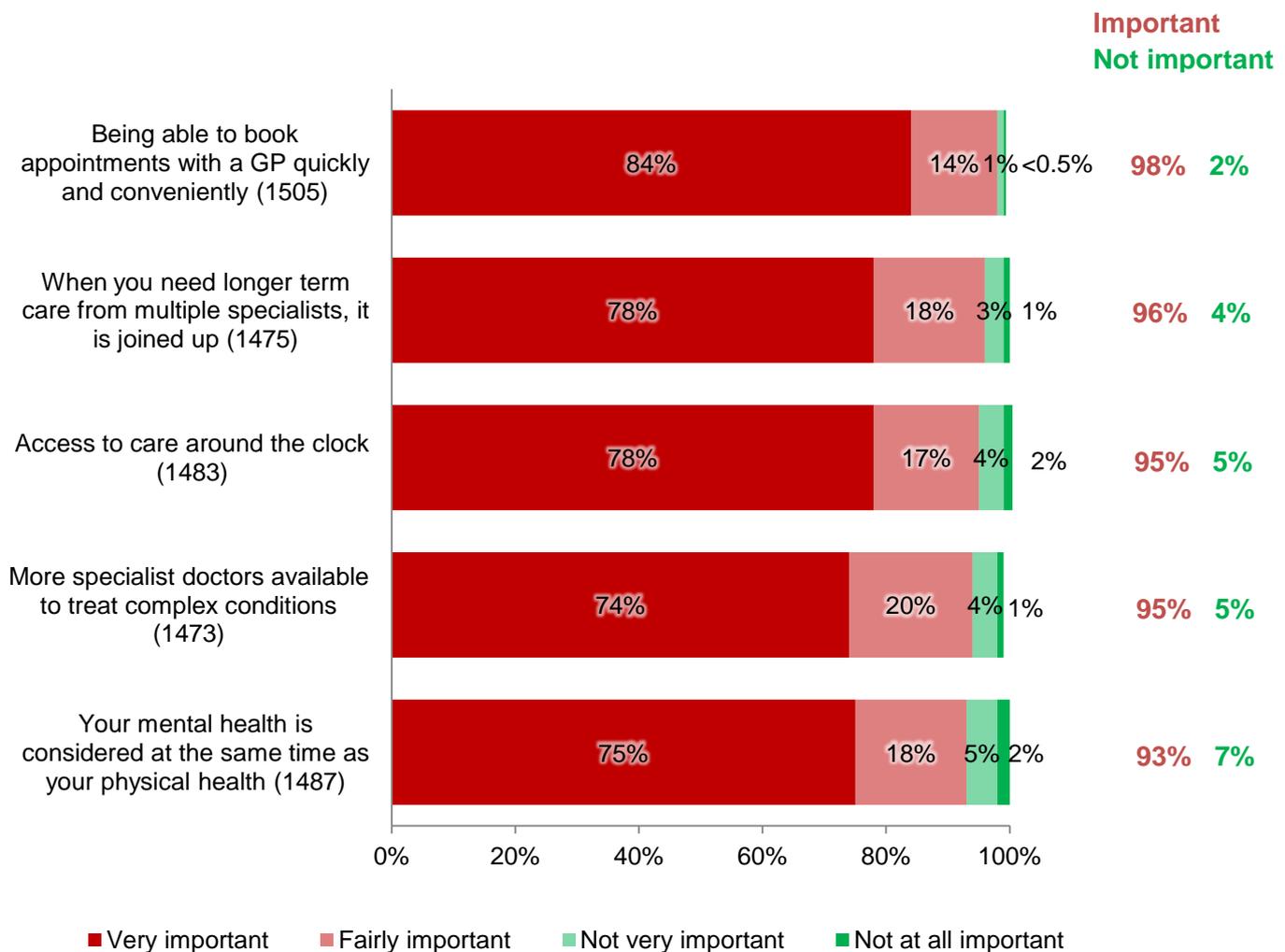
4.3 Goals for NHS reform

The NHS has identified a number of goals it wishes to achieve through reforming healthcare services. The research also aims to evaluate how important each of these goals are to local residents.

