# BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

# METHODS

In March 2023, data were collected from a nationally representative sample of 1,677 adults in the United Kingdom via online or telephone surveys administered in English. All data are weighted to represent the population.
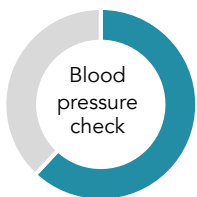
| Respondent demographics[1] | | Overall (N = 1,677) |
|---|---|---|
| Age (median) [Min, Max] | | 48.0 [18.0-93.0] |
| Female | | 866 (51.6%) |
| Urban residency | | 1,515 (90.4%) |
| Education (highest level) | Post-secondary | 1,252 (75.5%) |
| | Secondary | 392 (23.6%) |
| | Primary | 6 (0.4%) |
| Household income (annual) | Highest (≥ £42,000) | 580 (34.6%) |
| | Middle (£25,000 - £41,999) | 469 (28.0%) |
| | Lowest (< £25,000) | 495 (29.5%) |
| | Unknown | 133 (7.9%) |
| Health insurance | No insurance | 0 (0.0%) |
| | Public insurance only[2] | 1,377 (82.1%) |
| | Complementary private insurance | 300 (17.9%) |

1. Denominators of some items may vary slightly from the full sample size due to missingness.
2. Universal public insurance system

# KEY FINDINGS

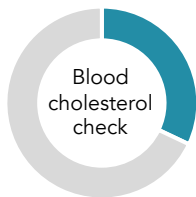## Health care utilization in past 12 months

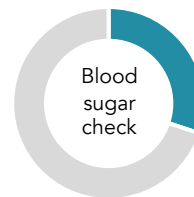| | |
|---|---|
| Average number of health care contacts (all types) | 6.0 |
| Average number of in-person facility visits | 4.4 |
| Average number of visits for COVID-19 | 0.3 |
| Average number of virtual or telemedicine contacts | 1.6 |
| % of respondents who received mental health care (among those with poor or fair mental health) | 52.4% |
| % of all respondents who had an overnight hospital stay | 8.3% |
| % of all respondents with no unmet need for health care | 77.6% |

**Usual source of care**:
Percent with usual health care facility or provider's group



| | Total with usual source |
|---|---|
| All respondents: Public facility 84%, Private facility 2%, No usual source 14% | 86% |
| Highest income: 84%, 4%, 12% | 88% |
| Middle income: 86%, 1%, 13% | 88% |
| Lowest income: 85%, 1%, 14% | 86% |

Legend: Public facility, Private facility, No usual source

## Health system competence

**Preventative care services**: Percent of eligible population who received service in past 12 months


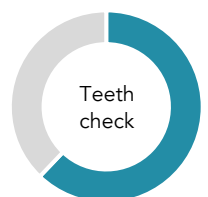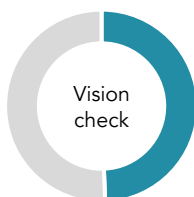Blood pressure check — 62% of adults


Blood cholesterol check — 32% of adults


Blood sugar check — 30% of adults


Teeth check — 62% of adults


Vision check — 49% of adults
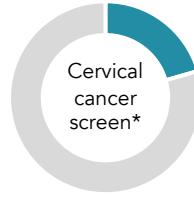

Cervical cancer screen* — 21% of females
* Pap or visual inspection


Mammogram — 16% of females ≥ 50 yrs

Note: Percentages in this brief may not sum to expected totals due to rounding.

## Care competence and user experience

### Average[1] quality ratings for last health care visit in past 12 months

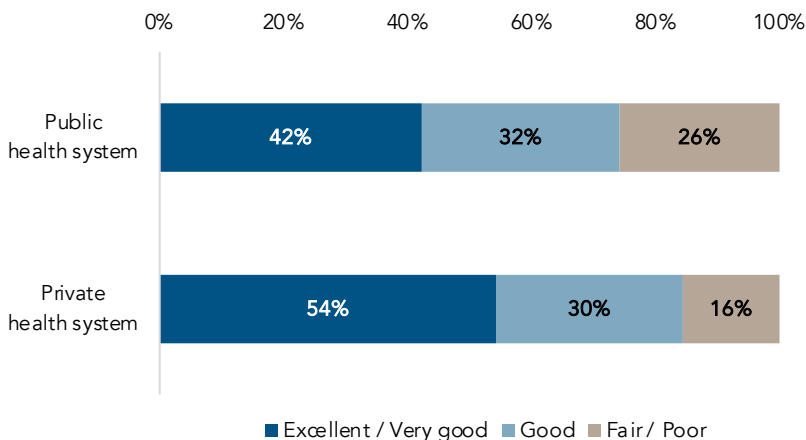| | Poor | Fair | Good | Very good | Excellent | |
|---|---|---|---|---|---|---|
| | ○ | ○ | ○ | ● | ○ | Overall quality (1 item) |
| | ○ | ○ | ○ | ● | ○ | Care competence[2] (4 items) |
| | ○ | ○ | ○ | ● | ○ | User experience[3] (6 items) |

