

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 1

Q1. Do you have any children aged 16 or under? If so, how old are they?**Base: All respondents**

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Central	East	North	South	West	White	Non-White	Work FT/PT	Not working	Own home	Rented council/HA	Rented private
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Yes	293	133	160	8	94	115	58	12	5	142	71	38	42	45	97	29	48	75	103	178	220	73	151	69	72
	29%	26%	32%	5%	38% ^d	59% ^d	36% ^d	11% ⁱ	4%	32% ^k	24%	34%	27%	24%	30%	25%	26%	35% ⁿ	18%	43% ^s	37% ^v	17%	30%	30%	28%
Yes - children aged 0 to 12 months	42	16	26	3	30	8	1	-	-	21	12	6	3	9	14	4	9	6	12	26	31	11	18	12	12
	4%	3%	5%	2%	12% ^d	4% ^g	1%	-	-	5%	4%	5%	2%	5%	5%	4%	5%	3%	2%	6% ^s	5%	3%	4%	5%	4%
Yes - children aged 13 months to 4 years old	105	49	56	2	53	37	11	1	1	53	22	13	17	19	38	7	13	27	27	72	80	24	55	23	27
	10%	10%	11%	1%	22% ^d	19% ^d	7% ^d	1%	1%	12%	8%	11%	11%	11%	12%	7%	7%	12%	5%	17% ^s	13% ^v	6%	11%	10%	10%
Yes - children aged 5 to 10 years old	140	65	75	3	40	71	22	*	2	73	35	13	19	17	44	14	24	40	42	93	109	31	76	28	36
	14%	13%	15%	2%	16% ^d	37% ^d	13% ^d	*	2%	16%	12%	12%	12%	9%	14%	12%	13%	19% ⁿ	7%	22% ^s	18% ^v	7%	15%	12%	14%
Yes - children aged 11 to 16 years old	113	60	53	3	13	40	43	11	3	45	28	16	24	19	37	12	18	27	44	67	82	31	63	37	13
	11%	12%	10%	2%	5%	21% ^d	26% ^d	10% ^d	2%	10%	10%	14%	15%	10%	12%	11%	10%	13%	8%	16% ^s	14% ^v	8%	13% ^y	16% ^y	5%
No children aged 16 or under	714	368	346	143	151	78	105	101	136	300	224	74	116	139	218	82	135	139	466	232	376	339	350	163	191
	71%	73%	68%	93% ^e	62% ^f	40%	64% ^f	89% ^e	95% ^e	67%	76% ^j	66%	73%	76% ^r	69%	73%	73%	65%	82% ^t	56%	63%	82% ^u	69%	70%	72%
Refused	6	5	*	2	-	1	*	-	2	4	*	*	1	-	2	2	1	*	2	3	2	4	5	1	-
	1%	1%	*	1%	-	1%	*	-	1%	1%	*	*	1%	-	1%	2%	1%	*	*	1%	*	1%	1%	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 2

Q1. Do you have any children aged 16 or under? If so, how old are they?**Base: All respondents**

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Yes	293 29%	77 35%bde	34 22%	91 36%bde	50 24%	41 24%	79 24%	200 31%	293 100%i	-	20 15%	264 32%j	245 36% ^m	48 14%	255 30%	38 22%
Yes - children aged 0 to 12 months	42 4%	8 4%	4 3%	14 6%	10 5%	6 3%	12 4%	27 4%	42 14%i	-	1 1%	41 5%	32 5%	10 3%	35 4%	7 4%
Yes - children aged 13 months to 4 years old	105 10%	29 13%e	12 7%	36 14%e	20 9%	8 5%	30 9%	69 11%	105 36%i	-	1 1%	101 12%j	93 14% ^m	11 3%	92 11%	12 7%
Yes - children aged 5 to 10 years old	140 14%	40 18%bd	15 10%	46 18%bd	16 8%	22 13%	33 10%	97 15%	140 48%i	-	5 4%	132 16%j	118 17% ^m	21 6%	124 15%	16 10%
Yes - children aged 11 to 16 years old	113 11%	28 13%	13 8%	35 14%	22 10%	15 9%	38 11%	73 11%	113 39%i	-	13 9%	96 11%	97 14% ^m	17 5%	94 11%	19 11%
No children aged 16 or under	714 71%	145 65%	122 77%ac	160 63%	159 76%ac	128 75%ac	250 76%g	448 68%	-	714 100%h	116 85%k	568 68%	428 63%	287 85%l	586 69%	128 76%
Refused	6 1%	* *	2 1%	2 1%	* *	1 1%	- -	6 1%	-	-	-	5 1%	4 1%	1 *	3 *	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

*** small base**

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 3

Q2. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Gender		Age							Social Grade				Region				Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Yes	136 13%	64 13%	73 14%	11 7%	17 7%	18 9%	30 18%def	36 32%def	24 17%def	54 12%l	29 10%	5 5%	47 30%jkl	23 12%	45 14%	12 11%	27 14%	30 14%	98 17%t	36 9%	44 7%	92 22%u	51 10%	53 23%wy	30 12%
Yes - mental condition	44 4%	18 4%	26 5%	4 2%	9 4%	13 7%i	9 5%i	10 8%di	* *	13 3%	8 3%	1 *	22 14%jkl	7 4%	11 4%	4 4%	6 3%	15 7%	26 5%	16 4%	16 3%	28 7%u	14 3%	21 9%wy	8 3%
Yes - physical condition	90 9%	47 9%	43 8%	5 4%	9 4%	6 3%	20 12%def	31 27%def	20 14%def	39 9%	18 6%	4 4%	29 18%jkl	17 9%	27 9%	8 7%	21 12%	17 8%	70 12%t	19 5%	29 5%	62 15%u	29 6%	38 16%wy	23 9%
Yes - disability	45 4%	24 5%	22 4%	5 3%	3 1%	3 2%	11 7%ef	16 14%defi	6 4%	15 3%	8 3%	- -	22 14%jkl	8 4%	17 5%	6 5%	7 4%	8 4%	37 7%t	7 2%	8 1%	37 9%u	16 3%	16 7%w	13 5%
Yes - other	9 1%	6 1%	3 1%	3 2%	1 *	1 *	* *	3 3%	1 1%	3 1%	2 1%	1 1%	3 2%	2 1%	- -	- -	5 3%o	3 1%	9 1%	1 *	3 1%	6 2%	2 *	3 1%	4 2%
No	836 83%	424 84%	412 81%	135 88%gh	219 89%gh	167 86%gh	123 75%	76 67%	117 82%h	381 85%lm	251 85%lm	103 92%lm	101 64%	154 83%	259 82%	94 84%	154 83%	176 82%	454 79%	360 87%st	530 89%v	306 74%	439 87%x	170 73%	219 83%x
Refused	40 4%	18 4%	22 4%	7 5%	10 4%	10 5%	11 6%hi	1 1%	2 2%	11 3%	15 5%	3 3%	10 6%	8 4%	13 4%	6 6%	4 2%	9 4%	19 3%	18 4%	23 4%	17 4%	16 3%	10 4%	14 5%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
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Absolutes/col percents

Table 4

Q2. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Yes	136 13%	31 14%	20 13%	32 13%	30 14%	22 13%	53 16%	82 13%	20 7%	116 16%h	136 100%k	-	71 10%	66 20%l	131 15%o	6 3%
Yes - mental condition	44 4%	16 7%c	10 6%	6 3%	7 3%	5 3%	17 5%	27 4%	1 *	42 6%h	44 32%k	-	14 2%	30 9%l	43 5%o	* *
Yes - physical condition	90 9%	16 7%	17 11%	20 8%	20 10%	17 10%	31 10%	58 9%	16 5%	75 10%h	90 66%k	-	49 7%	42 12%l	85 10%o	6 3%
Yes - disability	45 4%	8 3%	8 5%	10 4%	15 7%	5 3%	19 6%	26 4%	8 3%	37 5%	45 33%k	-	28 4%	17 5%	45 5%o	-
Yes - other	9 1%	4 2%	-	-	4 2%c	2 1%	2 1%	8 1%	1 *	8 1%	9 7%k	-	4 1%	6 2%	9 1%	-
No	836 83%	182 82%	132 83%	210 83%	170 81%	143 84%	263 80%	547 84%	264 90%i	568 79%	-	836 100%j	587 87% m	249 74%	680 80%	156 93% n
Refused	40 4%	9 4%	6 4%	11 4%	9 4%	4 3%	14 4%	25 4%	9 3%	31 4%	-	-	19 3%	22 6%l	35 4%	6 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 5
Q3. Do you currently own/have access to a car?
Base: All respondents

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Yes	677 67%	359 71% ^b	318 63%	81 53%	158 64%	141 73% ^d	106 65%	76 67% ^d	115 80% ^{deg}	334 75% ^{km}	178 60%	77 69%	88 55%	97 53%	210 66% ⁿ	83 74% ⁿ	130 70% ⁿ	157 73% ⁿ	396 69%	269 65%	420 70% ^v	256 62%	422 83% ^{xy}	110 47%	138 52%
No	336 33%	148 29%	189 37% ^a	72 47% ^{fhi}	88 36% ⁱ	53 27%	58 35% ⁱ	37 33% ⁱ	28 20%	113 25%	118 40% ^j	35 31%	71 45% ^j	87 47% ^{opq}	108 34%	30 26%	55 30%	58 27%	175 31%	145 35%	177 30%	159 38% ^u	84 17%	123 53% ^w	126 48% ^w

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 6

Q3. Do you currently own/have access to a car?**Base: All respondents**

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Yes	677 67%	154 69%	101 64%	171 68%	128 61%	122 72% ^d	175 53%	478 73% ^f	245 83% ⁱ	428 60%	71 52%	587 70% ^j	677 100% ^m	-	578 68% ^o	98 59%
No	336 33%	69 31%	57 36%	82 32%	82 39% ^e	47 28%	154 47% ^g	176 27%	48 17%	287 40% ^h	66 48% ^k	249 30%	-	336 100% ^l	267 32%	69 41% ⁿ

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 7

Q4. Do you know where your nearest ambulance station is?**Base: All respondents**

	Gender		Age						Social Grade				Region				Ethnicity		Working status		Tenure				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Yes	585	292	293	89	141	113	90	63	90	232	179	73	101	98	185	60	112	130	312	258	347	238	302	144	137
	58%	58%	58%	58%	57%	58%	55%	56%	63%	52%	61% ^j	65% ^j	64% ^j	53%	58%	54%	61%	61%	55%	62% ^s	58%	57%	60%	62%	52%
No	428	214	214	65	105	81	74	50	54	214	116	39	58	86	133	52	73	85	260	156	250	177	204	89	126
	42%	42%	42%	42%	43%	42%	45%	44%	37%	48% ^k	39%	35%	36%	47%	42%	46%	39%	39%	45% ^t	38%	42%	43%	40%	38%	48%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 8

Q4. Do you know where your nearest ambulance station is?**Base: All respondents**

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Yes	585 58%	136 61%	82 52%	157 62%	115 55%	96 57%	178 54%	380 58%	203 69% ⁱ	378 53%	90 66%	476 57%	427 63% ^m	159 47%	507 60% ^o	78 47%
No	428 42%	87 39%	77 48%	97 38%	94 45%	74 43%	151 46%	275 42%	90 31%	336 47% ^h	46 34%	361 43%	250 37%	178 53% ^l	338 40%	90 53% ⁿ

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 9

Q5. Have you called an ambulance for yourself or someone else in the last six months?**Base: All respondents**

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Yes	204	103	100	33	59	53	27	17	15	85	58	23	38	36	73	19	26	50	91	108	137	67	107	48	48
	20%	20%	20%	22%i	24%i	27%ghi	16%	15%	10%	19%	20%	21%	24%	19%	23%q	17%	14%	23%q	16%	26% ^s	23% ^v	16%	21%	21%	18%
Yes, I have called an ambulance for myself	54	33	22	11	19	10	4	5	6	22	11	8	13	12	17	6	4	15	23	29	37	17	25	16	13
	5%	6%	4%	7%	8%g	5%	2%	5%	4%	5%	4%	8%	8%	7%	5%	5%	2%	7%q	4%	7%	6%	4%	5%	7%	5%
Yes, I have called an ambulance for someone else	167	82	85	26	51	46	23	12	9	70	51	19	27	30	61	14	24	38	73	90	116	51	91	37	37
	16%	16%	17%	17%i	21%hi	24%ghi	14%i	11%	6%	16%	17%	17%	17%	16%	19%	12%	13%	17%	13%	22% ^s	19% ^v	12%	18%	16%	14%
No I have not called an ambulance in the last six months	803	399	404	119	184	140	136	96	129	360	235	86	121	148	243	93	157	162	477	304	454	349	396	185	214
	79%	79%	80%	77%	75%	72%	83%f	85%f	90%def	81%	80%	77%	76%	81%	76%	82%	85% ^{or}	75%	83% ^t	74%	76%	84% ^u	78%	79%	81%
Prefer not to say	3	3	-	-	1	1	1	-	-	1	2	-	-	-	1	-	-	2	1	-	3	-	1	-	2
	*	1%	-	-	*	1%	*	-	-	*	1%	-	-	-	*	-	-	1%	*	-	*	-	*	-	1%
Don't know	3	1	2	2	1	1	*	-	-	1	-	3	-	-	1	1	1	1	3	1	3	-	3	-	-
	*	*	*	1%	*	*	*	-	-	*	-	2% ^{jk}	-	-	*	1%	1%	*	*	*	1%	-	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

