



# HIQA National Poll

Date: May 2017

Job Reference: 219317



**REDC**

# Methodology and Weighting

- ✓ RED C interviewed a random sample of 1,053 adults aged 18+ using our online omnibus RED Line between the 23<sup>RD</sup> – 28<sup>th</sup> February 2017.
- ✓ RED C Live has over 40,000 panel members. It is constantly refreshed and updated and includes older respondents and outside Dublin panellists (who are traditionally under-represented in online research panels) so as to ensure a broad demographic spread of respondents.
- ✓ Interviews were conducted across the country and the results weighted to the known national profile of all adults aged 18+, based on latest CSO estimates.



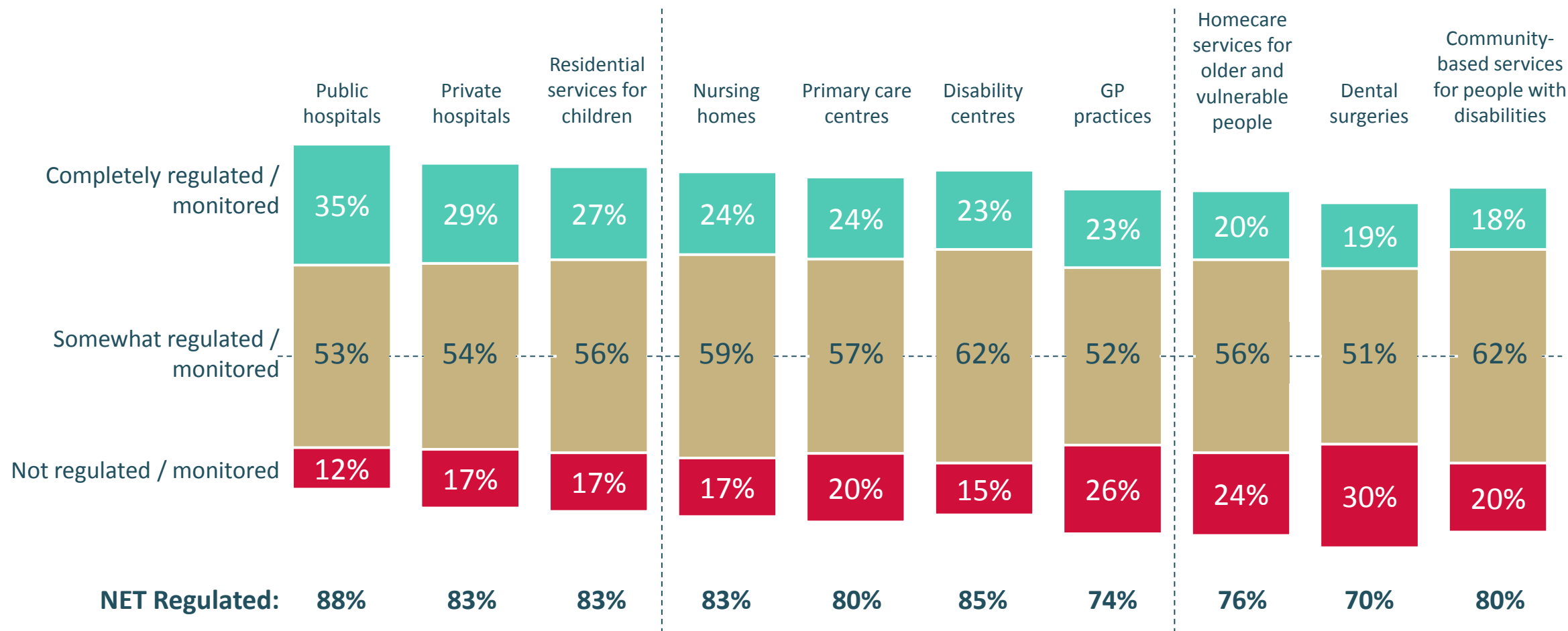
# Summary of Main Findings

1. The large majority of people currently believe that our health and social care services are at least somewhat independently regulated.
2. Public and private hospitals and residential services for children are among the services that people are more likely to believe are completely regulated or monitored.
3. 63% of Irish adults have witnessed at least one poor provision across health and social services within the last 5 years.
4. Just under half of the population have seen problems in hospitals, while 1 in 5 have seen poor provision of service in either homecare services or nursing homes.
5. Across all health and social services polled, access and waiting times for services was the most common complaint. 4 in 5 who reported having experienced poor provisions in public hospitals cited access and waiting times as a problem.
6. After public hospitals, people were more likely to have witnessed poor provision of services in nursing homes and homecare services. For both services, the standard of care and the attitudes of staff were the most common complaints.
7. People reported that dignity for themselves or their family during treatment, privacy, clear standards, and protection of the rights of the vulnerable were the more important aspects of services to ensure the good provision of health and social care.
8. Just under two thirds (63%) of the population are aware of HIQA as an organisation.
9. Of those aware of HIQA, 90% are cognisant of HIQA's role in regulating and monitoring health and social care services, 77% knew of our role in developing standards and guidelines, 52% were aware of our role in evaluating health technologies, and 42% were aware of our role in supporting the use and sharing of health information.
10. When asked whether health or social services that are not currently independently regulated should be, a strong majority asserted that these services should be regulated by an independent body.
11. At the high end, around 90% of individuals believed public hospitals and homecare services should be regulated by an independent body. While at the low end, approximately 70% thought that prisons and dental services should be independently regulated.

