

In a world of performance indicators, targets and league tables, *What Patients Really Want* sets out to develop a series of success measures for the NHS defined by the experiences and preferences of those it is designed to serve – patients themselves – and gauges the Health Service's progress against these criteria.

Spanning the 2005 General Election, the study offers encouragement for the NHS. At the same time it poses some fundamental questions, such as how improvements in the perception of Health Service standards can be sustained if continued significant increases in NHS funding are no longer possible in the future.

Above all, in an age of widely distrusted official statistics, *What Patients Really Want* attempts to establish some honest benchmarks reflecting patient experience and public perception against which any future NHS reform proposals can be judged.

Populus
Northburgh House, 10 Northburgh Street
London EC1V 0AT • Tel: 020 7253 9900
www.populuslimited.com



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WHAT PATIENTS REALLY WANT

Angela Coulter, Rick Nye & Stephen Pollard

WHAT PATIENTS REALLY WANT

AN ANALYSIS OF NHS PERFORMANCE AGAINST PATIENT-DEFINED SUCCESS MEASURES

