



**Help build a  
health service  
fit for the future**

## Overview

Changing the NHS is going to involve everyone. The government wants to hear people's views, experiences and ideas as part of this engagement to help shape the 10 Year Health Plan for England.

There are questions to answer where you can give us your views on the NHS and health and care, tell us what you feel is working well and what needs improving, share your experiences and your ideas for improving health and care in the future. If you don't want to answer any of the questions, you don't have to.

If you are preparing a written response, please structure your response using the questions below and send your submission to: Thinks Insight and Strategy, West Wing, Somerset House, London, WC2R 1LA.

If you have any other questions about taking part, please email the Thinks team at: [changenhs@thinksinsight.com](mailto:changenhs@thinksinsight.com)

## Start here survey

### Best things about the NHS

The government has promised to put in place a 10 Year Health Plan to fix the NHS in England.

In your opinion, what are the **best things** about the NHS?

**Q1. Please tell us up to 3 of the best things about the NHS today.**

### Challenges facing the NHS

In your opinion, what are the **biggest challenges** facing the NHS?

**Q2. Please tell us up to 3 challenges facing the NHS.**

## The Darzi Report

In July 2024, an independent investigation of the state of the NHS in England was carried out (the Darzi Report). The findings of the investigation identified several challenges facing the NHS which will need to be addressed to improve services over the next 10 years.

**Q3. Which, if any, of the following have you personally experienced? Please select all the challenges you have personally experienced.**

- Difficulties getting a GP appointment
- Waiting to access community services (for example, district nursing, community physiotherapy, community occupational therapy)
- Waiting to access mental health services
- Long wait times in A&E (Accident & Emergency)
- Long waiting lists for a hospital procedure
- Delays in being referred for treatment
- Poor co-ordination between different health and care services
- Poor communication from health services
- Poor quality care
- Treatments or services not available on the NHS
- Other – please specify

**Q4. Which of these challenges do you think is most important for the 10 year health plan to address? Please select up to 3 options that you feel are most important to address.**

- Difficulties getting a GP appointment
- Waiting to access community services (for example, district nursing, community physiotherapy, community occupational therapy)
- Waiting to access mental health services
- Long wait times in A&E (Accident & Emergency)
- Long waiting lists for a hospital procedure
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- Poor communication from health services
- Poor quality care
- Treatments or services not available on the NHS
- Other – please specify

## Introducing the 3 shifts

The next questions relate to **3 'shifts'** – big changes to the way health and care services work – that doctors, nurses, patient charities, academics and politicians

from all parties broadly agree are necessary to improve health and care services in England:

- **Shift 1: moving more care from hospitals to communities**
- **Shift 2: making better use of technology in health and care**
- **Shift 3: focussing on preventing sickness, not just treating it**

## **Shift 1: moving more care from hospitals to communities**

This means delivering more tests, scans, treatments and therapies nearer to where people live. This could help people lead healthier and more independent lives, reducing the likelihood of serious illness and long hospital stays. This would allow hospitals to focus on the most serious illnesses and emergencies.

More health services would be provided at places like GP clinics, pharmacies, local health centres, and in people's homes. This may involve adapting or extending clinics, surgeries and other facilities in our neighbourhoods, so that they can provide things that are mostly delivered in hospitals at the moment.

Examples might include:

- urgent treatment for minor emergencies
- diagnostic scans and tests
- ongoing treatments and therapies.

**Q5. In what ways, if any, do you think that delivering more care in the community could improve health and care?**

**Q6. What, if anything, concerns you about the idea of delivering more care in the community in the future?**

## **Shift 2: Making better use of technology**

Improving how we use technology across health and care could have a big impact on our health and care services in the future.

Examples might include better computer systems so patients only have to tell their story once; video appointments; AI scanners that can identify disease more quickly and accurately; and more advanced robotics enabling ever more effective surgery.

**Q7. In what ways, if any, do you think that technology could be used to improve health and care?**

**Q8. What, if anything, concerns you about the idea of increased use of technology in the future?**

## **Shift 3: Focussing on preventing sickness not just treating it**

Spotting illness earlier and tackling the causes of ill health could help people stay healthy and independent for longer, and take pressure off health and care services.

**Q9. In what ways, if any, could an increased focus on prevention help people stay healthy and independent for longer?**

**Q10. What, if anything, concerns you about the idea of an increased focus on prevention in the future?**

## **Satisfaction with the NHS**

**Q11. All in all, how satisfied or dissatisfied would you say you are with the way in which the National Health Service runs nowadays?**

- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied

**Q12. In the last 12 months, which of the following NHS services have you personally engaged with, if any? Please select as many as you like.**

- GPs
- Hospitals
- NHS 111
- Other emergency and emergency care services
- Mental Health Services
- Sexual Health Services
- Dentists
- Prescriptions & Pharmacies
- I have not used or accessed any NHS services in the last 12 months
- Other NHS Services (please specify)

# About you

It's really important that the 10 Year Plan reflects the views, experiences and ideas of the widest possible range of people. Help us understand whether we are reaching lots of different kinds of people by telling us a bit about yourself. Your answers will be kept anonymous and confidential.