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Table 10

Q5. Have you called an ambulance for yourself or someone else in the last six months?**Base: All respondents**

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Yes	204 20%	57 26%de	26 17%	73 29%bde	24 11%	23 14%	60 18%	131 20%	98 33%i	104 15%	35 26%	161 19%	43 24%m	182 13%	22 21%o	13%
Yes, I have called an ambulance for myself	54 5%	16 7%d	9 5%d	22 9%de	2 1%	5 3%	15 5%	32 5%	29 10%i	25 3%	12 9%	42 5%	42 6%	13 4%	52 6%o	2 1%
Yes, I have called an ambulance for someone else	167 16%	43 19%d	18 12%	62 25%bde	21 10%	22 13%	48 15%	107 16%	82 28%i	82 11%	23 17%	137 16%	133 20%m	34 10%	147 17%	20 12%
No I have not called an ambulance in the last six months	803 79%	163 73%	131 83%ac	178 70%	185 88%ac	146 86%ac	268 82%	518 79%	194 66%	607 85%h	101 74%	672 80%	511 76%	292 87%l	659 78%	144 86%n
Prefer not to say	3 *	2 1%	-	1 *	-	-	-	3 *	2 1%	1 *	-	-	2 *	1 *	3 *	-
Don't know	3 *	1 *	1 *	1 *	1 *	1 *	1 *	3 *	-	3 *	-	3 *	3 *	1 *	2 *	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 11

Q6. Which of the following, if any, best describes your understanding of how ambulances are deployed?**Base: All respondents**

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Ambulances are based at separate ambulance stations waiting for callouts	376 37%	211 42% ^b	165 33%	46 30%	83 34%	61 32%	72 44% ^{df}	50 44% ^{df}	64 45% ^{def}	177 40%	100 34%	39 35%	60 38%	59 32%	118 37%	55 49% ^{nor}	69 38%	75 35%	233 41% ^t	136 33%	222 37%	154 37%	195 39%	90 39%	87 33%
Ambulances are based at hospitals waiting for callouts	317 31%	134 26%	183 36% ^a	61 40% ^{gi}	81 33% ⁱ	68 35% ⁱ	42 26%	34 31%	30 21%	134 30%	99 34%	36 32%	47 30%	61 33%	114 36%	28 25%	50 27%	63 30%	157 27%	153 37% ^s	180 30%	136 33%	145 29%	74 32%	94 36%
Ambulances move around London constantly waiting for callouts	140 14%	74 15%	65 13%	22 14%	41 17%	28 14%	19 12%	15 13%	16 11%	57 13%	47 16%	19 17%	17 11%	33 18% ^p	38 12%	8 7%	33 18% ^p	28 13%	83 15%	50 12%	86 14%	54 13%	77 15%	28 12%	35 13%
Ambulances are based at stations shared with the police and the fire brigade waiting for callouts	61 6%	27 5%	34 7%	14 9%	12 5%	15 8%	5 3%	4 3%	11 8%	29 7%	16 5%	8 7%	8 5%	13 7%	13 4%	6 5%	10 6%	18 9% ^o	28 5%	30 7%	42 7%	19 5%	32 6%	15 6%	14 5%
None of these	9 1%	6 1%	3 1%	3 2%	2 1%	1 1%	1 *	- -	2 1%	6 1%	1 *	- -	2 1%	3 2%	1 *	- -	3 2%	2 1%	5 1%	3 1%	7 1%	2 *	6 1%	- -	3 1%
Don't know	111 11%	55 11%	56 11%	8 5%	26 11%	21 11%	24 15% ^d	10 9%	21 15% ^d	43 10%	33 11%	10 9%	24 15%	15 8%	33 11%	16 14%	19 10%	28 13%	66 12%	41 10%	61 10%	50 12%	52 10%	26 11%	31 12%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 12

Q6. Which of the following, if any, best describes your understanding of how ambulances are deployed?

Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Ambulances are based at separate ambulance stations waiting for callouts	376 37%	75 34%	70 44% ^c	82 32%	89 43% ^c	59 35%	122 37%	250 38%	110 38%	260 36%	56 41%	304 36%	270 40% ^m	106 32%	339 40% ^o	37 22%
Ambulances are based at hospitals waiting for callouts	317 31%	74 33%	43 27%	100 40% ^{bde}	52 25%	47 28%	105 32%	203 31%	94 32%	222 31%	36 26%	266 32%	203 30%	114 34%	247 29%	69 41% ⁿ
Ambulances move around London constantly waiting for callouts	140 14%	28 12%	18 11%	25 10%	41 20% ^c	28 16%	59 18% ^g	76 12%	39 13%	101 14%	22 17%	116 14%	88 13%	52 16%	124 15%	16 10%
Ambulances are based at stations shared with the police and the fire brigade waiting for callouts	61 6%	21 10% ^d	7 5%	17 7% ^d	4 2%	11 6% ^d	11 3%	44 7%	21 7%	40 6%	3 2%	57 7%	46 7%	15 4%	45 5%	16 9%
None of these	9 1%	2 1%	-	3 1%	2 1%	2 1%	2 1%	4 1%	2 1%	7 1%	-	9 1%	6 1%	2 1%	5 1%	3 2%
Don't know	111 11%	23 10%	20 13%	25 10%	20 10%	23 13%	30 9%	78 12%	27 9%	83 12%	19 14%	84 10%	64 9%	47 14%	84 10%	26 16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 13

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Summary table

		I have confidence in the London Ambulance Service	People use the ambulance service when they don't need to	I know when you should call an ambulance	Ambulances are the safest way to get people to hospital	Ambulances should only be called for emergencies	There is too much focus on ambulance response time targets	Paramedics are highly trained medical staff	The Mayor should oversee the ambulance service in the same way as he oversees the police and fire brigade
Unweighted base		1013	1013	1013	1013	1013	1013	1013	1013
Weighted base		1013	1013	1013	1013	1013	1013	1013	1013
NET: Agree		874 86%	732 72%	913 90%	768 76%	956 94%	386 38%	919 91%	495 49%
Strongly agree	(+2)	522 52%	365 36%	563 56%	452 45%	721 71%	104 10%	663 65%	261 26%
Slightly agree	(+1)	352 35%	367 36%	350 35%	316 31%	235 23%	281 28%	256 25%	234 23%
Neither agree nor disagree	(0)	81 8%	136 13%	61 6%	156 15%	34 3%	251 25%	62 6%	208 21%
Slightly disagree	(-1)	29 3%	53 5%	25 2%	42 4%	12 1%	174 17%	15 2%	67 7%
Strongly disagree	(-2)	10 1%	27 3%	6 1%	13 1%	5 1%	94 9%	6 1%	108 11%
NET: Disagree		39 4%	80 8%	31 3%	55 5%	17 2%	268 26%	21 2%	174 17%
Don't know		19 2%	65 6%	9 1%	34 3%	5 *	108 11%	11 1%	135 13%
Mean		1.35	1.04	1.43	1.18	1.64	0.14	1.55	0.54
Standard deviation		0.83	1.00	0.77	0.94	0.66	1.17	0.73	1.32
Standard error		0.03	0.03	0.02	0.03	0.02	0.04	0.02	0.04

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 14
Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?
Base: All respondents
I have confidence in the London Ambulance Service

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	874 86%	441 87%	433 86%	124 81%	209 85%	159 82%	145 89%	101 89%	135 94%def	393 88%	249 84%	94 84%	138 87%	156 85%	266 84%	92 82%	169 92%op	191 89%	499 87%	354 86%	508 85%	366 88%	435 86%	209 90%	221 84%
Strongly agree (+2)	522 52%	276 55%	246 49%	58 38%	107 44%	91 47%	99 60%def	76 68%def	91 63%def	232 52%	142 48%	63 56%	86 54%	91 49%	146 46%	59 52%	103 56%o	123 57%o	325 57%t	187 45%	299 50%	224 54%	278 55%	116 50%	126 48%
Slightly agree (+1)	352 35%	164 32%	187 37%	67 43%gh	102 42%gh	68 35%h	46 28%	24 22%	44 31%	161 36%	106 36%	31 28%	9 33%	21 35%	27 38%	11 29%	7 36%	15 32%	43 31%	34 40% s	53 35%	28 34%	45 31%	13 40% w	22 36%
Neither agree nor disagree (0)	81 8%	39 8%	42 8%	15 10%	19 8%	18 9%	14 9%	9 8%	6 4%	28 6%	31 11%	9 8%	12 8%	21 11%q	27 9%	11 9%	7 4%	15 7%	43 8%	34 8%	53 9%	28 7%	45 9%	13 6%	22 8%
Slightly disagree (-1)	29 3%	10 2%	19 4%	7 5%h	9 4%	9 5%h	2 1%	- -	2 1%	13 3%	8 3%	4 4%	4 2%	2 1%	16 5%n	1 1%	4 2%	5 2%	12 2%	16 4%	17 3%	12 3%	13 3%	8 3%	7 3%
Strongly disagree (-2)	10 1%	5 1%	5 1%	- -	3 1%	5 2%	1 2%	2 2%	- -	5 1%	1 *	2 2%	2 1%	4 2%	1 *	2 2%	2 1%	2 1%	6 1%	2 1%	7 1%	4 1%	6 1%	2 1%	2 1%
NET: Disagree	39 4%	15 3%	24 5%	7 5%	12 5%	14 7%ghi	3 2%	2 2%	2 1%	18 4%	9 3%	6 6%	6 4%	6 3%	17 5%	3 3%	6 3%	7 3%	19 3%	19 5%	24 4%	16 4%	20 4%	10 4%	10 4%
Don't know	19 2%	11 2%	7 1%	7 4%i	5 2%	4 2%	2 1%	1 1%	- -	7 2%	7 2%	3 2%	2 1%	2 1%	7 2%	7 6% nqr	2 1%	1 1%	10 2%	7 2%	12 2%	6 1%	8 2%	1 *	10 4% x
Mean	1.35	1.41	1.30	1.19	1.26	1.22	1.48de f	1.55de f	1.57de f	1.37	1.32	1.35	1.37	1.30	1.27	1.39	1.44o	1.43o	1.42t	1.28	1.33	1.39	1.38	1.35	1.32
Standard deviation	0.83	0.80	0.86	0.81	0.85	0.97	0.76	0.78	0.64	0.82	0.80	0.93	0.85	0.87	0.86	0.85	0.78	0.79	0.81	0.83	0.85	0.81	0.85	0.80	0.83
Standard error	0.03	0.04	0.04	0.07	0.06	0.07	0.06	0.07	0.05	0.04	0.05	0.09	0.08	0.07	0.05	0.08	0.06	0.05	0.03	0.04	0.03	0.05	0.04	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
* small base

Perceptions of the London Ambulance Service
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Absolutes/col percents

Table 15

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

I have confidence in the London Ambulance Service

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	874 86%	200 90% ^c	132 83%	208 82%	182 87%	152 90% ^c	284 86%	565 86%	256 87%	613 86%	122 89%	718 86%	587 87%	287 85%	747 88% ^o	127 76%
Strongly agree	(+2) 522 52%	120 54% ^c	83 52%	108 43%	115 55% ^c	96 57% ^c	157 48%	349 53%	154 52%	366 51%	87 64% ^k	415 50%	357 53%	165 49%	463 55% ^o	59 35%
Slightly agree	(+1) 352 35%	80 36%	49 31%	100 39%	67 32%	56 33%	127 39%	216 33%	102 35%	247 35%	34 25%	303 36% ^j	230 34%	122 36%	284 34%	68 41%
Neither agree nor disagree	(0) 81 8%	15 7%	16 10%	25 10%	17 8%	8 5%	25 8%	52 8%	23 8%	59 8%	10 7%	69 8%	56 8%	25 7%	60 7%	21 13% ⁿ
Slightly disagree	(-1) 29 3%	5 2%	1 1%	14 5% ^b	4 2%	4 3%	11 3%	17 3%	7 2%	22 3%	4 3%	24 3%	20 3%	9 3%	20 2%	9 5%
Strongly disagree	(-2) 10 1%	2 1%	2 1%	1 1%	3 2%	2 1%	4 1%	7 1%	5 2%	6 1%	- -	10 1%	6 1%	4 1%	10 1%	1 1%
NET: Disagree	39 4%	7 3%	3 2%	15 6%	7 4%	6 4%	15 5%	23 4%	11 4%	28 4%	4 3%	34 4%	26 4%	13 4%	29 3%	10 6%
Don't know	19 2%	1 *	7 5% ^a	5 2%	3 1%	3 2%	5 1%	14 2%	3 1%	15 2%	1 1%	14 2%	7 1%	11 3% ^l	9 1%	9 5% ⁿ
Mean	1.35	1.40 ^c	1.38	1.21	1.39 ^c	1.44 ^c	1.30	1.38	1.36	1.35	1.51 ^k	1.32	1.36	1.34	1.40 ^o	1.11
Standard deviation	0.83	0.78	0.82	0.88	0.85	0.81	0.84	0.83	0.85	0.83	0.76	0.85	0.83	0.84	0.81	0.88
Standard error	0.03	0.05	0.07	0.06	0.06	0.06	0.05	0.03	0.05	0.03	0.07	0.03	0.03	0.05	0.03	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 16

