



# What do people want from the NHS and social care in the future?

## Polling results

On behalf of Healthwatch England, Populus interviewed 2,106 UK adults online between 17- and 19 August 2018. Populus is a member of the British Polling Council and abides by its rules. For more details go to [www.populus.co.uk](http://www.populus.co.uk).

**Q1. We'd now like you to think about future technology in the health and care services. How likely or unlikely do you think each of the following technologies will exist in the industry in the future (20 to 30 years' timeframe)?**

Please rank each of the following where 5 is the very likely and 0 is very unlikely.

Base: All Respondents (2,106)

	Mean Score
The NHS will no longer use fax machines	4.03
Technology monitoring people's lifestyles will be common place and will be used in considering treatment options	3.56
I will be able to use my mobile phone to book social care services that help me live my life the way I want - e.g. home support services that help me get out of bed at a time that suits me.	3.40
Most people will have one or more artificial body parts in their lifetime - e.g. hip, pacemaker	3.32
Use of robots will be common place in surgery	3.30
Artificial intelligence will be common place for diagnosing conditions	3.26
Medicine will be fully personalised and tailored to individuals	3.25
Services will available 24/7 - beyond A&E. - e.g. We will have access to a range of health professionals for chronic conditions and new concerns as well as emergencies	3.12
Technology such as driverless cars and robotic walking aids will significantly reduce social isolation by helping people get out of their house	2.93
Organ donation will be a thing of the past as we will be able to grow replacement organs in labs	2.76



The following table outlines the individual responses provided to question 1 and the further analysis done by Healthwatch England

	5	4	3	2	1	0	Don't Know	Total	Net Percentage Positive	Net Percentage Negative
Technology monitoring people's lifestyles will be common place and will be used in considering treatment options	426	675	562	198	57	34	154	2106	78.96%	13.72%
The NHS will no longer use fax machines	1006	332	194	126	65	59	324	2106	72.74%	11.87%
I will be able to use my mobile phone to book social care services that help me live my life the way I want - e.g. home support services that help me get out of bed at a time that suits me.	397	593	521	218	117	65	195	2106	71.75%	18.99%
Most people will have one or more artificial body parts in their lifetime - e.g. hip, pacemaker	355	584	542	290	106	47	182	2106	70.32%	21.04%
Medicine will be fully personalised and tailored to individuals	326	540	611	266	126	67	170	2106	70.13%	21.79%



Use of robots will be common place in surgery	405	550	516	274	104	88	169	2106	69.85%	22.13%
Artificial intelligence will be common place for diagnosing conditions	336	533	555	279	106	67	238	2114	67.36%	21.38%
Services will be available 24/7 - beyond A&E - e.g. We will have access to a range of health professionals for chronic conditions and new concerns as well as emergencies	322	520	537	288	155	115	196	2133	64.65%	26.16%
Technology such as driverless cars and robotic walking aids will significantly reduce social isolation by helping people get out of their house	266	479	521	325	183	147	185	2106	60.11%	31.10%
Organ donation will be a thing of the past as we will be able to grow replacement organs in labs	204	393	518	372	234	130	255	2106	52.94%	34.95%



- Of all the factors tested, respondents are most likely to believe that in 20 to 30 years' time the NHS will no longer be using fax machines (Mean score 4.03). This is followed by the belief that technology monitoring people's lifestyles will be common place and will be used in considering treatment options (Mean score 3.56).
- 3 in 5 (60%) respondents aged 65+ think it's likely that technology monitoring people's lifestyles will be common place, this is significantly more than all other age groups of which half hold this opinion (51% aged 18-24, 50% aged 25-34, 50% aged 35-44, 50% aged 45-54, 47% aged 55-64).
- Respondents aged 65+ (50%) are significantly more likely than all other age groups to think that in 20 to 30 years' time medicine will be fully personalised and tailored to individuals.

## Q2. Which of the following statements best describes your view?

Base: All Respondents (2,106)

	Mean Score
I would rather be treated by a human doctor who is more likely to make a mistake but offers compassion	66%
I would rather be treated by a robot doctor that rarely makes a mistake but lacks compassion	34%

- Two thirds (66%) of respondents would prefer to be treated by a human doctor who is more likely to make a mistake but offers compassion whilst a third (34%) would rather be treated by a robot doctor that rarely makes a mistake but lacks compassion.
- Respondents aged 65+ (72%) are the most likely to prefer to be treated by a human doctor who offers compassion even if they are more likely to make a mistake.
- Respondents in the DE social grade (73%) are also significantly more likely to prefer to be treated by a human doctor than those in the AB (61%), C1 (67%) and C2 (65%) social grades.



**Q3. We'd now like you to think about the importance of each of the following for managing demands on NHS services effectively.**

**Please rank each of the following where 1 is the most important, and 10 is the least important.**

Base: All Respondents (2,106)

	Mean Score
Increasing funding for the NHS	3.74
Improved screening for warning signs of disease / conditions	4.54
Improved diagnosis to enable earlier intervention	4.54
Greater focus on prevention illnesses by actively helping people to lead healthier lifestyles - including better diet and more exercise	5.32
Reducing waste and inefficiency	5.36
More funding for social care services to support people to live well in the community	5.64
Greater focus on developing cures	5.64
Greater focus on preventing illnesses through education	5.67
Better use of technology to help people manage their health / long-term conditions	6.00
Reducing services offered	8.55

- When it comes to the factors which are of most importance for managing the demands of the NHS effectively, respondents are most likely to think increasing funds for the NHS (Mean score 3.74) is the most important, followed in joint second place by improved screening for warning signs of disease / conditions (Mean score 4.54) and improved diagnosis to enable earlier intervention (Mean score 4.54).
- The factor considered of least importance for managing the demands of the NHS effectively is reducing services offered (Mean score 8.55), followed by better use of technology to help people manage their health / long-term conditions (Mean score 6.00) and then greater education on preventing illness through education (Mean score 5.67).



- Respondents in the higher social grades (AB; 22%, C1; 20%) are significantly more likely to think that greater focus on prevention illnesses by actively helping people to lead healthier lifestyles - including better diet and more exercise is one of the Top 2 most important factors than those in the lower social grades (C2; 15%, DE; 15%).
- Meanwhile younger respondents are significantly more likely than their older counterparts to consider a greater focus on developing cures to be of the top 2 most important factors, 1 in 5 (21%) aged 18-24 and 1 in 6 (17%) aged 25-34 and (17%) aged 35-44 compared to 1 in 10 (11%) in each age group 45+.