## Q13. What is your age?

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85-94
- 95+
- Prefer not to say

## Q14. What is your sex?

*The answer you give can be different from what is on your birth certificate. If you're not sure how to answer, use the sex registered on your official documents, such as passport or driving licence, or whichever answer best describes your sex. The next question gives the option to tell us if your gender is different from your sex registered at birth.*

- Male
- Female
- Prefer not to say

## Q15. Is the gender you identify with the same as your sex registered at birth?

- Yes
- No
- Prefer not to say
- If no, please tell us your gender identity

**Q16. Where are you currently living?**

- Greater London
- South East England
- South West England
- East Midlands
- West Midlands
- North East England
- North West England
- East of England
- Yorkshire and the Humber
- Wales
- Scotland
- Northern Ireland
- Prefer not to say
- I do not live within the UK

**Q17. Please share the first half of your postcode if you feel comfortable doing so.**

*As with all other questions, sharing the first half of your postcode is optional. This information will only be used for research purposes to help with analysis.*

**Q18. What is your ethnicity?**

- White – English/Welsh/Scottish/Northern Irish
- White – Irish
- White – Gypsy or Irish Traveller
- White – Other
- Mixed/Multiple – White and Black Caribbean
- Mixed/Multiple – White and Black African
- Mixed/Multiple – White and Asian
- Mixed/Multiple – Other
- Asian/Asian British – Bangladeshi
- Asian/Asian British – Chinese
- Asian/Asian British – Indian
- Asian/Asian British – Pakistani
- Asian/Asian British – Other
- Black/African/Caribbean/Black British – African
- Black/African/Caribbean/Black British – Caribbean
- Black/African/Caribbean/Black British – Other
- Other ethnic group – Arab
- Other (specify)
- Prefer not to say

**Q19. Do you consider yourself as having a disability or long term health condition?**

*Select as many as you like.*

- Yes – sensory impairment e.g. hearing or visual
- Yes – physical/mobility impairment
- Yes – mental health condition
- Yes – neurodivergent condition
- Yes – learning disability/difficulty
- Yes – long standing illness or health condition
- No
- Prefer not to say

**Q20. Do you currently provide any informal care or support for family members, friends or others?**

*By informal, we mean that you are not providing this care or support in a professional paid capacity. This may be due to their illness, disability, or age-related needs.*

- No caring responsibilities
- Child/children
- Parent(s)
- Spouse/partner
- Sibling(s)
- Other family member(s)
- Friend(s)
- Neighbour(s)

**Q21. Have you worked for a health or care organisation in the last 12 months?**

- Yes
- No, but I have previously worked for a health and care organisation
- No, and I have never done so
- Prefer not to say

The following questions are for those who have worked for a health or care organisation in the last 12 months.

**Q22. Which type of health and care organisation do you primarily work for?**

- Community Interest Company (CIC) or Social Enterprise
- Educational institution (e.g., university, medical school)
- Government department or agency
- Integrated Care System (ICS) or Integrated Care Board (ICB)
- Local authority or council
- NHS Arm's Length Body (e.g., NHS England, Health Education England)
- NHS Primary Care - Community Pharmacy
- NHS Primary Care - Dental Practice
- NHS Primary Care - GP Practice
- NHS Primary Care - Optometry
- NHS Trust - Acute
- NHS Trust - Ambulance
- NHS Trust - Community
- NHS Trust - Mental Health
- Other health and care organisation
- Private healthcare provider
- Public Health Agency
- Regulatory or professional body
- Social care organisation
- Voluntary or charitable organisation
- Prefer not to say

**Q23. In which region of England do you primarily work?**

- East of England
- East Midlands
- Greater London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and the Humber
- None of these
- Prefer not to say

**Q24. What is your current primary role within the health and care sector?**

- Administrative, Clerical or Clerical Staff
- Allied Health Professional (e.g., Physiotherapist, Occupational Therapist, Speech and Language Therapist)
- Ambulance worker
- Associate Doctor
- Community Pharmacist
- Consultant
- Dentist or Dental Care Professional





- Direct Care Worker - Social Care
- Estates and Facilities Staff (e.g., Porter, Cleaner, Maintenance)
- General Practitioner  
General Practice Manager & wider staff
- General Practice Nurse
- Healthcare Assistant or Clinical Support Worker
- Healthcare Scientist or Technician
- Health Visitors
- Managerial/ Executive Staff
- Midwife
- Nurse
- Optometrist or Optician
- Other Healthcare Professional
- Paramedic
- Pharmacist or Pharmacy Technician
- Physician Associate
- Psychologist or Psychological Therapist
- Public health nurse
- Public health practitioners and trainer  
Public health consultants and specialists
- Resident Doctor
- Specialist Doctor
- Social worker
- Support staff - Social Care
- Student or Trainee in a healthcare profession
- Prefer not to say
- Other - please specify

**Q25. How long have you been working in the health and care sector overall?**

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- 11-20 years
- More than 20 years
- Prefer not to say

# Your experiences: public

This section of the engagement is for anyone who wants to tell us more about their experience of health and care.