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

People use the ambulance service when they don't need to

	Total	Gender		Age						Social Grade				Region				Ethnicity		Working status		Tenure			
		Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	732 72%	371 73%	361 71%	107 70%	147 60%	137 70%e	123 75%e	100 89%defg	118 82%defg	326 73%	206 70%	84 75%	116 73%	123 67%	206 65%	86 77%o	147 80%no	170 79%no	459 80%t	256 62%	427 71%	305 73%	393 78%y	173 74%y	160 61%
Strongly agree (+2)	365 36%	188 37%	177 35%	40 26%	60 24%	62 32%	66 40%de	63 56%defg	74 52%defg	167 37%	91 31%	52 47%k	55 34%	60 33%	108 34%	50 45%r	79 43%r	67 31%	247 43%t	115 28%	210 35%	155 37%	195 38%y	87 37%	80 30%
Slightly agree (+1)	367 36%	183 36%	185 36%	67 44%i	87 36%	75 39%	57 35%	37 33%	44 30%	159 36%	114 39%	32 29%	62 39%	63 34%	98 31%	36 32%	67 37%	103 48%nopq	212 37%	141 34%	217 36%	150 36%	198 39%y	86 37%	80 30%
Neither agree nor disagree (0)	136 13%	70 14%	66 13%	21 14%h	49 20%hi	27 14%h	19 12%h	5 5%	14 10%	61 14%	40 13%	16 14%	20 13%	34 19%q	52 16%q	13 12%	13 7%	24 11%	60 10%	67 16%st	86 14%	50 12%	55 11%	36 16%	43 16%
Slightly disagree (-1)	53 5%	23 4%	30 6%	14 9%gh	21 9%gh	8 4%h	5 3%	- -	5 4%h	15 3%	27 9%j	4 4%	6 4%	13 7%r	24 8%pr	1 1%	10 5%	5 2%	19 3%	34 8%st	29 5%	24 6%	15 3%	12 5%	26 10%w
Strongly disagree (-2)	27 3%	15 3%	12 2%	- -	10 4%d	6 3%	5 3%	2 2%	4 3%	17 4%	6 2%	1 *	3 2%	5 3%	12 4%	3 3%	2 1%	5 2%	6 1%	20 5%st	15 3%	12 3%	13 2%	2 1%	12 5%x
NET: Disagree	80 8%	38 8%	42 8%	14 9%h	31 13%gh	13 7%	10 6%	2 2%	9 6%	33 7%	33 11%l	5 4%	10 6%	18 10%	36 11%pr	4 4%	12 6%	10 5%	26 4%	54 13%st	44 7%	36 9%	28 5%	14 6%	38 14%wx
Don't know	65 6%	27 5%	37 7%	11 7%i	19 8%i	17 9%i	12 7%i	5 5%	2 1%	27 6%	17 6%	8 7%	13 8%	9 5%	23 7%	9 8%	13 7%	11 5%	27 5%	37 9%st	41 7%	24 6%	31 6%	10 4%	23 9%
Mean	1.04	1.06	1.03	0.93	0.74	1.01e	1.14e	1.47defg	1.27def	1.06	0.93	1.25k	1.08	0.92	0.90	1.25no	1.24no	1.08	1.24t	0.79	1.04	1.05	1.15y	1.09y	0.79
Standard deviation	1.00	1.01	1.00	0.91	1.08	0.99	0.99	0.79	0.98	1.03	1.03	0.89	0.95	1.04	1.11	0.93	0.90	0.88	0.87	1.13	0.99	1.02	0.93	0.92	1.17
Standard error	0.03	0.05	0.05	0.08	0.08	0.07	0.08	0.07	0.08	0.05	0.06	0.08	0.09	0.08	0.07	0.09	0.07	0.06	0.04	0.06	0.04	0.06	0.04	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 17

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

People use the ambulance service when they don't need to

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	732 72%	173 78% ^c	114 72%	162 64%	153 73%	130 77% ^c	229 70%	483 74%	203 69%	525 74%	111 81% ^k	595 71%	505 75% ^m	227 67%	650 77% ^o	82 49%
Strongly agree	(+2) 365 36%	66 30%	72 45% ^{ac}	80 31%	76 37%	71 42% ^{ac}	122 37%	240 37%	95 33%	268 37%	67 49% ^k	287 34%	264 39% ^m	101 30%	339 40% ^o	26 16%
Slightly agree	(+1) 367 36%	107 48% ^{bcde}	42 27%	82 32%	77 37%	59 35%	107 33%	243 37%	107 37%	258 36%	44 32%	309 37%	241 36%	126 37%	311 37%	56 33%
Neither agree nor disagree	(0) 136 13%	33 15%	22 14%	43 17% ^e	24 12%	13 8%	54 16%	76 12%	41 14%	94 13%	14 11%	117 14%	87 13%	49 14%	94 11%	41 25% ⁿ
Slightly disagree	(-1) 53 5%	2 1%	5 3%	20 8% ^a	15 7% ^a	10 6% ^a	17 5%	34 5%	19 7%	34 5%	4 3%	49 6%	31 5%	22 7%	34 4%	20 12% ⁿ
Strongly disagree	(-2) 27 3%	5 2%	4 3%	11 5%	4 2%	2 1%	6 2%	19 3%	13 5% ⁱ	12 2%	2 1%	25 3%	18 3%	9 3%	21 2%	6 4%
NET: Disagree	80 8%	8 3%	10 6%	31 12% ^a	19 9% ^a	12 7%	23 7%	52 8%	33 11% ⁱ	45 6%	6 4%	74 9%	49 7%	31 9%	54 6%	26 15% ⁿ
Don't know	65 6%	10 4%	13 8%	17 7%	12 6%	13 8%	22 7%	43 7%	16 5%	49 7%	6 4%	50 6%	35 5%	30 9% ^l	46 5%	19 11% ⁿ
Mean	1.04	1.06 ^c	1.18 ^c	0.84	1.05	1.20 ^c	1.05	1.07	0.91	1.11 ^h	1.30 ^k	1.00	1.09 ^m	0.94	1.14 ^o	0.51
Standard deviation	1.00	0.85	1.02	1.13	1.01	0.94	0.99	1.00	1.10	0.95	0.88	1.03	0.99	1.02	0.96	1.06
Standard error	0.03	0.06	0.09	0.08	0.07	0.07	0.06	0.04	0.07	0.04	0.08	0.04	0.04	0.06	0.03	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 18

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

I know when you should call an ambulance

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	913 90%	445 88%	468 92%a	128 84%	210 86%	173 89%	153 94%de	108 96%de	141 98%def	404 90%	258 87%	105 93%	147 92%	160 87%	283 89%	101 90%	172 93%	197 92%	526 92%t	364 88%	534 89%	379 91%	462 91%	218 94%y	226 86%
Strongly agree (+2)	563 56%	275 54%	287 57%	55 36%	119 49% ^d	106 55% ^d	101 61% ^{de}	84 74% ^{def}	98 68% ^{def}	240 54%	143 48%	78 70% ^{jk}	102 64% ^k	88 48%	177 56%	66 59%	108 59%	123 57%	330 58%	221 53%	328 55%	235 57%	298 59% ^y	142 61% ^y	122 46%
Slightly agree (+1)	350 35%	169 33%	180 36%	73 48% ^{efgh}	91 37% ^h	66 34% ^h	52 32%	24 21%	43 30%	164 37% ^l	114 39% ^l	27 24%	45 28%	72 39%	106 34%	34 30%	63 34%	74 34%	197 34%	143 35%	206 35%	144 35%	164 32%	76 33%	105 40%
Neither agree nor disagree (0)	61 6%	37 7%	24 5%	14 9% ⁱ	18 7% ⁱ	15 8% ⁱ	8 5% ⁱ	4 4%	1 1%	25 5%	21 7%	5 5%	9 6%	11 6%	23 7%	7 7%	9 5%	11 5%	29 5%	28 7%	37 6%	23 6%	27 5%	10 4%	22 8%
Slightly disagree (-1)	25 2%	13 3%	12 2%	8 5%	8 3%	5 2%	2 1%	1 1%	2 1%	11 2%	11 4%	2 2%	1 1%	7 4%	7 2%	4 4%	2 1%	5 2%	12 2%	10 2%	16 3%	9 2%	9 2%	4 2%	11 4%
Strongly disagree (-2)	6 1%	6 1% ^b	-	-	4 2%	2 1%	-	-	-	4 1%	2 1%	-	-	4 2% ^o	-	-	1 *	1 *	3 1%	3 1%	6 1%	-	3 1%	1 1%	1 *
NET: Disagree	31 3%	19 4%	12 2%	8 5%	12 5% ^g	6 3%	2 1%	1 1%	2 1%	15 3%	13 4%	2 2%	1 1%	11 6% ^q	7 2%	4 4%	3 1%	6 3%	16 3%	13 3%	22 4%	9 2%	13 2%	5 2%	12 5%
Don't know	9 1%	6 1%	3 1%	3 2%	5 2%	-	1 -	-	-	4 1%	4 1%	-	2 1%	3 1%	5 1%	-	1 1%	1 *	-	9 2% ^s	4 1%	5 1%	6 1%	-	4 1%
Mean	1.43	1.39	1.48	1.17	1.30	1.39 ^d	1.55 ^{de}	1.69 ^{de}	1.65 ^{de}	1.41	1.32	1.61 ^{jk}	1.58 ^{jk}	1.28	1.45 ⁿ	1.45	1.51 ⁿ	1.46 ⁿ	1.47	1.41	1.40	1.47	1.48 ^y	1.52 ^y	1.29
Standard deviation	0.77	0.83	0.70	0.80	0.88	0.81	0.64	0.58	0.56	0.78	0.82	0.67	0.63	0.91	0.72	0.79	0.68	0.74	0.74	0.78	0.81	0.70	0.74	0.71	0.83
Standard error	0.02	0.04	0.03	0.07	0.06	0.06	0.05	0.05	0.04	0.04	0.05	0.06	0.06	0.07	0.04	0.08	0.05	0.05	0.03	0.04	0.03	0.04	0.03	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 19

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

I know when you should call an ambulance

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	913 90%	199 89%	140 89%	218 86%	197 94% _c	158 93% _c	299 91%	591 90%	266 91%	643 90%	130 95%	750 90%	613 91%	300 89%	783 93% _o	129 77%
Strongly agree (+2)	563 56%	120 54%	88 55%	129 51%	129 62% _c	98 58%	177 54%	370 57%	175 60%	385 54%	90 66% _k	448 54%	387 57%	176 52%	503 60% _o	59 35%
Slightly agree (+1)	350 35%	80 36%	53 33%	89 35%	68 32%	61 36%	122 37%	220 34%	91 31%	258 36%	40 29%	302 36%	226 33%	124 37%	280 33%	70 42%
Neither agree nor disagree (0)	61 6%	13 6%	10 6%	24 9% _d	5 3%	9 5%	14 4%	43 7%	18 6%	41 6%	6 4%	52 6%	42 6%	19 6%	41 5%	20 12% _n
Slightly disagree (-1)	25 2%	6 3%	8 5% _e	5 2%	4 2%	2 1%	11 3%	13 2%	5 2%	20 3%	1 1%	22 3%	15 2%	10 3%	16 2%	8 5% _n
Strongly disagree (-2)	6 1%	2 1%	-	2 1%	1 1%	1 *	2 1%	2 *	2 1%	4 1%	-	5 1%	4 1%	2 1%	4 *	2 1%
NET: Disagree	31 3%	7 3%	8 5%	8 3%	5 2%	3 2%	13 4%	15 2%	7 2%	24 3%	1 1%	27 3%	19 3%	12 4%	20 2%	11 6% _n
Don't know	9 1%	3 2%	-	4 1%	2 1%	-	3 1%	6 1%	3 1%	6 1%	-	6 1%	4 1%	5 2%	1 *	8 5% _n
Mean	1.43	1.41	1.39	1.35	1.54 _c	1.49	1.42	1.46	1.49	1.41	1.61 _k	1.41	1.45	1.39	1.50 _o	1.10
Standard deviation	0.77	0.78	0.82	0.81	0.70	0.69	0.78	0.73	0.75	0.77	0.60	0.78	0.76	0.78	0.72	0.91
Standard error	0.02	0.05	0.07	0.05	0.05	0.05	0.04	0.03	0.04	0.03	0.05	0.03	0.03	0.05	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 20