As the figure below indicates, each of the goals is very or fairly important for the vast majority of respondents (at least 93%). In particular, being able to book appointments with a GP quickly and conveniently is very important for 84% of residents. This is in keeping with the finding discussed in Section 4 that the proposal to strengthen GPs (and out of hospital services in general) attracts widespread support.

A ‘don’t know’ option was also available and coded by up to 3% of respondents - these responses are excluded from the findings reported on here.

Figure 12: Q10. The NHS has identified the following goals for this programme. How important do you feel each of these goals are to you and your household? (Valid responses, excluding don’t know / can’t say)



Unweighted sample bases in parentheses

Appendix A: Questionnaire

Pro_1312

V 1

Shaping a Healthier Future Proposals – Survey Questionnaire

Good afternoon/evening. My name is..... and I am calling from BMG Research on behalf of the [Ealing Council/ Hammersmith and Fulham Council]. We are keen to seek your views about changes to health and social care services in your area. [FOR EALING RESIDENTS ONLY]: We would also like your views on aspects of how the London Borough of Ealing communicates with residents.

The survey will take around 10 - 15 minutes to complete. Your individual responses will be treated in the strictest confidence and will not be passed onto the [Ealing Council/ Hammersmith and Fulham Council] or any third parties. BMG Research abide by the Market Research Society Code of Conduct.

Firstly, I will ask you some demographic questions to make sure that we talk to a representative cross-section of people.

Q1. What age band do you fit into? READ OUT. SINGLE CODE [ask all s/c]

16 to 24	1
25 to 34	2
35 to 44	3
45 to 54	4
55 to 64	5
65+	6
Prefer not to say	7

Q2. Are you ? DO NOT READ OUT. SINGLE CODE [ask all s/c]

Male	1
Female	2

Q3. To confirm you live within the borough, can I confirm that your postcode is XXXXXX ? [ask all]

- 1- Yes
- 2- No [Enter postcode] If refused or not in borough close

GENERAL CONCERN ABOUT/ AWARENESS OF HEALTHCARE ISSUES

Q4: How important to you is access to good local health and social care services? READ OUT, SINGLE CODE [ask all s/c]

Extremely important	1
Very important	2
Moderately important	3
Slightly important	4
Not at all important	5
Don't know/ can't say [DO NOT READ OUT]	6

Q5: Which, if any, of the following services have you or a family member/ or a friend used in the last 12 months? READ OUT, MULTICODE [ask all s/c]

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V1

GP services	1
Hospitals	2
A&E services	3
Social care	4
Other (specify) [DO NOT READ OUT]	5
None of these	6

Throughout this survey I will refer to 'North West London'. By North West London I mean the area covering the London boroughs of Ealing, Hammersmith & Fulham, Brent, Hounslow, Harrow, Hillingdon, Westminster, and Kensington & Chelsea. Together these boroughs have a total population of more than two million people. Please keep this area in mind when answering questions throughout the survey.

Q6: In the last 12 months do you think the following services in North West London have got better or worse, or stayed the same? [Probe: A lot or slightly] **READ OUT, SINGLE CODE PER STATEMENT [ask all s/c per row - only show Q6E if q5=5]**

	A lot better	Slightly better	Same	Slightly worse	A lot worse	Don't know/ can't say [DO NOT READ OUT]
A. GP services	1	2	3	4	5	6
B. Hospitals	1	2	3	4	5	6
C. A&E services	1	2	3	4	5	6
D. Social care	1	2	3	4	5	6
E. Other [SHOW Q5 OTHER ANSWER]. [ONLY SHOW IF Q5 other is selected]	1	2	3	4	5	6

Q7: How concerned: extremely concerned, very concerned, moderately concerned, slightly concerned, not at all concerned, are you about the following issues related to health and social care services in North West London? **READ OUT, SINGLE CODE PER STATEMENT [ask all s/c per row - Randomise]**

	Extremely concerned	Very concerned	Moderately concerned	Slightly concerned	Not at all concerned	Don't know/ can't say [DO NOT READ OUT]
A. Getting a suitable appointment at your GP	1	2	3	4	5	6
B. Waiting times at A&Es	1	2	3	4	5	6
C. The quality of health and social care provided in your area	1	2	3	4	5	6