# Regulatory Perceptions

(Base: All respondents, n=1,053)

Q1. To what extent, if at all, do you think that the health and social care services are independently regulated/monitored in each of the following areas?

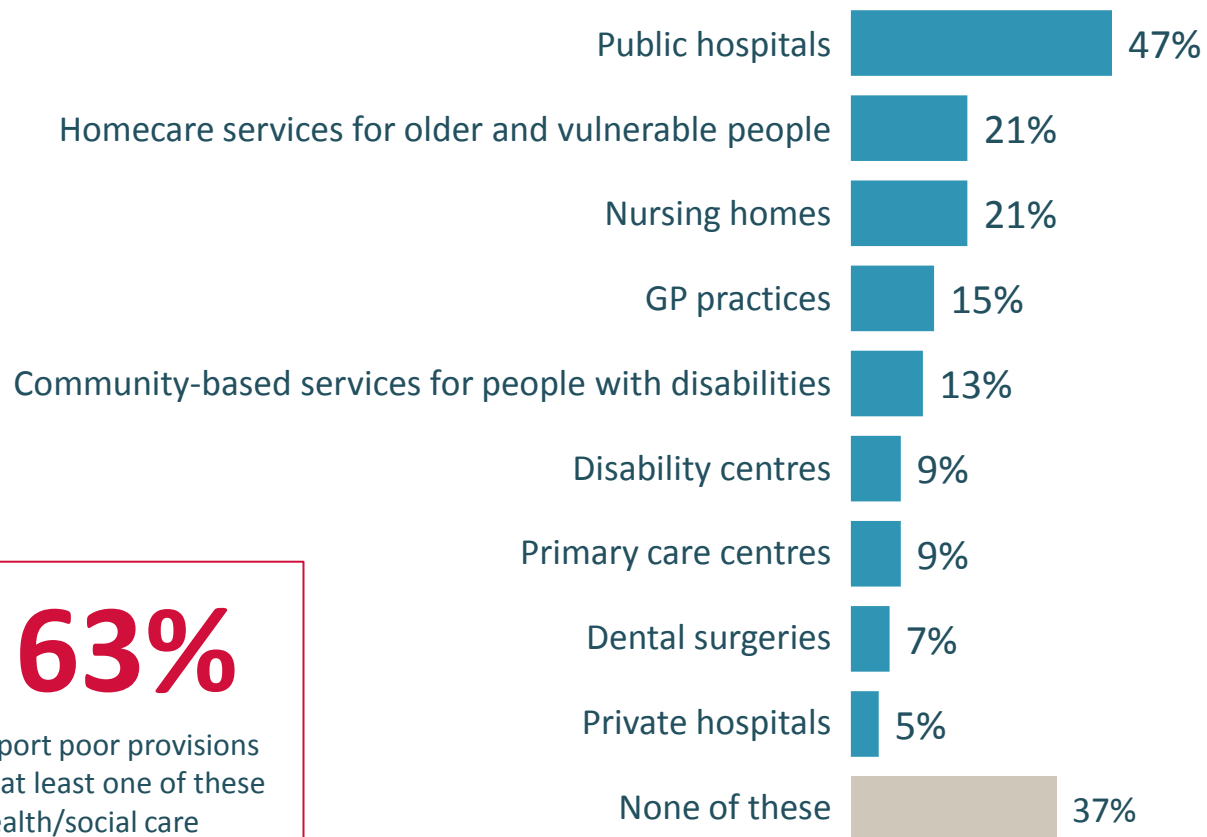


The majority of individuals believe that health and social care services are at least partially regulated/monitored by independent bodies. Public and private hospitals are most likely to be believed to be regulated/monitored, while private practices such as GPs or dental surgeries are most likely to be thought to be unregulated.

# Poor Provision of Service

(Base: All respondents, n=1,053)

Q2. In the Republic of Ireland during the past five years, have you witnessed the poor provision of services in any of the following areas?