## Your experiences

**Q1. Please tell us about a recent experience of health and/or care services in as much or as little detail as you wish.**

This could be an experience where you or a family member accessed care as a patient. Or it could be about the overall performance of the health and care system. Please tell us about any positive or negative aspects of your experience and be as specific as you can.

# Your experiences: workforce

This section is aimed at **people currently working in health and care**.

If you don't want to answer any of the questions, you don't have to.

## Best things about your job

**Q1. To start with, what are the best things about your job?**  
Please tell us **up to 3 things** that are great about your job.

## Challenges with your job

**Q2. What are the most challenging aspects of your job?**  
Please tell us **up to 3 things** that you find most challenging about your job.

## Experiences

**Q3. Which of the following challenges, if any, have you experienced working in the health and care system?**

*Please select all that apply.*

- Low levels of job satisfaction or morale
- Problems with workplace culture (for example, bullying, racism, sexism, or harassment)
- Staff shortages
- High levels of staff turnover
- Stressful working environment
- Poor mental health or burnout
- Unmanageable workload
- Complex administrative processes
- Poor equipment
- Inflexible or antisocial working patterns
- Poor training
- Inefficiencies in connecting services
- Growing complexity of patient needs
- Other - please specify

## Priorities

### **Q4. Which of these challenges do you think is the most important for the 10 Year Health Plan to address?**

*Please select **up to 3 options** that you feel are most important to address.*

- Low levels of job satisfaction or morale
- Problems with workplace culture (for example, bullying, racism, sexism, or harassment)
- Staff shortages
- High levels of staff turnover
- Stressful working environment
- Poor mental health or burnout
- Unmanageable workload
- Complex administrative processes
- Poor equipment
- Inflexible or antisocial working patterns
- Poor training
- Inefficiencies in connecting services
- Growing complexity of patient needs
- Other - please specify

## Your personal experiences

### **We want to learn from your experiences of working in health and care.**

Please tell us about any aspects of your work that you think we need to understand as we develop the 10 Year Health Plan for England.

- These could be things you or your team find challenging, which you think should be avoided or changed in the future;
- Or it could be things you or your team do differently that you think could lead to improvements elsewhere in health and care.

**Q5. Please share as much detail as you can and be as specific as possible about which part of the health and care system your experience relates to.**

# Your ideas for change

For the 10 Year Health Plan for England to be a success, it needs to draw on the experiences, skills and ideas of patients, carers, staff and members of the public.

You are welcome to share your suggestions for what needs to change across the health and care system, and then select which topic(s) it relates to from the list below.

You can share as many ideas as you like. These could be:

- Ideas about how the NHS could change to deliver high quality care more effectively and what works well that the NHS should do more
- Ideas about how other parts of the health and care system and other organisations in society could change to promote better health and/or improve the way health and care services work together
- Ideas about how individuals and communities could do things differently in future to improve people's health

## What is your idea?

### Q1. Title

Give your idea a short name that will help us understand what it is all about.

### Q2. Description

Tell us a bit more about your idea - who is involved? What will change?

### **Q3. Topics**

Below is a long list of topics that your idea might related to. Please tell us all the ones that you think your idea could affect.

- Keeping people healthy
- Diagnosis
- Treatment
- Aftercare & recovery
- Living with ill health
- End of life care
- GP surgeries
- Hospitals
- Nursing and residential care homes
- Hospices
- Community facilities
- Care in the home
- Long term conditions
- Short term illnesses
- Accidents & emergencies
- Mental health
- Planned (elective) care
- Caring for patients
- Pay and conditions
- Facilities & IT
- Management & organisation
- Other - please write in

### **Q4. Would you say this idea is quick to do? Or is it a longer term change?**

1. Quick to do, that is in the next year or so
2. In the middle, that is in the next 2-5 years
3. Long term change, that will take more than 5 years
4. Don't know

# Feedback on this engagement

Please share any thoughts you have below on how you have found taking part.

This could include:

- Your views of the change.nhs.uk website, including how easy it is to navigate and how useful the information on the website is
- Your views of the questions being asked: do the questions feel relevant to you and is it clear what you are being asked to do?
- Your views on how clear next steps are, how findings from the engagement will be used, and how to stay involved.

## Your thoughts on taking part

**Q1. Please share any thoughts you have on how you have found taking part.**

## How did you hear about the engagement?

**Q2. How did you first hear about taking part in this engagement to inform the 10 Year Health Plan for England?**

*Please select all that apply.*

- Radio
- Television (TV)
- Social media (e.g., Facebook, Instagram, Twitter)
- Online advertisements (e.g., banner ads, Google Ads)
- Word of mouth (e.g., friends, family, colleagues)
- Email newsletter
- Print media (e.g., newspapers, magazines)
- Events or community gatherings
- Website or blog
- GP surgery
- Hospital
- Other, please specify