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Ambulances are the safest way to get people to hospital

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	768 76%	391 77%	376 74%	107 70%	172 70%	148 76%	128 78%	85 76%	127 88%def gh	345 77%	213 72%	82 73%	127 80%	132 72%	236 74%	80 71%	143 77%	178 83%nop	434 76%	314 76%	445 75%	322 78%	390 77%	179 77%	193 73%
Strongly agree (+2)	452 45%	254 50%b	198 39%	54 35%	89 36%	82 42%	78 48%e	56 49%de	93 65%def gh	212 48%	119 40%	53 48%	68 43%	72 39%	135 43%	50 45%	83 45%	112 52%no	261 46%	180 43%	261 44%	191 46%	234 46%	113 48%	103 39%
Slightly agree (+1)	316 31%	137 27%	178 35%a	53 34%	83 34%i	67 34%i	50 31%	30 26%	33 23%	133 30%	95 32%	29 25%	59 37%	60 33%	101 32%	30 26%	59 32%	65 30%	173 30%	134 32%	185 31%	131 32%	156 31%	67 29%	89 34%
Neither agree nor disagree (0)	156 15%	75 15%	81 16%	23 15%	54 22%fi	23 12%	23 14%	22 19%i	12 8%	65 15%	50 17%	23 20%	17 11%	35 19%	50 16%	18 16%	27 15%	25 12%	96 17%	53 13%	101 17%	55 13%	74 15%	38 16%	41 16%
Slightly disagree (-1)	42 4%	16 3%	26 5%	12 8%i	11 4%	11 6%	4 3%	2 2%	2 1%	17 4%	16 6%	4 4%	4 3%	5 3%	14 4%	6 5%	10 5%	7 3%	18 3%	24 6%	24 4%	18 4%	19 4%	7 3%	15 6%
Strongly disagree (-2)	13 1%	9 2%	5 1%	-	3 1%	5 3%	1 1%	1 1%	3 2%	7 2%	2 1%	1 *	3 2%	1 *	5 2%	4 3%	1 1%	3 1%	6 1%	8 2%	11 2%	3 1%	7 1%	2 1%	5 2%
NET: Disagree	55 5%	24 5%	31 6%	12 8%	13 5%	16 8%	6 3%	4 3%	5 3%	24 5%	19 6%	5 4%	7 5%	6 3%	19 6%	9 8%	11 6%	10 5%	23 4%	32 8% s	34 6%	21 5%	26 5%	9 4%	20 8%
Don't know	34 3%	16 3%	19 4%	11 7%i	6 3%	7 4%i	7 4%i	2 2%	* *	12 3%	13 4%	3 2%	7 4%	11 6% r	12 4%	5 5%	4 2%	2 1%	19 3%	15 4%	17 3%	17 4%	16 3%	7 3%	10 4%
Mean	1.18	1.25b	1.10	1.06	1.02	1.12	1.27e	1.23	1.49de fgh	1.21	1.10	1.19	1.22	1.14	1.14	1.09	1.18	1.30	1.20	1.14	1.14	1.23	1.21	1.24	1.07
Standard deviation	0.94	0.95	0.93	0.94	0.94	1.01	0.87	0.92	0.85	0.95	0.95	0.93	0.91	0.87	0.96	1.07	0.93	0.90	0.91	0.99	0.97	0.90	0.93	0.90	0.99
Standard error	0.03	0.04	0.04	0.08	0.07	0.07	0.07	0.08	0.07	0.04	0.06	0.09	0.08	0.07	0.06	0.11	0.07	0.06	0.04	0.05	0.04	0.05	0.04	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 21

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Ambulances are the safest way to get people to hospital

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	768 76%	176 79%	113 71%	187 74%	156 75%	136 80%	240 73%	504 77%	230 78%	535 75%	106 78%	632 76%	529 78% ^m	239 71%	647 76%	121 72%
Strongly agree	(+2) 452 45%	103 46%	67 42%	115 45%	86 41%	81 48%	126 38%	310 47% ^f	136 46%	313 44%	69 51%	368 44%	317 47%	135 40%	384 45%	68 41%
Slightly agree	(+1) 316 31%	73 33%	45 29%	73 29%	70 34%	54 32%	115 35%	193 30%	94 32%	222 31%	37 27%	264 32%	212 31%	103 31%	262 31%	53 32%
Neither agree nor disagree	(0) 156 15%	30 13%	25 16%	40 16%	38 18%	24 14%	60 18%	89 14%	39 13%	117 16%	20 15%	129 15%	92 14%	64 19% ^l	127 15%	29 17%
Slightly disagree	(-1) 42 4%	9 4%	7 4%	11 5%	8 4%	7 4%	10 3%	32 5%	14 5%	26 4%	3 3%	38 4%	34 5%	8 2%	36 4%	6 3%
Strongly disagree	(-2) 13 1%	3 2%	4 2%	4 2%	1 1%	1 1%	3 1%	10 2%	6 2%	7 1%	- -	13 2%	8 1%	6 2%	13 2%	- -
NET: Disagree	55 5%	12 6%	11 7%	16 6%	9 4%	8 4%	13 4%	42 6%	20 7%	33 5%	3 3%	50 6%	41 6%	14 4%	50 6%	6 3%
Don't know	34 3%	5 2%	10 7% ^e	10 4%	6 3%	3 2%	15 5%	20 3%	4 1%	30 4%	6 5%	25 3%	15 2%	20 6% ^l	22 3%	12 7% ⁿ
Mean	1.18	1.21	1.12	1.16	1.14	1.25	1.11	1.20	1.17	1.18	1.32	1.15	1.20	1.12	1.18	1.18
Standard deviation	0.94	0.93	1.01	0.98	0.89	0.88	0.90	0.97	0.98	0.92	0.83	0.96	0.94	0.94	0.96	0.86
Standard error	0.03	0.06	0.09	0.06	0.06	0.07	0.05	0.04	0.06	0.03	0.08	0.03	0.04	0.06	0.03	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 22

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Ambulances should only be called for emergencies

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)	
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208	
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263	
NET: Agree	956 94%	478 94%	479 94%	141 92%	224 91%	187 96% ^e	158 97% ^e	108 96%	138 96%	427 95%	278 94%	106 95%	146 92%	172 93%	295 93%	104 93%	176 96%	208 97%	547 96%	383 93%	557 93%	400 96%	485 96%	219 94%	244 92%	
Strongly agree (+2)	721 71%	354 70%	367 72%	84 55%	159 65%	141 72% ^d	135 82% ^{def}	92 82% ^{de}	110 77% ^{de}	330 74%	199 67%	79 70%	113 71%	117 64%	222 70%	85 75%	138 75% ⁿ	159 74% ⁿ	418 73%	286 69%	420 70%	301 72%	382 75% ^y	159 68%	173 66%	
Slightly agree (+1)	235 23%	124 24%	111 22%	58 38% ^{efg} hi	64 26% ^{gh}	46 24% ^g	23 14%	16 14%	28 19%	96 22%	79 27%	27 24%	33 21%	55 30% ^p	74 23%	19 17%	38 21%	49 23%	129 23%	97 23%	136 23%	99 24%	103 20%	60 26%	70 27%	
Neither agree nor disagree (0)	34 3%	18 4%	16 3%	8 6%	14 6%	4 2%	4 2%	2 2%	2 2%	12 3%	11 4%	2 2%	9 6%	5 3%	14 4%	6 5%	5 3%	5 3%	13 2%	20 5% ^s	24 4%	10 2%	12 2%	14 6% ^w	7 3%	
Slightly disagree (-1)	12 1%	4 1%	8 2%	2 1%	3 1%	2 1%	2 1%	2 1%	2 1%	2 *	5 2%	3 2%	3 2%	3 1%	7 2%	1 1%	1 *	*	9 2%	4 1%	8 1%	5 1%	5 1%	-	7 3% ^x	
Strongly disagree (-2)	5 1%	4 1%	1 *	1 1%	1 1%	1 *	-	1 1%	1 1%	4 1%	1 *	-	-	3 2% ^o	-	1 1%	-	1 *	2 *	3 1%	4 1%	1 *	2 *	-	3 1%	
NET: Disagree	17 2%	8 2%	9 2%	3 2%	4 2%	3 1%	2 1%	3 2%	3 2%	6 1%	6 2%	3 2%	3 2%	6 3%	7 2%	2 2%	1 *	1 1%	11 2%	7 2%	12 2%	6 1%	7 1%	-	10 4% ^x	
Don't know	5 *	3 1%	2 *	1 1%	4 2%	-	-	-	-	2 *	1 *	1 1%	1 1%	1 1%	1 *	1 1%	2 1%	-	1 *	4 1%	5 1%	-	3 1%	-	2 1%	
Mean	1.64	1.63	1.66	1.45	1.56	1.67 ^d	1.78 ^{de}	1.74 ^{de}	1.70 ^d	1.68	1.60	1.64	1.62	1.53	1.61	1.66	1.72 ⁿ	1.70 ⁿ	1.67	1.61	1.62	1.67	1.70 ^y	1.62	1.55	
Standard deviation	0.66	0.67	0.64	0.71	0.71	0.62	0.54	0.65	0.64	0.64	0.68	0.64	0.68	0.78	0.68	0.71	0.53	0.57	0.64	0.69	0.69	0.61	0.61	0.60	0.78	
Standard error	0.02	0.03	0.03	0.06	0.05	0.04	0.04	0.06	0.05	0.03	0.04	0.06	0.06	0.06	0.04	0.07	0.04	0.04	0.03	0.04	0.03	0.04	0.02	0.04	0.05	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 23

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Ambulances should only be called for emergencies

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	956 94%	218 98% ^{cd}	149 94%	234 92%	194 93%	161 95%	309 94%	621 95%	276 94%	675 94%	131 96%	790 94%	642 95%	314 93%	799 95%	157 94%
Strongly agree	(+2) 721 71%	157 70%	115 73%	173 68%	150 72%	126 75%	228 69%	474 72%	209 71%	510 71%	102 75%	590 71%	488 72%	233 69%	626 74% ^o	95 57%
Slightly agree	(+1) 235 23%	61 27%	33 21%	62 24%	44 21%	35 21%	81 24%	147 22%	67 23%	165 23%	29 21%	200 24%	154 23%	81 24%	174 21%	62 37% ⁿ
Neither agree nor disagree	(0) 34 3%	3 1%	7 4%	13 5% ^a	4 2%	7 4%	11 3%	22 3%	12 4%	23 3%	4 3%	28 3%	19 3%	16 5%	26 3%	8 5%
Slightly disagree	(-1) 12 1%	1 *	1 1%	4 2%	6 3% ^e	-	5 2%	7 1%	3 1%	9 1%	2 1%	9 1%	11 2%	1 *	12 1%	-
Strongly disagree	(-2) 5 1%	1 *	1 1%	2 1%	1 1%	-	1 *	2 *	2 1%	3 *	-	5 1%	4 1%	1 *	3 *	2 1%
NET: Disagree	17 2%	2 1%	2 1%	6 2%	7 3% ^e	-	7 2%	9 1%	5 2%	13 2%	2 1%	14 2%	15 2%	3 1%	16 2%	2 1%
Don't know	5 *	-	1 *	-	3 1%	1 1%	2 1%	3 *	1 *	4 1%	-	5 1%	1 *	4 1% ^l	4 *	1 1%
Mean	1.64	1.67	1.65	1.57	1.63	1.71	1.62	1.66	1.64	1.65	1.69	1.64	1.64	1.63	1.67 ^o	1.49
Standard deviation	0.66	0.57	0.66	0.73	0.72	0.54	0.67	0.63	0.67	0.66	0.59	0.66	0.67	0.63	0.65	0.70
Standard error	0.02	0.04	0.05	0.05	0.05	0.04	0.04	0.02	0.04	0.02	0.05	0.02	0.03	0.04	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