**63%**

report poor provisions in at least one of these health/social care institutes

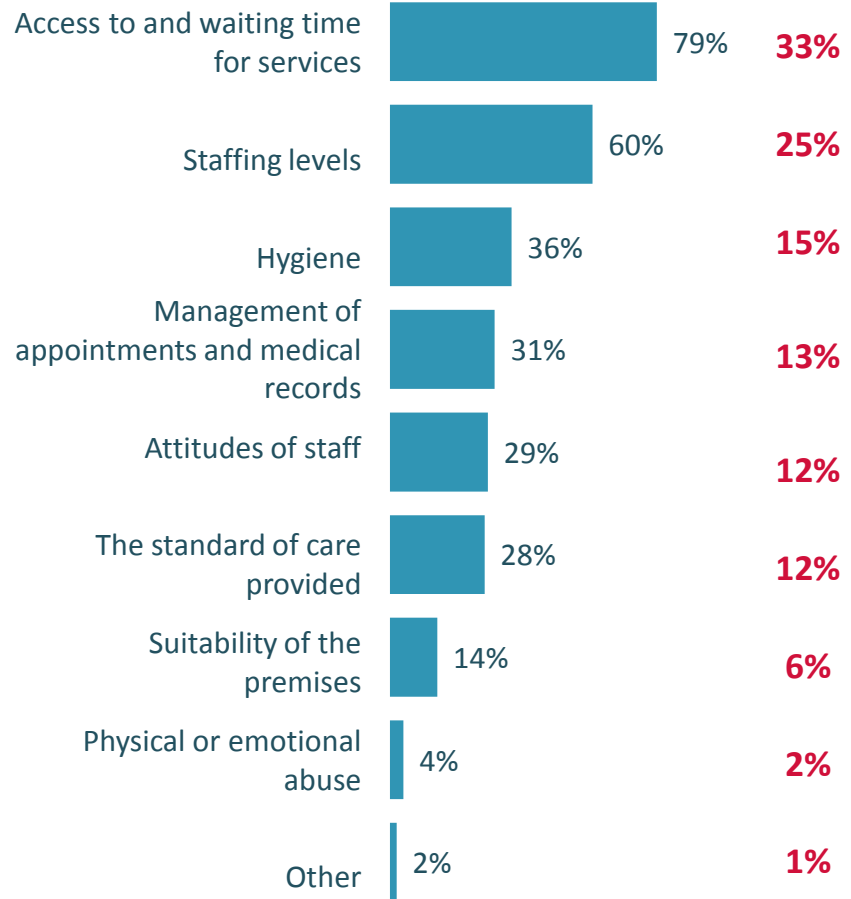
Poor provision witnessed by those who believe that the service is...	
Regulated	Not Regulated
44%	74%
16%	36%
17%	36%
12%	23%
11%	22%
7%	20%
7%	15%
6%	10%
5%	6%
-	-

Almost half of all adults claim to have witnessed poor provision of services in public hospitals within the last 5 years. Just 1 in 5 have reported seeing problems in health and social care services pertaining to the elderly, whether it be in homecare or nursing homes. Those who believe these institutions are unregulated are more likely to report that they have observed poor provisions.

# Poor Provision of Service Reported

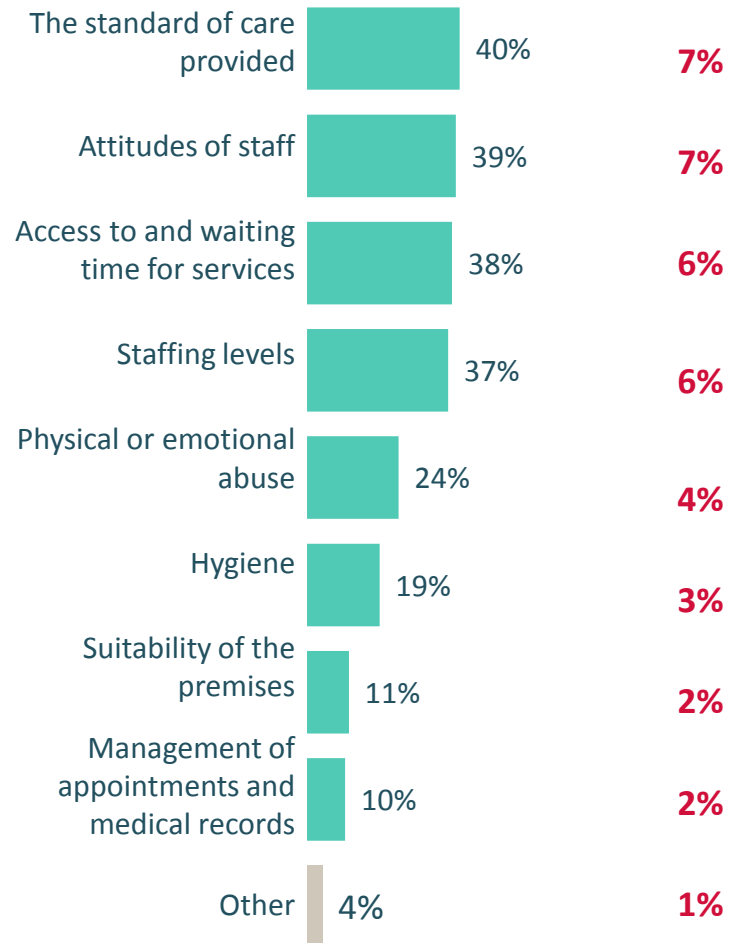
## Public Hospitals

(Base: Those who have witnessed problems in public hospitals, n=418)