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D. Pressure on health and social care services due to increasing demand	1	2	3	4	5	6
E. Funding for the NHS	1	2	3	4	5	6
F. Funding for social care services	1	2	3	4	5	6
G. Other (specify) [DO NOT READ OUT]	1	2	3	4	5	6

Q8: Which if any of the following features do you think are essential to an Accident & Emergency (A&E) Unit? **READ OUT, MULTICODE [ask all s/c per row]**

Accepts patients from blue light ambulances	1
Is open 24 hours every day of the year	2
Is managed by specialist consultants	3
Deals with potentially life threatening injuries or conditions and has full resuscitation facilities	4
Can admit patients to hospital for surgery	5
Other (specify) [DO NOT READ OUT]	6
None of these	7

NHS 'SHAPING A HEALTHIER FUTURE' PROPOSALS

Q9: As part of the NHS plans to reform hospitals and healthcare services in North West London the NHS propose to strengthen GPs and out of hospital services, downgrade or close facilities at some hospitals in North-West London and consolidate services at the remaining hospitals. As a result there will no longer be major hospitals in Ealing or Hammersmith & Fulham.

Have you heard about these NHS plans? **SINGLE CODE [ask all s/c]**

Yes	1
No	2
Not sure	3

I am now going to ask you some questions about the programme the NHS is implementing to reform hospitals and healthcare services.

Q10: The NHS has identified the following goals for this programme. How important: very important, fairly important, not very important, not at all important, do you feel each of these goals are to you and your household? **READ OUT, SINGLE CODE PER STATEMENT [ask all s/c per row - randomise]**

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V 1

	Very important	Fairly important	Not very important	Not at all important	Don't know/ can't say [DO NOT READ OUT]
A. Access to care around the clock	1	2	3	4	5
B. Being able to book appointments with a GP quickly and conveniently	1	2	3	4	5
C. More specialist doctors available to treat complex conditions	1	2	3	4	5
D. Your mental health is considered at the same time as your physical health	1	2	3	4	5
E. When you need longer term care from multiple specialists, it is joined up	1	2	3	4	5

As stated previously, to achieve these goals the NHS would strengthen GPs and out of hospital services, downgrade or close facilities at some hospitals in north-west London, and consolidate services at the remaining hospitals. As a result there will no longer be major hospitals in Ealing or Hammersmith & Fulham. The NHS state that overall this will improve health outcomes in north-west London and help balance budgets.

The A&Es at Central Middlesex hospital and Hammersmith hospital, as well as the maternity and children's units at Ealing hospital, have already been closed. I am now going to ask for your views about specific aspects of the programme proposed for the future.

Q11: To what extent do you agree or disagree with each of the following NHS proposals? [PROBE strongly or slightly] READ OUT, SINGLE CODE PER STATEMENT [ask all s/c per row - randomise]

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know/ can't say [DO NOT READ OUT]
A. Strengthen GPs and other out of hospital services	1	2	3	4	5	6
B. Close the A&Es at Ealing and Charing Cross Hospitals	1	2	3	4	5	6
C. Downgrade Ealing and Charing Cross Hospitals from major hospitals to local hospitals – offering fewer services	1	2	3	4	5	6
D. Reduce the overall number of hospital beds in north west London by over 500	1	2	3	4	5	6

Q12: To what extent do you agree or disagree ... READ OUT, SINGLE CODE PER STATEMENT [ASK TO A&B to EALING RESIDENTS ONLY, ASK C to Hammersmith & Fulham residents only]

4

Pro_1312

V 1

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know/ can't say [DO NOT READ OUT]
A. ...that the maternity unit at Ealing hospital, which was closed in July 2015, should be reopened	1	2	3	4	5	6
B. ...that the children's unit at Ealing hospital, which was closed in July 2016, should be reopened	1	2	3	4	5	6
C. ...with the proposal to require hospital trusts to sell off parts of their sites for private development, including being fined if they do not?	1	2	3	4	5	6

