

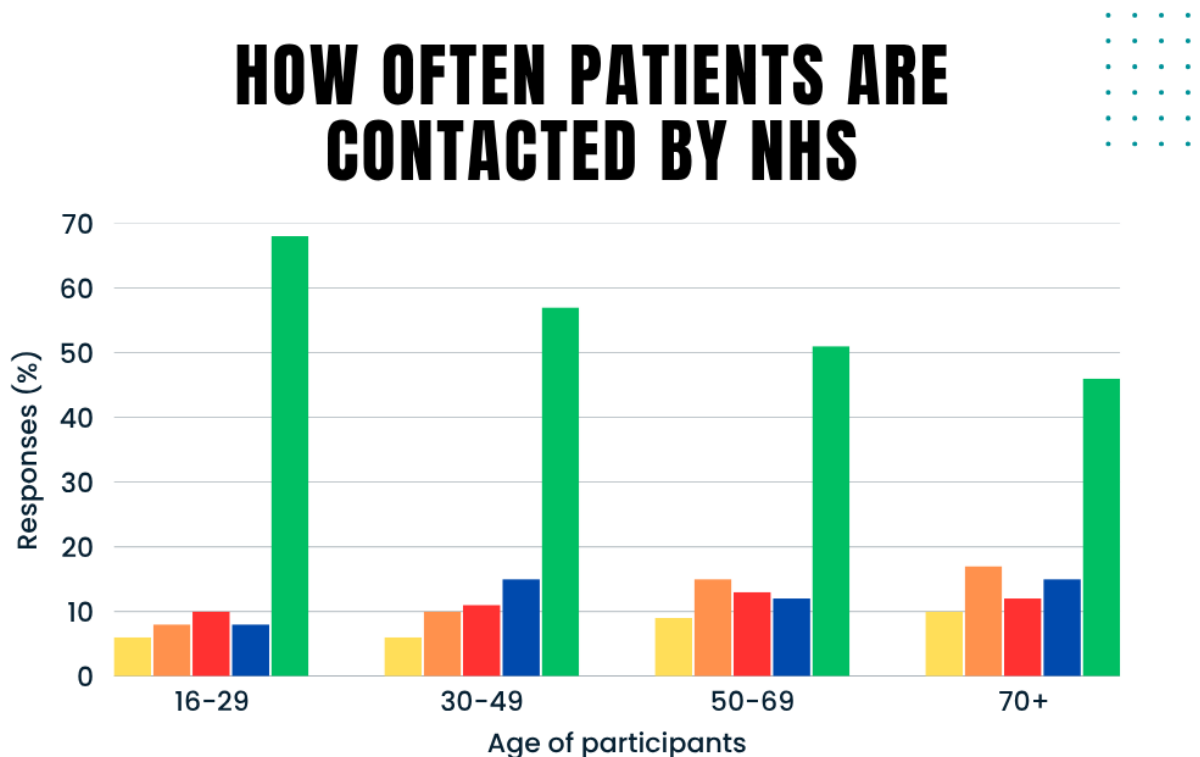
NHS not communicating with patients over hospital appointments

The NHS have not been communicating with patients, according to an opinion poll by the Office for National Statistics.

Wes Streeting, the Secretary of State for Health and Social Care, and the National Health Service (NHS) are under increasing pressure following the publication of a survey on hospital waiting experiences on 17 April.

Responses gathered from survey participants showed 54% have not been contacted to discuss health conditions related to their hospital appointments between 8 January and 20 March 2025.

16-29 year-olds have been most affected, with 68% not being contacted by the NHS. Compared to 57% of those aged 30-49 across Great Britain, which decreased to 51% and 46% for those between the ages of 50-69 and 70+ years, respectively.



Monthly Every three months Every six months Once a year Not been contacted

Source: Opinions and Lifestyle Survey from the Office for National Statistics

Concerns about waiting times for hospital appointments were unanimous amongst various demographics across Great Britain. 62% of all survey participants believed shorter waiting times could have improved their experiences.

Last month, the government claimed its initiative to send “crack teams” to support several NHS hospital trusts in 20 “economically inactive” areas across the UK has encouraged waiting lists to fall 130% faster, between October 2024 and January 2025.

This comes after the government decided to abolish NHS England, which has run the NHS since 2013, as it will merge with the Department of Health and Social Care.

The government’s initiative, enacted by Streeting in September 2024, was aimed at getting people back to work and cutting welfare expenses.

Streeting said: “The investment and reform this government has introduced has already cut NHS waiting lists by 193,000, but there is much more to do.

“By sending top doctors to provide targeted support to hospitals in the areas of highest economic inactivity, we are getting sick Brits back to health and back to work.”

Data has also shown the number of adults unable to work due to bad health peaked at 2.9 million in October 2023, the highest since the 1990s, according to the Department of Health and Social Care.

It is clear that much still needs to be done to improve hospital waiting experiences and for the NHS to be more communicative with patients.