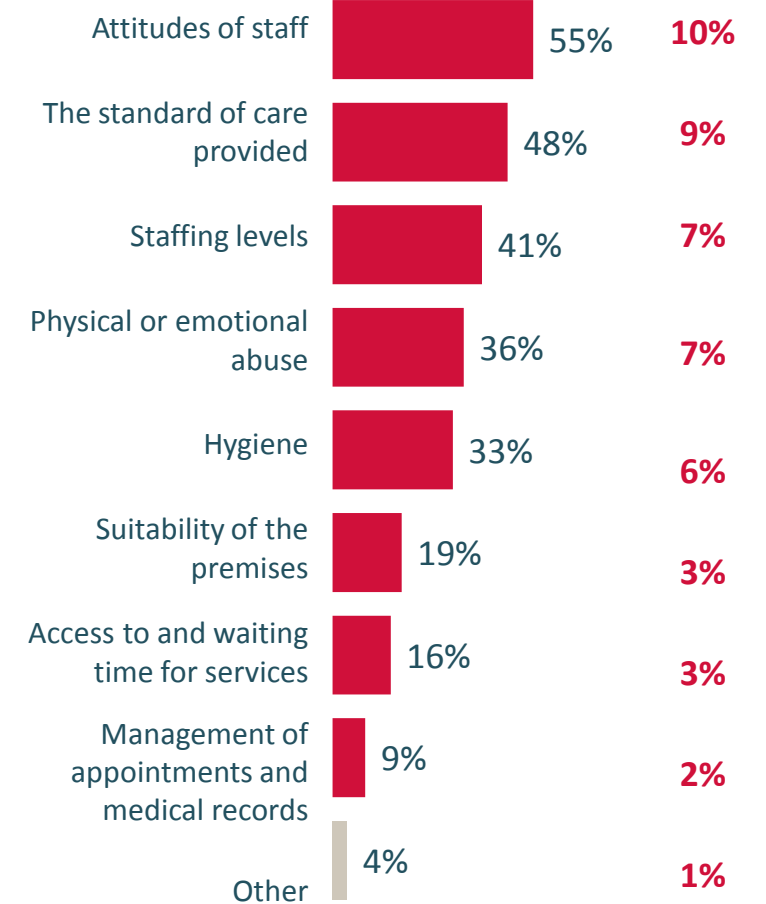
## Home care services

(Base: Those who have witnessed problems in Homecare Services, n=167)



## Nursing Homes

(Base: Those who have witnessed problems in Nursing Homes, n=182)



About half of the population has witnessed poor provisions in public hospitals over the past 5 years, with waiting times and overall access to services standing out as the most common problem reported. A significant share of the population also witnessed the poor provision of services in nursing homes and homecare services, with the attitudes of staff and the standard of care being the main issues.

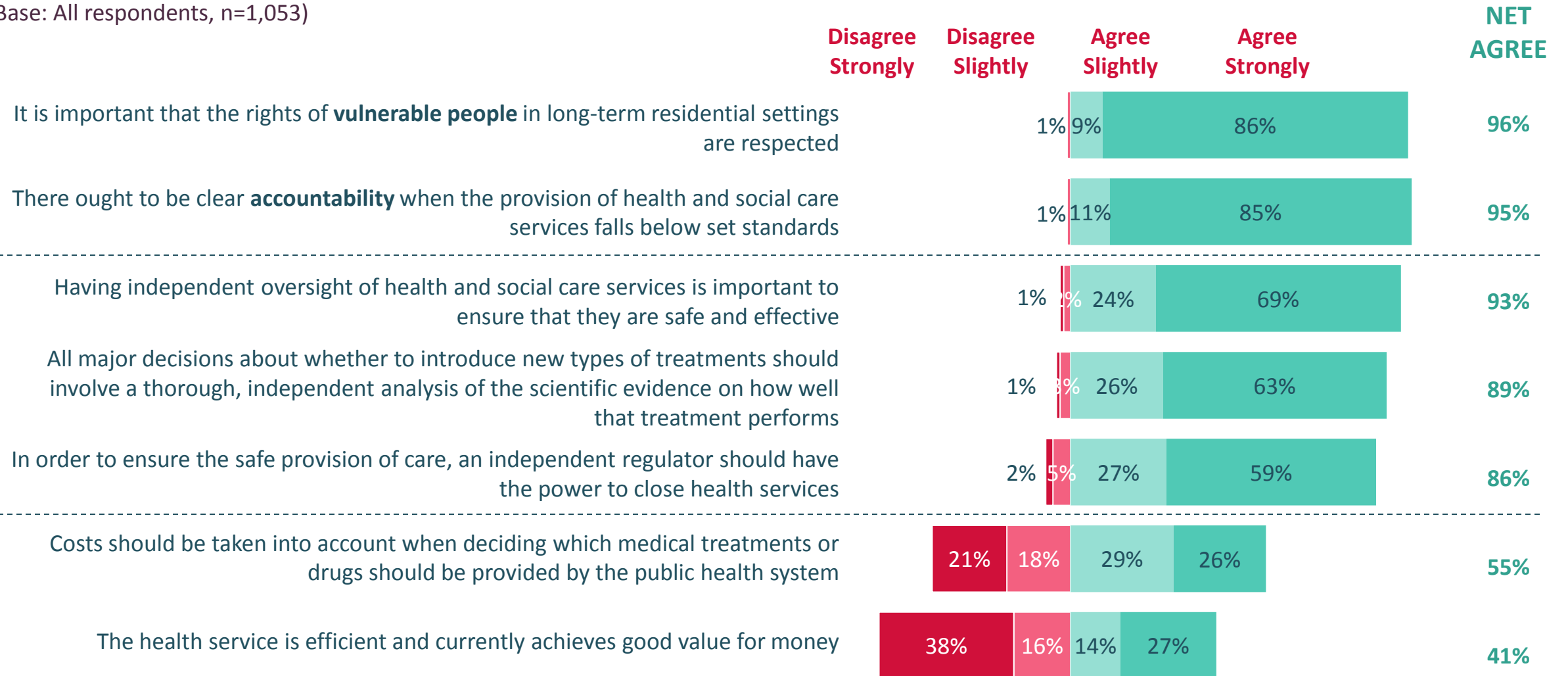
# Importance of Aspects of Service to Ensure Good Health/Social Care Provision