Q13: How concerned: extremely concerned, very concerned, moderately concerned, slightly concerned, not at all concerned, are you about the following issues if the NHS programme is implemented? **READ OUT, SINGLE CODE PER STATEMENT** [ask all s/c per row - randomise]

	Extremely concerned	Very concerned	Moderately concerned	Slightly concerned	Not at all concerned	Don't know/ can't say [DO NOT READ OUT]
A. Longer waiting times at A&E	1	2	3	4	5	6
B. Longer travel times to access A&E and other hospital services outside of your borough	1	2	3	4	5	6
C. Reduced number of hospital beds in North West London	1	2	3	4	5	6
D. Possible overcrowding in some hospitals	1	2	3	4	5	6
E. Deterioration in the quality of healthcare available in North West London	1	2	3	4	5	6
F. More pressure on GP services	1	2	3	4	5	6
G. Other (specify) [DO NOT READ OUT]	1	2	3	4	5	6

Q14: Before today, to what extent do you feel you have been involved in the decision to make the changes to healthcare services in North West London? **READ OUT, SINGLE CODE** [ask all s/c]

Very involved	1
Somewhat involved	2
Not much involved	3
Not at all involved	4

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V 1

Don't know/ can't say [DO NOT READ OUT]	5
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Q15: To what extent do you agree or disagree with Ealing and Hammersmith and Fulham Council's objective to protect services at Charing Cross and Ealing Hospitals and in particular to stop the closure of the A&Es? **READ OUT, SINGLE CODE** [ask all s/c]

Strongly agree	1
Slightly agree	2
Neither agree nor disagree	3
Slightly disagree	
Strongly disagree	4
Don't know/ can't say [DO NOT READ OUT]	5

[Read out] Finally, I'd just like to ask you some brief questions about yourself. Again, all your responses will remain confidential.

Q16. Which ethnic group do you consider you belong to? White, Mixed or multi ethnic groups, asian or Asian or Asian British, Black, African, Caribbean, Black British, Arab or any other ethnic group **READ OUT, SINGLE CODE ONLY** [ask all s/c]

White:	
English / Welsh / Scottish / Northern Irish / British	1
Irish	2
Gypsy or Irish traveller	3
Any other white background	4
Mixed / multiple ethnic groups	
White and Black Caribbean	5
White and Black African	6
White and Asian	7
Any other mixed background	8
Asian or Asian British: -	
Indian	9
Pakistani	10
Bangladeshi	11
Chinese	12
Any other Asian background	13
Black / African / Caribbean / or Black British: -	
African	14
Caribbean	15
Any other Black background	16
Arab	17
Any Other ethnic group	18

Pro_1312

V 1

Q17. How many children aged under 16 are there in your household? **SINGLE CODE ONLY [ask all]**

[Enter number, zero if none]
Refused

Q18. Are you or are any of your family members currently pregnant or on maternity leave?
MULTICODE [ask all m/c]

Yes - pregnant	1
Yes - on maternity leave	2
No	3
Refused	4

Q19. Are you, or is there any one in your household whose, day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? **SINGLE CODE ONLY [ask all s/c]**

Yes, limited a lot	1
Yes, limited a little	2
No	3
Refused	4

Q20. What is the occupation of the chief income earner in the household? [USED TO CLASSIFY SOCIAL GRADE]

PROBE FOR -
JOB TITLE
JOB DESCRIPTION
QUALIFICATIONS
INDUSTRY + SIZE OF COMPANY

IF MANAGER/SUPERVISOR/SELF-EMPLOYED : NUMBER OF PEOPLE RESPONSIBLE FOR

NB: *If two or more related people in household have equal income, code the person who is the oldest. *Treat couples living together as married, therefore related. *Take respondent's occupation if not related to others in household.

Thank you very much for taking the time to answer my questions. Just to remind you my name is XXXX and I have been calling from BMG Research.

As a market research agency BMG Research complies with the Market Research Society's Code of Conduct. This ensures that your replies will be treated confidentially.

If you want to check that BMG Research is a genuine market research agency please call the Market Research Society's Freephone number – 0800 975 9596 – Office hours only.

Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