1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

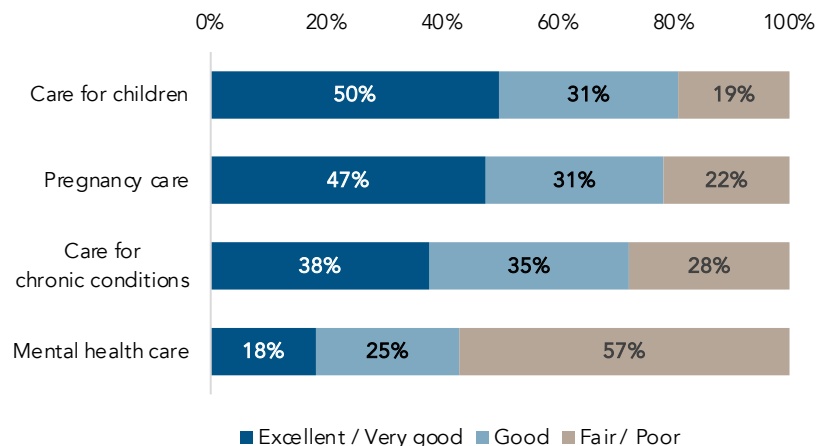### Quality ratings for last health care visit (% of users of facility type in past 12 months)

| Facility | Excellent / Very good | Good | Fair / Poor |
|---|---|---|---|
| Public primary | 66% | 22% | 12% |
| Public secondary | 70% | 15% | 15% |
| Private primary | 94% | 3...3% | |
| Private secondary | 83% | | 17% |

Legend: ■ Excellent / Very good ■ Good ■ Fair / Poor
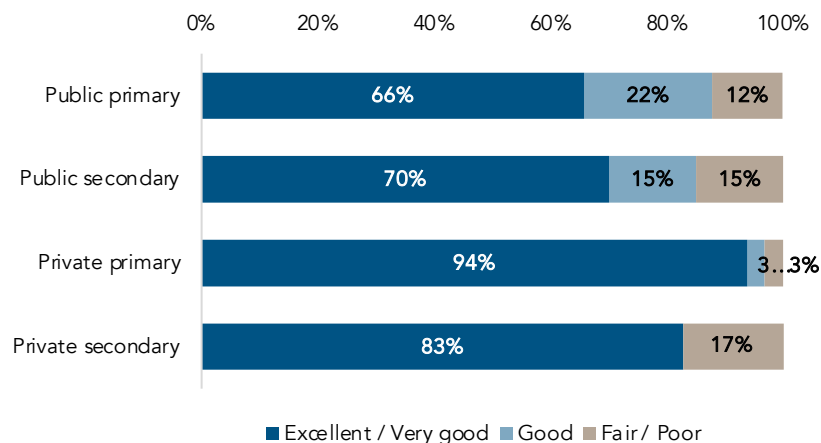
## Health system quality

### Quality ratings of national public and private health systems (% of all respondents)

| | Excellent / Very good | Good | Fair / Poor |
|---|---|---|---|
| Public health system | 42% | 32% | 26% |
| Private health system | 54% | 30% | 16% |

Legend: ■ Excellent / Very good ■ Good ■ Fair / Poor

### Quality ratings of key primary care services provided by government (% of all respondents)

| | Excellent / Very good | Good | Fair / Poor |
|---|---|---|---|
| Care for children | 50% | 31% | 19% |
| Pregnancy care | 47% | 31% | 22% |
| Care for chronic conditions | 38% | 35% | 28% |
| Mental health care | 18% | 25% | 57% |

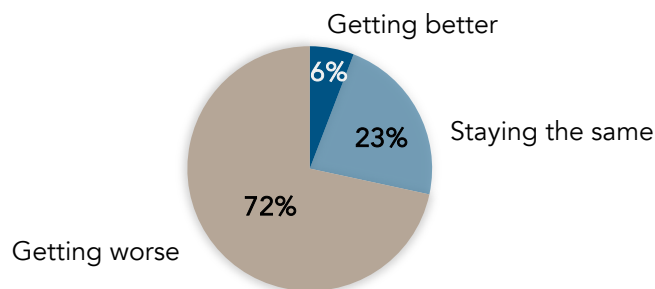Legend: ■ Excellent / Very good ■ Good ■ Fair / Poor

## Confidence in and endorsement of the health system

| Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers | | |
|---|---|---|
| Health security: % very or somewhat confident | Can get good quality care if very sick | 74% |
| | Can afford good quality care if very sick | 56% |
| | Can get and afford good quality care if very sick | 49% |
| Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident | | 26% |
| Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good | | 23% |

### Endorsement: Health system trajectory over past 2 years (% of all respondents)



- Getting better: 6%
- Staying the same: 23%
- Getting worse: 72%

### Endorsement: Current health system (% of all respondents)



- Some good things, but major changes needed: 74%
- So much wrong, need to completely rebuild: 11%
- Works pretty well, only minor changes needed: 14%

Note: Percentages in this brief may not sum to expected totals due to rounding.