(Base: All respondents, n=1,053)

MOST IMPORTANT	SECONDARY IMPORTANCE	TERTIARY IMPORTANCE
<p>That you or your family are treated with dignity at all times when accessing health and social care services</p> <p><b>88%</b></p>	<p>That the human rights of vulnerable people are central to how they are cared for</p> <p><b>83%</b></p>	<p>That your views on your health and social care are sought and valued</p> <p><b>67%</b></p>
<p>That your privacy is respected and maintained</p> <p><b>85%</b></p>	<p>That all sections of society have equal access to healthcare</p> <p><b>82%</b></p>	<p>That an electronic version of your health records can be easily and securely shared between healthcare providers with your permission</p> <p><b>65%</b></p>
<p>That there are clear standards and guidance in place to help staff to provide safe and effective care</p> <p><b>84%</b></p>	<p>That health and social care providers have access to and use the best available evidence to determine the type of care provided</p> <p><b>80%</b></p>	<p>That electronic prescribing can be used by GPs to ensure you receive the correct medicines from pharmacists</p> <p><b>63%</b></p>

# Attitudes to Health and Social Care

(Base: All respondents, n=1,053)

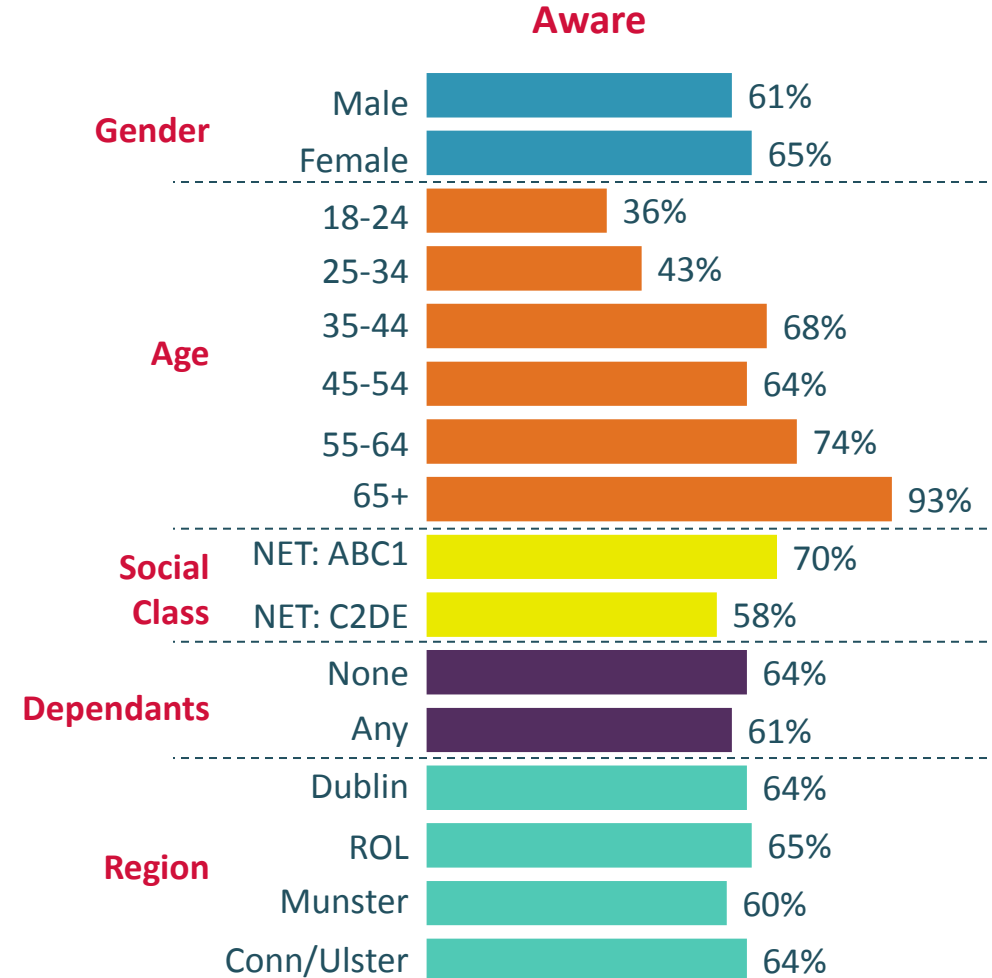
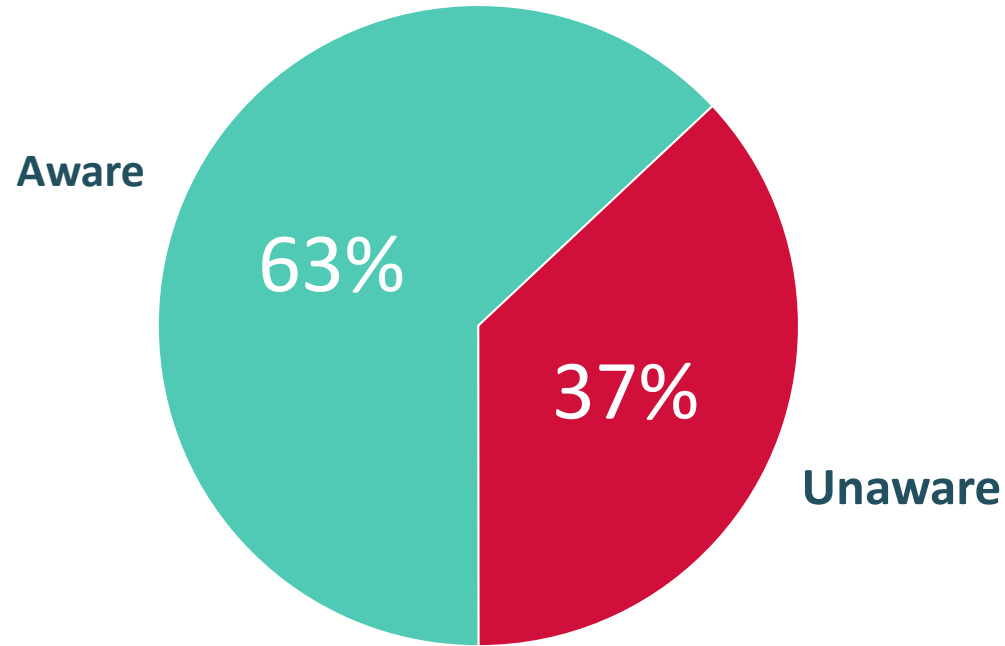


Most people agree strongly that there should be respect and accountability in health and social care. There is also large support for independent oversight or regulation, in addition to independent research influencing decisions within the health service. Just over a half of people assert that cost should be a factor in the availability of drugs and treatments. Just over 4 in 10 believe the health service is efficient and achieves good value for money.



# Awareness of the Health Information and Quality Authority

(Base: All respondents, n=1,053)