*** small base**

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 24

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

There is too much focus on ambulance response time targets

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	386 38%	186 37%	199 39%	41 27%	81 33%	80 41% ^d	65 39% ^d	56 50% ^{de}	63 44% ^{de}	178 40% ^k	94 32%	55 49% ^k	58 37%	61 33%	125 39% ^p	29 26%	83 45% ^{np}	88 41% ^p	220 39%	156 38%	230 38%	156 38%	205 41%	90 39%	90 34%
Strongly agree (+2)	104 10%	51 10%	54 11%	5 3%	16 7%	23 12% ^d	21 13% ^{de}	17 15% ^{de}	22 16% ^{de}	52 12%	20 7%	16 14% ^k	16 10%	19 10%	37 12%	7 6%	15 8%	25 12%	54 9%	48 12%	57 10%	47 11%	52 10%	28 12%	24 9%
Slightly agree (+1)	281 28%	136 27%	146 29%	36 24%	65 26%	57 29%	43 26%	39 35%	41 29%	126 28%	74 25%	39 35%	42 26%	42 23%	88 28%	22 19%	67 37% ^{np}	63 29%	166 29%	108 26%	173 29%	109 26%	154 30%	62 27%	65 25%
Neither agree nor disagree (0)	251 25%	141 28% ^b	110 22%	42 27%	60 24%	48 25%	44 27%	25 22%	33 23%	109 24% ^l	85 29% ^l	15 13%	43 27% ^l	46 25%	84 27%	31 27%	43 23%	48 22%	142 25%	102 25%	148 25%	103 25%	125 25%	58 25%	64 24%
Slightly disagree (-1)	174 17%	86 17%	88 17%	34 22% ^h	50 21%	27 14%	23 14%	13 11%	26 18%	81 18%	55 19%	16 14%	22 14%	38 21%	49 16%	19 17%	24 13%	43 20%	105 18%	65 16%	102 17%	72 17%	78 15%	39 17%	56 21%
Strongly disagree (-2)	94 9%	48 10%	46 9%	8 5%	20 8%	20 11%	15 9%	15 13% ^d	15 11%	41 9%	27 9%	11 10%	15 10%	16 9%	25 8%	16 14%	17 9%	19 9%	59 10%	31 7%	56 9%	38 9%	55 11%	16 7%	21 8%
NET: Disagree	268 26%	134 27%	133 26%	42 28%	71 29%	48 25%	38 23%	28 25%	41 29%	122 27%	82 28%	27 24%	37 23%	55 30%	75 24%	34 31%	42 23%	62 29%	164 29%	96 23%	158 26%	110 27%	133 26%	56 24%	77 29%
Don't know	108 11%	44 9%	64 13%	28 18% ^{fh}	34 14% ^{hi}	19 10% ^h	18 11% ^{hi}	3 3%	6 4%	38 9%	34 12%	15 13%	20 13%	22 12%	33 11%	18 16% ^r	17 9%	17 8%	45 8%	60 14% ^s	62 10%	46 11%	43 9%	29 13%	33 13%
Mean	0.14	0.12	0.17	-0.03	0.03	0.20	0.23	0.27	0.21	0.17	0.02	0.34 ^k	0.16	0.05	0.22 ^p	-0.15	0.23 ^p	0.16	0.10	0.22	0.14	0.15	0.15	0.23	0.07
Standard deviation	1.17	1.15	1.18	0.99	1.11	1.20	1.18	1.26	1.24	1.18	1.10	1.26	1.16	1.17	1.15	1.18	1.13	1.19	1.17	1.15	1.16	1.18	1.18	1.15	1.15
Standard error	0.04	0.05	0.06	0.10	0.08	0.09	0.09	0.11	0.10	0.06	0.07	0.12	0.11	0.10	0.07	0.12	0.08	0.08	0.05	0.06	0.05	0.07	0.05	0.09	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 25

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

There is too much focus on ambulance response time targets

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	386 38%	92 41% ^b	42 26%	108 43% ^b	69 33%	74 44% ^{bd}	116 35%	255 39%	134 46% ⁱ	250 35%	56 41%	320 38%	269 40%	117 35%	336 40% ^o	50 30%
Strongly agree (+2)	104 10%	27 12%	10 6%	32 13%	21 10%	15 9%	37 11%	61 9%	45 15% ⁱ	57 8%	19 14%	81 10%	67 10%	37 11%	89 11%	15 9%
Slightly agree (+1)	281 28%	65 29%	32 20%	76 30%	48 23%	60 35% ^{bd}	79 24%	194 30%	89 30%	193 27%	37 27%	239 29%	201 30%	80 24%	247 29%	35 21%
Neither agree nor disagree (0)	251 25%	53 24%	42 27%	66 26%	54 26%	36 21%	89 27%	157 24%	72 25%	179 25%	37 27%	204 24%	168 25%	83 25%	204 24%	47 28%
Slightly disagree (-1)	174 17%	36 16%	29 18%	33 13%	49 24% ^c	26 16%	57 17%	110 17%	38 13%	134 19% ^h	20 15%	145 17%	116 17%	57 17%	144 17%	29 18%
Strongly disagree (-2)	94 9%	21 9%	19 12%	17 7%	20 10%	17 10%	31 10%	63 10%	22 7%	72 10%	12 9%	78 9%	67 10%	27 8%	81 10%	13 8%
NET: Disagree	268 26%	57 26%	48 30% ^c	50 20%	70 33% ^c	43 25%	88 27%	173 26%	60 20%	206 29% ^h	33 24%	223 27%	183 27%	85 25%	225 27%	43 26%
Don't know	108 11%	20 9%	26 17% ^d	29 11%	16 8%	16 10%	35 11%	70 11%	27 9%	80 11%	10 8%	89 11%	56 8%	52 15% ^l	80 9%	28 17% ⁿ
Mean	0.14	0.20 ^b	-0.11	0.33 ^{bd}	*	0.19 ^b	0.12	0.14	0.37 ⁱ	0.04	0.23	0.13	0.14	0.15	0.16	0.06
Standard deviation	1.17	1.19	1.16	1.12	1.17	1.17	1.18	1.16	1.16	1.15	1.18	1.16	1.17	1.17	1.17	1.13
Standard error	0.04	0.08	0.10	0.08	0.08	0.09	0.07	0.05	0.07	0.05	0.11	0.04	0.05	0.07	0.04	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 26

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Paramedics are highly trained medical staff

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)	
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208	
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263	
NET: Agree	919 91%	458 90%	461 91%	128 83%	210 86%	173 89%	158 96%def	108 96%def	142 99%def	405 91%	268 91%	101 90%	145 91%	168 91%	279 88%	103 92%	173 94%	195 91%	529 93%t	365 88%	533 89%	386 93%	466 92%y	217 93%y	228 87%	
Strongly agree (+2)	663 65%	343 68%	320 63%	79 52%	134 55%	109 56%	122 74%def	93 83%def	125 87%def	303 68%	181 61%	82 73%k	98 61%	116 63%	192 61%	76 68%	134 73%o	145 67%	418 73%t	230 56%	373 62%	290 70%u	356 70%y	148 63%	154 58%	
Slightly agree (+1)	256 25%	115 23%	142 28%	49 32%hi	76 31%hi	64 33%ghi	36 22%i	15 13%	17 12%	102 23%	87 29%l	20 17%	47 30%l	53 29%	87 27%	27 24%	39 21%	51 24%	110 19%	134 33%t	160 27%	96 23%	110 22%	69 30%w	74 28%	
Neither agree nor disagree (0)	62 6%	33 6%	29 6%	16 11%gi	24 10%gi	13 7%gi	3 2%	4 3%	2 1%	21 5%	25 9%	6 6%	9 6%	9 5%	25 8%q	8 7%	5 3%	15 7%	27 5%	33 8%	42 7%	20 5%	26 5%	13 6%	21 8%	
Slightly disagree (-1)	15 2%	7 1%	8 2%	7 4%gi	5 2%	3 2%	1 *	-	-	11 3%k	1 *	2 2%	-	2 1%	8 2%	* *	4 2%	2 1%	7 1%	8 2%	9 1%	7 2%	6 1%	1 *	7 3%	
Strongly disagree (-2)	6 1%	4 1%	2 *	2 1%	2 1%	2 1%	-	-	-	6 1%	-	-	-	3 2%	2 1%	-	-	1 *	3 1%	3 1%	6 1%	-	3 1%	1 *	2 1%	
NET: Disagree	21 2%	12 2%	10 2%	8 5%ghi	7 3%	5 3%	1 *	-	-	17 4%km	1 *	2 2%	-	5 3%	9 3%	* *	4 2%	3 1%	10 2%	10 2%	15 2%	7 2%	9 2%	2 1%	9 3%	
Don't know	11 1%	4 1%	7 1%	1 1%	4 2%	4 2%	2 1%	* *	-	3 1%	1 *	2 2%	5 3%	2 1%	4 1%	1 1%	2 1%	2 1%	5 1%	6 1%	7 1%	4 1%	5 1%	1 1%	5 2%	
Mean	1.55	1.56	1.54	1.29	1.39	1.45	1.72def	1.80def	1.86def	1.54	1.52	1.64	1.57	1.51	1.47	1.60	1.67o	1.58	1.65t	1.43	1.50	1.62u	1.61y	1.56	1.43	
Standard deviation	0.73	0.75	0.71	0.91	0.82	0.77	0.52	0.48	0.38	0.81	0.67	0.69	0.61	0.79	0.79	0.64	0.64	0.70	0.68	0.77	0.78	0.65	0.70	0.65	0.82	
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.04	0.04	0.03	0.04	0.04	0.06	0.05	0.06	0.05	0.06	0.05	0.05	0.03	0.04	0.03	0.04	0.03	0.05	0.06	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 27

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

Paramedics are highly trained medical staff

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	919 91%	202 91%	145 92%	215 85%	197 94% ^c	159 94% ^c	299 91%	596 91%	263 90%	654 92%	124 91%	761 91%	611 90%	308 92%	775 92% ^o	144 86%
Strongly agree	(+2) 663 65%	144 65% ^c	103 65%	138 55%	154 74% ^c	124 73% ^c	213 65%	430 66%	169 58%	492 69% ^h	98 72%	540 65%	442 65%	221 66%	574 68% ^o	89 53%
Slightly agree	(+1) 256 25%	58 26%	43 27%	77 30% ^{de}	43 21%	35 21%	86 26%	166 25%	94 32% ⁱ	161 23%	25 19%	220 26%	169 25%	87 26%	201 24%	55 33% ⁿ
Neither agree nor disagree	(0) 62 6%	16 7% ^d	10 6%	24 9% ^d	5 3%	7 4%	21 6%	39 6%	20 7%	41 6%	6 4%	53 6%	41 6%	20 6%	45 5%	16 10%
Slightly disagree	(-1) 15 2%	2 1%	2 1%	6 2%	3 2%	2 1%	5 2%	10 2%	5 2%	8 1%	3 2%	10 1%	14 2%	2 *	13 2%	2 1%
Strongly disagree	(-2) 6 1%	1 *	-	4 1%	1 1%	-	2 1%	2 *	2 1%	4 1%	-	6 1%	5 1%	1 *	3 *	3 2%
NET: Disagree	21 2%	3 1%	2 1%	10 4%	5 2%	2 1%	7 2%	12 2%	7 2%	12 2%	3 2%	16 2%	18 3%	3 1%	16 2%	5 3%
Don't know	11 1%	2 1%	1 *	4 2%	2 1%	2 1%	2 1%	8 1%	4 1%	7 1%	4 3%	7 1%	6 1%	5 1%	9 1%	2 1%
Mean	1.55	1.55 ^c	1.56 ^c	1.37	1.67 ^c	1.68 ^c	1.53	1.57	1.46	1.60 ^h	1.65	1.54	1.54	1.58	1.59 ^o	1.36
Standard deviation	0.73	0.70	0.68	0.87	0.67	0.60	0.75	0.70	0.75	0.71	0.68	0.73	0.76	0.67	0.70	0.85
Standard error	0.02	0.05	0.06	0.06	0.05	0.04	0.04	0.03	0.05	0.03	0.06	0.03	0.03	0.04	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 28

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

The Mayor should oversee the ambulance service in the same way as he oversees the police and fire brigade

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	495 49%	227 45%	268 53%a	88 57%ghi	128 52%hi	116 60%ghi	68 42%	43 38%	52 36%	211 47%	149 50%	54 48%	81 51%	86 47%	166 52%	52 46%	88 48%	103 48%	249 44%	235 57% _s	316 53% _v	179 43%	242 48%	115 49%	135 51%
Strongly agree (+2)	261 26%	109 21%	153 30%a	38 25%	67 27%	67 34%ghi	39 24%	19 17%	31 22%	111 25%	75 25%	33 29%	42 27%	41 22%	79 25%	27 24%	43 24%	71 33% _n	123 22%	134 32% _s	171 29% _v	90 22%	121 24%	73 31%	67 25%
Slightly agree (+1)	234 23%	119 23%	115 23%	50 33%gi	61 25% _i	49 25% _i	29 18%	24 21%	21 14%	100 22%	74 25%	21 19%	39 25%	46 25% _r	86 27% _r	25 22%	45 24% _r	32 15%	126 22%	101 24%	145 24%	88 21%	120 24%	42 18%	68 26%
Neither agree nor disagree (0)	208 21%	101 20%	107 21%	29 19%	56 23%	31 16%	36 22%	27 24%	30 21%	104 23%	50 17%	23 21%	31 20%	46 25%	59 18%	21 18%	41 22%	42 20%	125 22%	73 18%	121 20%	87 21%	104 21%	51 22%	50 19%
Slightly disagree (-1)	67 7%	42 8% _b	24 5%	11 7%	8 3%	10 5%	15 9% _e	8 7%	15 10% _e	30 7%	20 7%	3 3%	13 8%	10 5%	22 7%	5 5%	16 9%	13 6%	42 7%	24 6%	33 6%	34 8%	36 7%	14 6%	15 6%
Strongly disagree (-2)	108 11%	74 15% _b	34 7%	2 2%	13 5%	15 8% _d	18 11% _{de}	28 25% _{def}	31 22% _{def}	43 10%	34 12%	17 15%	14 9%	19 10%	28 9%	15 13%	19 10%	28 13%	84 15% _t	20 5%	47 8%	60 15% _u	67 13% _y	21 9%	19 7%
NET: Disagree	174 17%	116 23% _b	58 11%	14 9%	20 8%	25 13%	33 20% _{de}	36 32% _{def}	46 32% _{def}	73 16%	54 18%	21 18%	27 17%	29 16%	50 16%	20 18%	35 19%	41 19%	126 22% _t	45 11%	80 13%	94 23% _u	103 20% _y	35 15%	34 13%
Don't know	135 13%	61 12%	74 15%	23 15% _h	42 17% _h	22 11%	27 16% _h	7 6%	15 11%	59 13%	43 14%	14 13%	20 12%	23 12%	43 14%	20 18%	20 11%	29 14%	70 12%	61 15%	80 13%	55 13%	58 11%	31 13%	44 17%
Mean	0.54	0.33	0.76 _a	0.84 _{gh}	0.80 _{gh}	0.83 _{gh}	0.41 _h	-0.02	0.04	0.53	0.54	0.50	0.60	0.49	0.61	0.48	0.48	0.56	0.32	0.86 _s	0.70 _v	0.32	0.43	0.65	0.68 _w
Standard deviation	1.32	1.38	1.21	1.00	1.13	1.26	1.35	1.46	1.49	1.28	1.35	1.44	1.28	1.26	1.26	1.39	1.29	1.43	1.38	1.17	1.24	1.39	1.36	1.32	1.22
Standard error	0.04	0.06	0.06	0.09	0.08	0.09	0.11	0.13	0.13	0.06	0.09	0.14	0.12	0.10	0.08	0.15	0.10	0.10	0.06	0.06	0.05	0.09	0.06	0.10	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 29

Q7. Thinking about the London Ambulance Service, to what extent do you agree or disagree with the following statements?