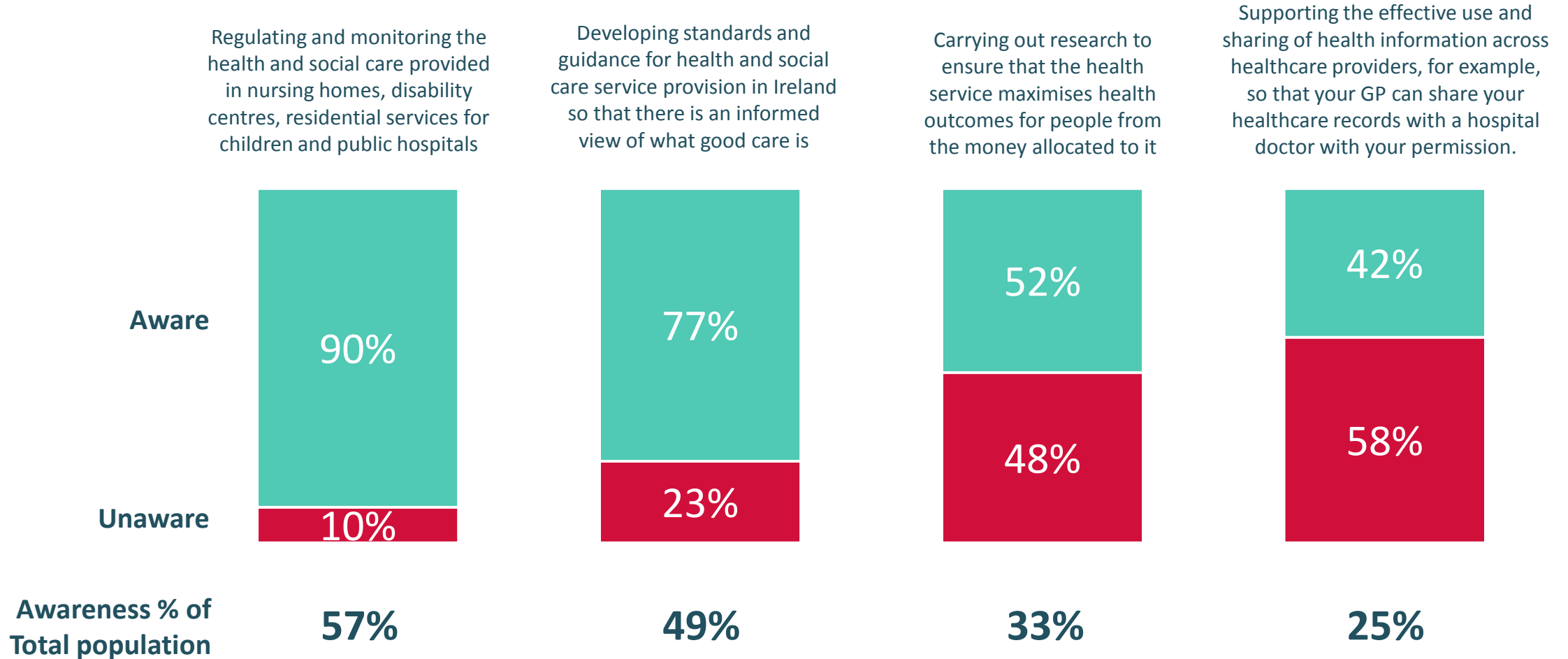


Just under two thirds of all adults aged 18+ are aware of HIQA. People are more likely to be aware the further they progress through life stages, with pensioners overwhelmingly aware of the service. Those in higher social classes are also more likely to be aware of HIQA.

# Awareness of the Functions of HIQA

(Base: All those aware of HIQA, n=685)

Q5b. HIQA has a number of different functions. Before today, which of the following activities did you know were carried out by HIQA?