Base: All respondents

The Mayor should oversee the ambulance service in the same way as he oversees the police and fire brigade

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	495 49%	104 46%	70 45%	145 57% ^{abd}	95 45%	81 48%	165 50%	308 47%	172 59% ⁱ	319 45%	64 47%	423 51%	340 50%	155 46%	408 48%	87 52%
Strongly agree	(+2) 261 26%	70 31%	34 21%	68 27%	48 23%	41 24%	89 27%	162 25%	101 35% ⁱ	158 22%	39 29%	219 26%	178 26%	83 25%	215 25%	47 28%
Slightly agree	(+1) 234 23%	34 15%	37 23%	77 30% ^a	47 22%	40 23% ^a	76 23%	147 22%	70 24%	161 23%	25 18%	204 24%	162 24%	72 21%	194 23%	40 24%
Neither agree nor disagree	(0) 208 21%	48 22%	30 19%	43 17%	48 23%	38 23%	79 24%	123 19%	57 19%	150 21%	31 23%	168 20%	132 20%	76 23%	171 20%	38 22%
Slightly disagree	(-1) 67 7%	17 8%	7 5%	19 7%	11 5%	12 7%	21 6%	46 7%	17 6%	49 7%	3 2%	60 7%	47 7%	20 6%	56 7%	11 7%
Strongly disagree	(-2) 108 11%	27 12%	21 13% ^c	16 6%	24 11%	20 12%	29 9%	78 12%	14 5%	94 13% ^h	19 14%	86 10%	82 12%	25 8%	98 12%	10 6%
NET: Disagree	174 17%	44 20%	28 18%	35 14%	35 17%	32 19%	50 15%	124 19%	31 11%	143 20% ^h	22 16%	146 17%	129 19%	45 14%	154 18%	21 12%
Don't know	135 13%	27 12%	29 19%	29 12%	32 15%	18 10%	36 11%	99 15%	33 11%	102 14%	19 14%	100 12%	76 11%	59 18% ^l	113 13%	23 14%
Mean	0.54	0.52	0.43	0.72	0.48	0.46	0.60	0.48	0.88 ⁱ	0.39	0.52	0.56	0.51	0.61	0.51	0.71
Standard deviation	1.32	1.40	1.37	1.19	1.31	1.32	1.26	1.36	1.16	1.36	1.41	1.31	1.35	1.24	1.34	1.19
Standard error	0.04	0.10	0.12	0.08	0.10	0.10	0.08	0.06	0.07	0.05	0.14	0.05	0.05	0.08	0.05	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 30

Q8a. Again, thinking specifically about the London Ambulance Service, which of the following do you consider to be its main roles ? Please select up to three.

Base: All respondents

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
To respond to emergency situations	911 90%	454 90%	457 90%	127 83%	215 88%	169 87%	149 91%	110 98%defg	141 98%defg	406 91%	261 88%	99 89%	145 91%	153 83%	284 90%	107 95%n	171 93%n	196 91%n	530 93%t	356 86%	530 89%	381 92%	466 92%y	207 89%	229 87%
To transport people to and from hospital	429 42%	216 43%	213 42%	79 52%ef	89 36%	74 38%	67 41%	46 41%	74 51%ef	198 44%l	124 42%l	34 30%	73 46%l	94 51%o	111 35%	47 42%	82 45%	95 44%	254 44%	159 39%	236 39%	193 46%	209 41%	103 44%	111 42%
To provide urgent/emergency health advice	397 39%	184 36%	213 42%	71 46%hi	105 43%i	74 38%	69 42%i	36 32%	40 28%	172 39%	122 41%	39 35%	64 40%	79 43%	117 37%	49 44%	70 38%	81 38%	204 36%	179 43% <u>s</u>	243 41%	154 37%	193 38%	90 38%	110 42%
To treat injuries and illnesses	312 31%	172 34% <u>b</u>	140 28%	38 25%	75 30%	51 26%	50 31%	41 36%	57 40% <u>df</u>	136 30%	77 26%	39 35%	60 38% <u>k</u>	54 29%	103 32%	34 30%	69 37% <u>r</u>	53 25%	180 31%	125 30%	174 29%	138 33%	152 30%	88 38% <u>y</u>	70 27%
To treat people in their homes	148 15%	70 14%	79 16%	26 17%	36 15%	34 17%	19 12%	15 13%	19 14%	59 13%	39 13%	22 20%	29 18%	27 15%	42 13%	13 12%	29 16%	37 17%	86 15%	58 14%	79 13%	69 17%	72 14%	37 16%	37 14%
To provide a mobile health service for London	123 12%	65 13%	58 12%	26 17% <u>g</u>	36 15% <u>g</u>	21 11%	12 7%	11 10%	18 12%	47 10%	46 16%	16 14%	15 9%	25 14%	44 14%	11 10%	16 8%	28 13%	57 10%	61 15% <u>s</u>	67 11%	56 13%	51 10%	26 11%	46 18% <u>w</u>
To support vulnerable people	90 9%	36 7%	55 11%	17 11%	31 12%	16 8%	12 7%	6 5%	9 6%	41 9%	30 10%	11 10%	8 5%	13 7%	29 9%	14 13%	11 6%	23 11%	34 6%	55 13% <u>s</u>	59 10%	31 8%	39 8%	27 12%	24 9%
To prescribe medicines	12 1%	9 2%	3 1%	3 2%	5 2%	2 1%	1 1%	- -	- -	5 1%	4 1%	1 1%	2 1%	2 1%	6 2%	- -	- -	4 2%	4 1%	7 2%	10 2%	2 *	6 1%	4 2%	2 1%
None of these	2 *	2 *	- -	1 1%	- -	1 *	- -	- -	- -	- -	1 *	- -	1 1%	- -	1 *	- -	- -	1 *	- -	2 *	2 *	- -	2 *	- -	- -
Don't know	9 1%	7 1%	2 *	4 3%	3 1%	1 *	- -	- -	- -	1 *	5 2%	3 3% <u>j</u>	- -	1 1%	3 1%	- -	2 1%	2 1%	- -	9 2% <u>s</u>	6 1%	3 1%	2 *	3 1%	4 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 31

Q8a. Again, thinking specifically about the London Ambulance Service, which of the following do you consider to be its main roles ? Please select up to three.

Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
To respond to emergency situations	911 90%	198 89%c	147 93%c	207 82%	203 97%ac	157 92%c	305 93%	595 91%	254 87%	651 91%	128 94%	752 90%	607 90%	304 90%	771 91%o	140 83%
To transport people to and from hospital	429 42%	97 44%	74 47%c	88 35%	89 42%	81 48%c	152 46%	266 41%	103 35%	321 45%h	52 38%	357 43%	275 41%	154 46%	348 41%	81 48%
To provide urgent/emergency health advice	397 39%	92 41%	71 45%	91 36%	86 41%	57 34%	136 41%	252 38%	122 42%	272 38%	53 39%	327 39%	253 37%	144 43%	330 39%	66 40%
To treat injuries and illnesses	312 31%	47 21%	45 29%	80 32%a	73 35%a	66 39%a	109 33%	193 29%	80 27%	229 32%	51 37%	253 30%	207 31%	105 31%	264 31%	48 29%
To treat people in their homes	148 15%	39 18%b	14 9%	40 16%	26 12%	29 17%b	39 12%	99 15%	47 16%	100 14%	24 17%	119 14%	98 14%	51 15%	124 15%	24 14%
To provide a mobile health service for London	123 12%	35 15%e	16 10%	38 15%e	21 10%	13 8%	35 11%	83 13%	41 14%	83 12%	9 7%	110 13%	78 12%	45 13%	91 11%	32 19%n
To support vulnerable people	90 9%	23 10%e	19 12%e	28 11%e	14 7%	6 4%	20 6%	67 10%f	39 13%i	51 7%	14 10%	77 9%	75 11%m	15 5%	76 9%	14 8%
To prescribe medicines	12 1%	4 2%	1 *	7 3%de	-	-	1 *	9 1%	8 3%i	4 1%	-	12 1%	11 2%	1 *	10 1%	1 1%
None of these	2 *	1 *	-	-	1 *	-	2 1%	-	1 *	1 *	-	2 *	1 *	1 *	-	2 1%n
Don't know	9 1%	2 1%	-	5 2%	1 *	1 1%	-	7 1%	1 *	7 1%	-	6 1%	4 1%	5 1%	5 1%	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

*** small base**

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 32

Q8b. And, which of the following do you consider to be the main role of the London Ambulance Service?

Base: All respondents

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
To respond to emergency situations	807	394	412	100	193	145	133	107	130	363	227	88	129	132	245	100	153	177	486	297	468	339	419	179	201
	80%	78%	81%	65%	79% ^d	75%	81% ^d	95% ^{def}	90% ^{def}	81%	77%	79%	81%	72%	77%	89% ^{no}	83% ⁿ	82% ⁿ	85% ^t	72%	78%	82%	83%	77%	76%
To provide urgent/emergency health advice	82	42	41	18	22	22	10	4	6	30	28	11	13	16	29	7	16	15	36	47	54	28	41	16	25
	8%	8%	8%	12% ^{hi}	9%	11% ^{hi}	6%	4%	4%	7%	10%	10%	8%	9%	9%	6%	9%	7%	6%	11% ^s	9%	7%	8%	7%	9%
To transport people to and from hospital	62	32	30	18	13	14	12	-	6	32	19	1	9	17	23	3	7	12	26	35	30	31	25	20	17
	6%	6%	6%	12% ^{ehi}	5% ^h	7% ^h	7% ^h	-	4% ^h	7% ^l	7% ^l	1%	6%	9% ^q	7%	3%	4%	5%	4%	8% ^s	5%	8%	5%	8%	6%
To treat injuries and illnesses	27	16	11	6	7	6	5	2	2	12	8	5	1	8	9	2	5	3	14	13	17	9	12	6	9
	3%	3%	2%	4%	3%	3%	3%	1%	1%	3%	3%	5%	1%	4%	3%	2%	3%	1%	2%	3%	3%	2%	2%	2%	3%
To provide a mobile health service for London	11	5	6	3	3	2	3	-	-	2	4	2	2	4	3	-	1	3	4	5	7	4	4	5	1
	1%	1%	1%	2%	1%	1%	2%	-	-	1%	1%	2%	1%	2%	1%	-	1%	1%	1%	1%	1%	1%	1%	2%	*
To treat people in their homes	7	5	2	1	3	2	1	-	-	3	2	1	1	4	1	-	-	2	2	4	6	1	3	1	4
	1%	1%	*	1%	1%	1%	*	-	-	1%	1%	1%	1%	2%	*	-	-	1%	2	4	1%	*	1%	1%	1%
To support vulnerable people	4	2	2	1	1	1	1	-	-	3	-	-	1	3	1	-	-	-	3	1	4	-	-	3	1
	*	*	*	1%	*	1%	1%	-	-	1%	-	-	1%	2%	*	-	-	-	1%	1	1%	-	-	1% ^w	*
To prescribe medicines	3	2	1	1	1	1	-	-	-	1	1	-	1	-	2	-	-	1	1	2	3	-	-	1	2
	*	*	*	1%	1%	1%	-	-	-	*	*	-	1%	-	1%	-	-	*	1	2	3	-	-	*	1%
None of these	2	2	-	1	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-	2	2	-	2	-	-
	*	*	-	1%	-	*	-	-	-	*	-	1%	-	1	-	-	-	*	-	2	2	-	2	-	-
Don't know	9	7	2	4	3	1	-	-	-	1	5	3	-	1	3	-	2	2	-	9	6	3	2	3	4
	1%	1%	*	3%	1%	*	-	-	-	*	2%	3% ^j	-	1%	1%	-	1%	1%	-	2% ^s	1%	1%	*	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 33

Q8b. And, which of the following do you consider to be the main role of the London Ambulance Service?

Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
To respond to emergency situations	807 80%	178 80% ^c	135 85% ^c	175 69%	179 85% ^c	140 83% ^c	260 79%	537 82%	225 77%	578 81%	119 87%	661 79%	548 81%	259 77%	693 82% ^o	114 68%
To provide urgent/emergency health advice	82 8%	16 7%	12 8%	21 8%	19 9%	14 8%	28 9%	53 8%	23 8%	60 8%	9 6%	71 9%	50 7%	32 10%	59 7%	23 14% ⁿ
To transport people to and from hospital	62 6%	15 7%	7 4%	25 10% ^d	7 3%	7 4%	28 9% ^g	29 4%	21 7%	39 5%	6 4%	49 6%	35 5%	26 8%	47 6%	15 9%
To treat injuries and illnesses	27 3%	3 1%	4 3%	13 5% ^{ad}	1 1%	5 3%	6 2%	16 2%	9 3%	18 3%	3 2%	24 3%	19 3%	8 2%	22 3%	5 3%
To provide a mobile health service for London	11 1%	3 1%	-	6 2% ^d	-	1 1%	1 *	6 1%	4 1%	6 1%	-	8 1%	9 1%	2 *	9 1%	2 1%
To treat people in their homes	7 1%	2 1%	1 *	4 1%	1 1%	-	2 1%	2 *	5 2% ⁱ	2 *	-	7 1%	6 1%	1 *	5 1%	2 1%
To support vulnerable people	4 *	1 *	-	3 1%	-	-	1 *	1 *	2 1%	2 *	-	4 *	2 *	2 *	3 *	1 *
To prescribe medicines	3 *	1 *	-	2 1%	-	-	-	3 *	2 1%	1 *	-	3 *	2 *	1 *	3 *	-
None of these	2 *	1 *	-	-	1 *	-	2 1%	-	1 *	1 *	-	2 *	1 *	1 *	-	2 1% ⁿ
Don't know	9 1%	2 1%	-	5 2%	1 *	1 1%	-	7 1%	1 *	7 1%	-	6 1%	4 1%	5 1%	5 1%	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 34

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

Summary table

		You will be seen quicker in A&E	The ambulance will take you to hospital	They will always send an ambulance to you	Your call will be treated as an emergency	You will get immediate treatment	You will receive better care	You will receive more specialised care
Unweighted base		1013	1013	1013	1013	1013	1013	1013
Weighted base		1013	1013	1013	1013	1013	1013	1013
NET: Agree		383 38%	559 55%	309 30%	727 72%	499 49%	355 35%	384 38%
Strongly agree	(+2)	158 16%	263 26%	126 12%	384 38%	179 18%	138 14%	140 14%
Slightly agree	(+1)	225 22%	295 29%	183 18%	343 34%	321 32%	217 21%	245 24%
Neither agree nor disagree	(0)	216 21%	263 26%	179 18%	152 15%	221 22%	364 36%	302 30%
Slightly disagree	(-1)	164 16%	107 11%	270 27%	64 6%	171 17%	131 13%	150 15%
Strongly disagree	(-2)	187 18%	57 6%	207 20%	43 4%	73 7%	112 11%	119 12%
NET: Disagree		352 35%	164 16%	477 47%	107 11%	244 24%	243 24%	268 27%
Don't know		63 6%	28 3%	49 5%	27 3%	48 5%	52 5%	58 6%
Mean		*	0.61	-0.26	0.97	0.37	0.14	0.14
Standard deviation		1.37	1.16	1.34	1.09	1.19	1.18	1.22
Standard error		0.04	0.04	0.04	0.03	0.04	0.04	0.04

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 35

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will be seen quicker in A&E

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	383 38%	191 38%	192 38%	63 41%	95 39%	67 34%	55 34%	41 36%	61 42%	179 40%	102 34%	49 44%	52 33%	72 39%	108 34%	32 29%	76 41%	94 44%op	204 36%	169 41%	219 37%	163 39%	197 39%	85 36%	99 37%
Strongly agree (+2)	158 16%	79 16%	79 16%	33 22%g	34 14%	31 16%	18 11%	14 13%	27 19%	72 16%	47 16%	21 19%	19 12%	34 19%p	40 13%	10 9%	31 17%	42 20%op	74 13%	80 19%ss	88 15%	70 17%	74 15%	41 18%	43 16%
Slightly agree (+1)	225 22%	112 22%	113 22%	30 20%	61 25%	36 18%	37 23%	26 24%	34 24%	108 24%	55 19%	29 25%	33 21%	38 20%	68 21%	22 20%	45 24%	52 24%	129 23%	89 22%	132 22%	93 22%	123 24%	44 19%	56 21%
Neither agree nor disagree (0)	216 21%	122 24%	94 19%	20 13%	49 20%	45 23%cd	40 24%cd	23 21%	38 27%cd	94 21%	66 23%	24 21%	31 20%	32 17%	68 21%	26 23%	43 23%	47 22%	129 23%	82 20%	137 23%	79 19%	105 21%	49 21%	59 22%
Slightly disagree (-1)	164 16%	82 16%	82 16%	33 22%	41 17%	25 13%	30 18%	15 13%	20 14%	65 15%	63 21%jl	10 9%	26 16%	31 17%	50 16%	19 17%	27 15%	36 17%	105 18%	58 14%	100 17%	64 15%	84 17%	38 16%	41 16%
Strongly disagree (-2)	187 18%	90 18%	97 19%	26 17%	45 18%	45 23%i	28 17%	26 23%	19 13%	86 19%	44 15%	19 17%	39 24%k	38 21%r	67 21%r	28 25%qr	27 15%	27 13%	95 17%	82 20%	108 18%	80 19%	95 19%	46 20%	44 17%
NET: Disagree	352 35%	172 34%	180 35%	59 38%	86 35%	69 36%	58 35%	40 36%	39 27%	151 34%	107 36%	29 26%	65 41%l	69 38%	118 37%	47 42%qr	54 29%	63 30%	200 35%	140 34%	208 35%	144 35%	179 35%	84 36%	85 32%
Don't know	63 6%	22 4%	41 8%a	11 7%	15 6%	13 7%	11 7%	8 7%	5 4%	22 5%	20 7%	10 9%	11 7%	11 6%	24 8%	6 6%	12 6%	10 5%	39 7%	22 5%	33 6%	30 7%	26 5%	15 6%	20 8%
Mean	*	0.02	-0.01	0.08	*	-0.09	-0.08	-0.11	0.22	0.03	-0.01	0.22m	-0.22	*	-0.12	-0.31	0.15op	0.22o	-0.03	0.07	-0.01	0.03	-0.01	-0.02	0.05
Standard deviation	1.37	1.34	1.39	1.45	1.35	1.42	1.28	1.39	1.30	1.38	1.32	1.38	1.39	1.44	1.36	1.32	1.32	1.32	1.31	1.42	1.34	1.40	1.36	1.41	1.36
Standard error	0.04	0.06	0.07	0.13	0.10	0.10	0.10	0.13	0.11	0.06	0.08	0.13	0.13	0.11	0.08	0.13	0.10	0.09	0.06	0.07	0.05	0.08	0.06	0.11	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 36

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will be seen quicker in A&E

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	383 38%	95 43% ^b	49 31%	97 38%	74 35%	68 40%	116 35%	243 37%	129 44% ⁱ	251 35%	46 34%	325 39%	273 40% ^m	109 32%	317 38%	66 39%
Strongly agree	(+2) 158 16%	42 19% ^b	14 9%	47 19% ^b	26 13%	28 17%	37 11%	104 16%	64 22% ⁱ	94 13%	15 11%	139 17%	110 16%	48 14%	129 15%	29 18%
Slightly agree	(+1) 225 22%	53 24%	34 22%	50 20%	47 23%	40 24%	78 24%	139 21%	65 22%	157 22%	32 23%	185 22%	164 24%	61 18%	188 22%	36 22%
Neither agree nor disagree	(0) 216 21%	49 22%	38 24%	47 18%	42 20%	41 24%	67 20%	149 23%	53 18%	161 23%	31 23%	169 20%	134 20%	81 24%	171 20%	45 27%
Slightly disagree	(-1) 164 16%	38 17%	23 15%	38 15%	39 19%	25 15%	55 17%	108 16%	46 16%	119 17%	16 12%	146 17%	104 15%	60 18%	143 17%	22 13%
Strongly disagree	(-2) 187 18%	30 14%	36 23% ^a	54 21% ^a	42 20%	25 15%	66 20%	117 18%	57 19%	128 18%	31 23%	149 18%	132 20%	55 16%	162 19%	25 15%
NET: Disagree	352 35%	69 31%	59 37%	93 37%	81 39%	50 30%	121 37%	225 34%	103 35%	247 35%	47 35%	295 35%	237 35%	115 34%	305 36%	46 28%
Don't know	63 6%	10 5%	13 8%	17 7%	13 6%	11 6%	25 8%	38 6%	8 3%	55 8% ^h	11 8%	48 6%	32 5%	31 9% ^l	52 6%	11 6%
Mean	*	0.18 ^{bd}	-0.21	-0.01	-0.11	0.13 ^b	-0.11	0.01	0.12	-0.05	-0.14	0.03	0.02	-0.04	-0.03	0.15
Standard deviation	1.37	1.33	1.32	1.45	1.35	1.32	1.34	1.35	1.44	1.33	1.36	1.37	1.39	1.32	1.37	1.32
Standard error	0.04	0.09	0.11	0.10	0.10	0.10	0.08	0.05	0.09	0.05	0.13	0.05	0.05	0.08	0.05	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 37

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

The ambulance will take you to hospital

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	559	278	280	85	145	106	86	57	80	243	170	66	80	105	170	60	97	127	292	257	328	230	292	127	136
	55%	55%	55%	55%	59%	55%	53%	50%	56%	54%	57%	59%	50%	57%	53%	53%	59%	51%	62%	55%	55%	58%	55%	52%	
Strongly agree (+2)	263	148	115	32	59	45	42	36	49	119	71	32	41	47	77	28	53	58	141	118	149	114	139	62	61
	26%	29%	23%	21%	24%	23%	26%	32%	34%	27%	24%	29%	26%	25%	24%	25%	29%	27%	25%	28%	25%	28%	27%	27%	23%
Slightly agree (+1)	295	130	165	53	86	61	44	21	31	124	99	34	39	58	93	32	45	69	150	139	180	116	153	65	75
	29%	26%	33%	35%	35%	31%	27%	18%	21%	28%	33%	30%	24%	32%	29%	28%	24%	32%	26%	34%	30%	28%	30%	28%	28%
Neither agree nor disagree (0)	263	141	122	43	45	50	50	32	43	111	78	24	50	40	83	27	53	60	160	92	143	120	125	66	69
	26%	28%	24%	28%	18%	26%	30%	28%	30%	25%	26%	22%	31%	22%	26%	24%	29%	28%	28%	22%	24%	29%	25%	28%	26%
Slightly disagree (-1)	107	44	63	14	39	14	15	14	10	51	32	12	12	27	38	12	15	14	61	41	69	38	48	26	30
	11%	9%	12%	9%	16%	7%	9%	13%	7%	11%	11%	11%	7%	15%	12%	11%	8%	6%	11%	10%	11%	9%	9%	11%	11%
Strongly disagree (-2)	57	32	25	8	8	17	9	9	6	33	10	5	10	12	16	9	11	9	40	16	36	22	29	10	18
	6%	6%	5%	5%	3%	9%	6%	8%	4%	7%	3%	4%	6%	6%	5%	8%	6%	4%	7%	4%	6%	5%	6%	4%	7%
NET: Disagree	164	76	88	22	47	31	25	23	16	84	42	17	21	39	54	22	26	23	101	57	104	60	77	36	48
	16%	15%	17%	14%	19%	16%	15%	21%	11%	19%	14%	15%	13%	21%	17%	19%	14%	11%	18%	14%	17%	14%	15%	15%	18%
Don't know	28	11	16	4	8	7	3	1	4	9	6	5	7	-	11	4	8	5	19	8	22	6	13	4	10
	3%	2%	3%	2%	3%	4%	2%	1%	3%	2%	2%	4%	5%	-	3%	3%	4%	2%	3%	2%	4%	1%	3%	2%	4%
Mean	0.61	0.64	0.58	0.58	0.63	0.55	0.59	0.54	0.77	0.56	0.65	0.70	0.60	0.55	0.57	0.52	0.65	0.73	0.53	0.74	0.59	0.64	0.66	0.63	0.52
Standard deviation	1.16	1.18	1.13	1.08	1.13	1.20	1.15	1.28	1.14	1.22	1.07	1.15	1.16	1.20	1.15	1.24	1.17	1.08	1.19	1.10	1.17	1.14	1.16	1.12	1.18
Standard error	0.04	0.05	0.05	0.10	0.08	0.09	0.09	0.11	0.09	0.06	0.06	0.11	0.11	0.09	0.07	0.12	0.08	0.07	0.05	0.06	0.04	0.07	0.05	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 38