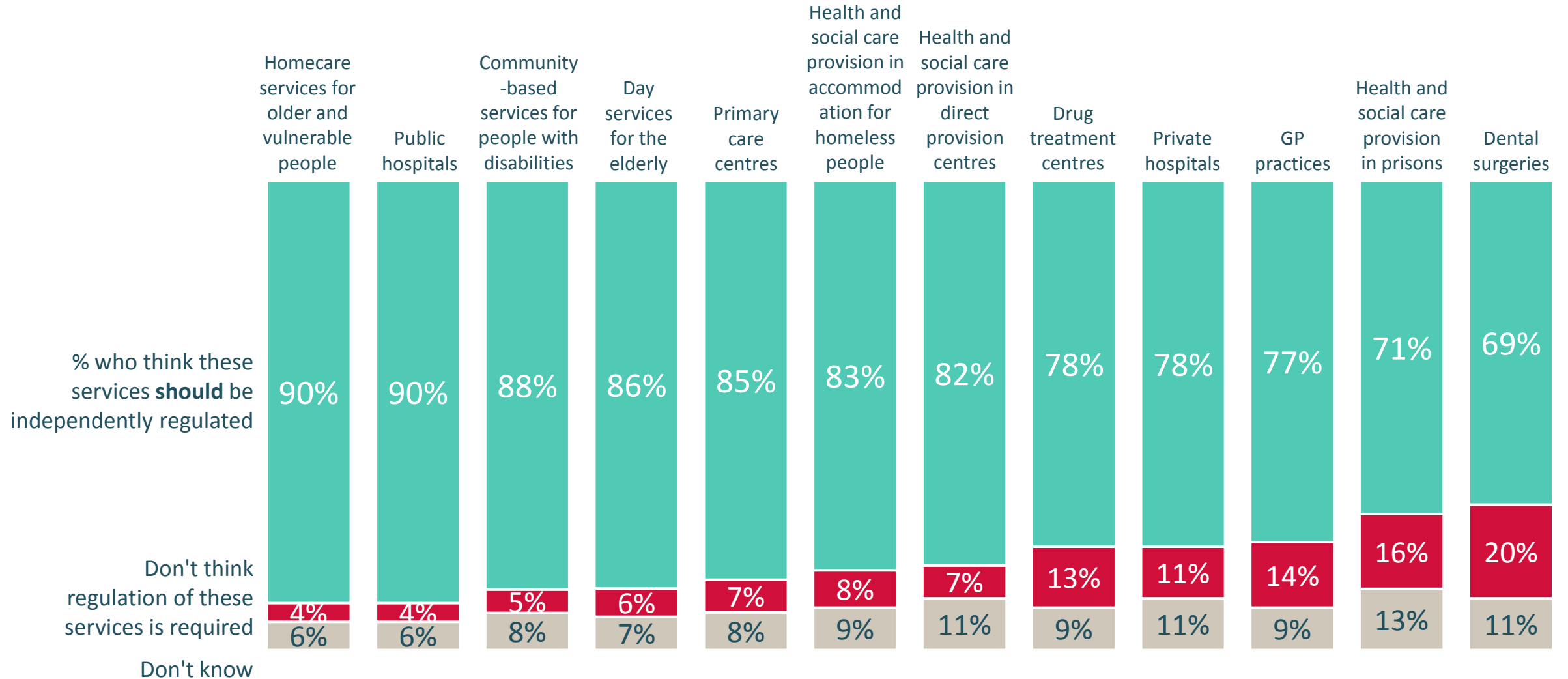


Of those aware of HIQA, 90% are aware of HIQA's role in regulating and monitoring health and social care services, 77% knew of our role in developing standards and guidelines, 52% were aware of our role in evaluating health technologies, and 42% were aware of our role in supporting the use and sharing of health information.

# The Health and Social Care Services in Each of the Following:

(Base: All respondents, n=1,053)

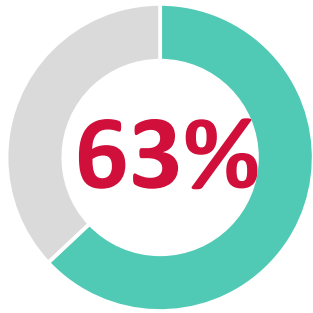
Q6. The health and social care services in each of the following areas are NOT currently independently regulated in Ireland. For each of them, can you tell me whether you think that this service should be regulated or not?



Overall, there is strong support for independent regulation across a large variety of health and social care services. Public hospitals, and services for the elderly, those with disabilities or the homeless receive the most support. There is less support for independent regulation among prisons and dental surgeries.

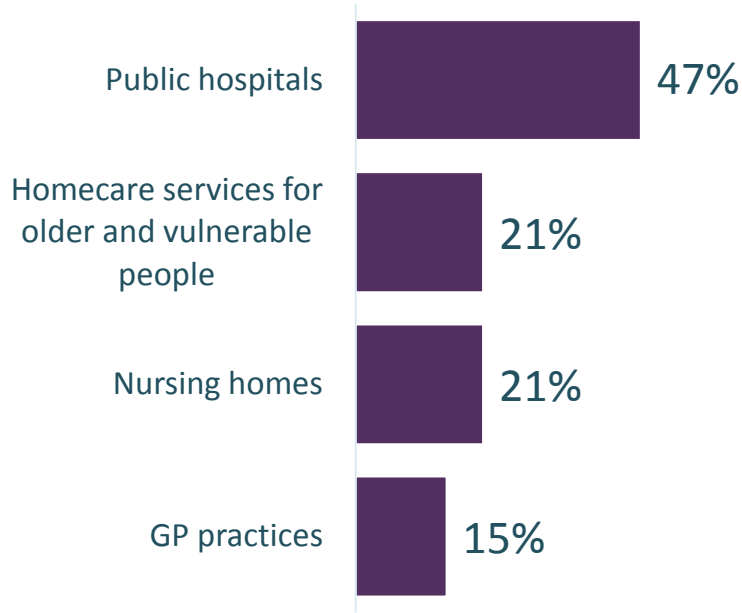
# Summary of Main Findings

(Base: All Adults 18+; n=1,053)



**Of all Adults claim to have witnessed poor provisions of service in Ireland in the last 5 years.**

■ Poor Provisions Witnessed



## Important aspects of Service

% Very Important

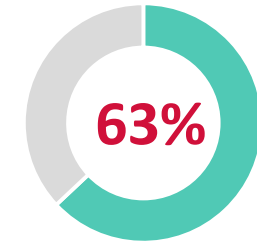


## Attitude to Health and Social Care

% Net: Agree

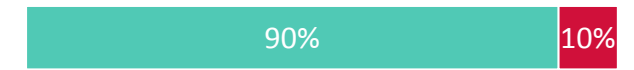


## HIQA Awareness and Role



**of all Adults are aware of HIQA**

Regulating & monitoring the health & social care provided in nursing homes, disability centres, residential services for children & public hospitals



Developing standards & guidance for health & social care service provision in Ireland so that there is an informed view of what good care is



Carrying out research to ensure that the health service maximises health outcomes for people from the money allocated to it



Supporting effective use and sharing of health information across healthcare providers, e.g., so your GP can share your healthcare records with a hospital doctor with your permission.



**THANK  
YOU**

**REDC**