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

The ambulance will take you to hospital

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	559 55%	135 61%	78 49%	148 59%	107 51%	89 53%	170 52%	364 56%	165 56%	391 55%	72 53%	465 56%	373 55%	185 55%	454 54%	104 62%
Strongly agree	(+2) 263 26%	56 25%	35 22%	75 30%	44 21%	54 32% ^d	81 25%	165 25%	79 27%	183 26%	39 28%	216 26%	177 26%	86 26%	214 25%	49 29%
Slightly agree	(+1) 295 29%	79 35% ^{ae}	44 28%	73 29%	64 30%	36 21%	89 27%	199 30%	86 29%	208 29%	33 24%	249 30%	197 29%	99 29%	241 28%	55 33%
Neither agree nor disagree	(0) 263 26%	57 25%	38 24%	61 24%	58 28%	49 29%	85 26%	175 27%	76 26%	184 26%	40 29%	211 25%	175 26%	88 26%	224 26%	39 23%
Slightly disagree	(-1) 107 11%	17 8%	26 17% ^{ae}	24 9%	27 13%	13 8%	50 15% ^g	57 9%	32 11%	74 10%	11 8%	93 11%	76 11%	30 9%	93 11%	14 8%
Strongly disagree	(-2) 57 6%	10 4%	12 8%	12 5%	14 7%	10 6%	19 6%	36 5%	15 5%	43 6%	9 6%	45 5%	38 6%	20 6%	49 6%	9 5%
NET: Disagree	164 16%	27 12%	38 24% ^{ace}	36 14%	40 19%	23 14%	69 21% ^g	92 14%	47 16%	117 16%	20 15%	138 16%	114 17%	50 15%	142 17%	22 13%
Don't know	28 3%	4 2%	4 2%	8 3%	3 2%	8 5%	5 2%	22 3%	6 2%	22 3%	5 4%	22 3%	14 2%	14 4%	26 3%	2 1%
Mean	0.61	0.71 ^{bd}	0.41	0.71 ^{bd}	0.47	0.68	0.50	0.63	0.63	0.60	0.62	0.61	0.60	0.62	0.58	0.74
Standard deviation	1.16	1.07	1.23	1.15	1.16	1.19	1.19	1.13	1.15	1.16	1.18	1.15	1.16	1.15	1.16	1.13
Standard error	0.04	0.07	0.10	0.08	0.08	0.09	0.07	0.04	0.07	0.04	0.11	0.04	0.04	0.07	0.04	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 39

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

They will always send an ambulance to you

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	309 30%	169 33%	140 28%	47 30%	81 33%	53 27%	55 34%	28 25%	45 31%	143 32%	82 28%	34 30%	50 31%	54 29%	93 29%	31 28%	62 34%	68 32%	154 27%	149 36% _s	196 33%	113 27%	152 30%	79 34%	77 29%
Strongly agree (+2)	126 12%	66 13%	59 12%	13 8%	28 11%	27 14%	22 13%	14 12%	22 16%	56 12%	32 11%	12 11%	25 16%	21 11%	34 11%	16 14%	24 13%	31 15%	59 10%	65 16% _s	73 12%	52 13%	60 12%	31 13%	33 13%
Slightly agree (+1)	183 18%	103 20%	80 16%	34 22% _f	53 22% _f	26 13%	33 20%	15 13%	22 16%	87 20%	50 17%	22 19%	25 16%	33 18%	59 19%	16 14%	38 21%	37 17%	94 17%	83 20%	122 20% _v	61 15%	91 18%	48 21%	44 17%
Neither agree nor disagree (0)	179 18%	103 20% _b	76 15%	17 11%	36 15%	38 20%	35 21% _d	19 17%	34 23% _d	74 17%	46 16%	24 21%	35 22%	24 13%	57 18%	20 18%	33 21%	45 21%	97 17%	77 19%	101 17%	78 19%	95 19%	42 18%	42 16%
Slightly disagree (-1)	270 27%	119 24%	150 30% _a	51 33% _g	62 25%	47 24%	32 19%	40 35% _g	38 26%	118 26%	90 31% _m	30 26%	32 20%	55 30%	83 26%	26 23%	42 23%	64 30%	167 29% _t	88 21%	152 26%	117 28%	146 29%	56 24%	63 24%
Strongly disagree (-2)	207 20%	99 20%	109 21%	28 18%	55 22%	49 25%	33 20%	18 16%	24 17%	93 21%	69 23%	16 14%	30 19%	43 24% _r	66 21%	30 26% _r	36 20%	32 15%	119 21%	87 21%	122 20%	86 21%	94 19%	50 21%	60 23%
NET: Disagree	477 47%	218 43%	259 51% _a	79 51%	117 48%	96 49%	65 39%	58 52%	62 43%	210 47%	159 54% _l _m	45 40%	62 39%	98 53%	148 47%	56 50%	79 43%	96 44%	287 50% _t	174 42%	274 46%	203 49%	240 47%	106 46%	123 47%
Don't know	49 5%	16 3%	32 6% _a	11 7%	11 5%	7 4%	9 6%	7 6%	4 2%	20 4%	8 3%	9 8% _k	12 7%	8 4%	19 6%	5 5%	10 6%	6 3%	34 6%	14 3%	27 5%	22 5%	20 4%	6 3%	22 8% _w _x
Mean	-0.26	-0.17 _b	-0.35	-0.33	-0.27	-0.35	-0.14	-0.33	-0.13	-0.24	-0.39	-0.14	-0.12	-0.38	-0.29	-0.36	-0.17	-0.13	-0.36	-0.12 _s	-0.22	-0.31	-0.25	-0.20	-0.30
Standard deviation	1.34	1.33	1.33	1.28	1.36	1.38	1.35	1.28	1.32	1.35	1.32	1.26	1.38	1.35	1.32	1.40	1.35	1.30	1.30	1.39	1.34	1.33	1.30	1.36	1.38
Standard error	0.04	0.06	0.06	0.12	0.10	0.10	0.10	0.12	0.11	0.06	0.08	0.12	0.13	0.11	0.08	0.14	0.10	0.09	0.05	0.07	0.05	0.08	0.05	0.10	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 40

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

They will always send an ambulance to you

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	309 30%	77 34% ^{bd}	37 23%	86 34% ^b	52 25%	57 34%	83 25%	206 31%	105 36% ⁱ	202 28%	40 29%	257 31%	222 33% ^m	86 26%	239 28%	69 41% ⁿ
Strongly agree (+2)	126 12%	32 14%	18 11%	37 15%	18 9%	20 12%	24 7%	93 14% ^f	53 18% ⁱ	71 10%	13 10%	107 13%	98 15% ^m	27 8%	106 12%	20 12%
Slightly agree (+1)	183 18%	45 20%	19 12%	49 19%	34 16%	37 22% ^b	60 18%	113 17%	52 18%	130 18%	27 19%	150 18%	124 18%	59 18%	134 16%	49 29% ⁿ
Neither agree nor disagree (0)	179 18%	42 19%	26 17%	46 18%	33 16%	32 19%	53 16%	123 19%	56 19%	122 17%	20 15%	154 18%	120 18%	59 18%	151 18%	28 17%
Slightly disagree (-1)	270 27%	60 27%	42 27%	51 20%	81 39% ^{abce}	35 21%	101 31%	167 26%	72 25%	195 27%	37 27%	224 27%	184 27%	86 26%	231 27%	39 23%
Strongly disagree (-2)	207 20%	38 17%	45 28% ^{ad}	55 22%	33 16%	37 22%	78 24%	123 19%	50 17%	157 22%	30 22%	165 20%	128 19%	79 24%	184 22%	24 14%
NET: Disagree	477 47%	98 44%	87 55% ^{ce}	106 42%	114 54% ^{ace}	72 42%	179 54% ^g	291 44%	122 42%	352 49% ^h	67 49%	389 46%	312 46%	165 49%	414 49% ^o	62 37%
Don't know	49 5%	6 3%	8 5%	15 6%	11 5%	9 5%	13 4%	35 5%	10 3%	38 5%	9 7%	37 4%	23 3%	26 8% ^l	41 5%	8 5%
Mean	-0.26	-0.13 ^b	-0.51	-0.16 ^b	-0.38	-0.19	-0.47	-0.19 ^f	-0.05 ⁱ	-0.35	-0.35	-0.24	-0.18 ^m	-0.42	-0.31	0.02 ⁿ
Standard deviation	1.34	1.33	1.35	1.40	1.21	1.36	1.26	1.35	1.38	1.31	1.33	1.33	1.35	1.29	1.34	1.29
Standard error	0.04	0.09	0.11	0.09	0.09	0.10	0.07	0.05	0.08	0.05	0.12	0.05	0.05	0.08	0.05	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 41

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

Your call will be treated as an emergency

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	727 72%	376 74%	351 69%	114 74%	175 71%	128 66%	121 74%	74 66%	115 80%fh	322 72%	218 74%	80 72%	106 67%	130 70%	202 64%	84 75%	139 75%o	171 80%o	416 73%	291 70%	416 70%	310 75%	374 74%	166 71%	179 68%
Strongly agree (+2)	384 38%	214 42%b	170 34%	50 33%	78 32%	72 37%	73 44%e	41 36%	70 49%def	177 40%	104 35%	37 33%	66 42%	69 37%	108 34%	46 41%	74 40%	87 40%	227 40%	152 37%	215 36%	169 41%	200 39%	84 36%	95 36%
Slightly agree (+1)	343 34%	162 32%	181 36%	64 41%fg	97 40%f	56 29%	48 29%	33 30%	45 31%	145 32%	114 39%gm	44 39%gm	40 25%	61 33%	94 30%	38 34%	65 35%	85 39%o	189 33%	139 34%	202 34%	141 34%	174 34%	81 35%	85 32%
Neither agree nor disagree (0)	152 15%	77 15%	75 15%	22 14%	35 14%	35 18%	26 16%	19 17%	16 11%	72 16%	33 11%	15 14%	32 20%k	22 12%	63 20%nr	13 11%	28 15%	27 12%	88 15%	59 14%	99 17%	53 13%	65 13%	39 17%	47 18%
Slightly disagree (-1)	64 6%	24 5%	39 8%	9 6%	14 6%	17 9%	7 4%	10 9%	7 5%	21 5%	30 10%jm	7 6%	6 4%	16 9%	20 6%	7 7%	10 5%	10 5%	30 5%	34 8%	35 6%	29 7%	32 6%	14 6%	18 7%
Strongly disagree (-2)	43 4%	21 4%	22 4%	6 4%	16 6%i	10 5%	4 2%	7 6%i	2 1%	22 5%	9 3%	5 4%	8 5%	13 7%qr	16 5%	6 5%	3 2%	5 2%	22 4%	17 4%	32 5%	11 3%	22 4%	9 4%	12 5%
NET: Disagree	107 11%	45 9%	62 12%	15 10%	29 12%	26 14%gi	10 6%	17 15%gi	9 6%	43 10%	39 13%	11 10%	14 9%	30 16%qr	36 11%	13 12%	13 7%	15 7%	52 9%	51 12%	67 11%	40 10%	54 11%	23 10%	30 11%
Don't know	27 3%	9 2%	19 4%	3 2%	6 3%	5 3%	6 4%	3 2%	4 3%	10 2%	5 2%	5 4%	7 5%	3 1%	15 5%r	3 2%	5 3%	2 1%	15 3%	12 3%	15 3%	12 3%	15 3%	5 2%	7 3%
Mean	0.97	1.05b	0.90	0.96	0.87	0.87	1.14ef h	0.84	1.24de fh	1.00	0.94	0.94	0.99	0.86	0.85	1.02	1.10o	1.12no	1.02	0.93	0.91	1.06	1.01	0.96	0.91
Standard deviation	1.09	1.07	1.11	1.03	1.13	1.17	1.00	1.20	0.94	1.10	1.08	1.07	1.13	1.23	1.14	1.13	0.97	0.96	1.07	1.12	1.13	1.04	1.09	1.07	1.12
Standard error	0.03	0.05	0.05	0.09	0.08	0.08	0.08	0.11	0.08	0.05	0.06	0.10	0.10	0.09	0.07	0.11	0.07	0.06	0.04	0.06	0.04	0.06	0.05	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 42

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

Your call will be treated as an emergency

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	727 72%	177 80%cd	115 73%	164 65%	141 67%	130 76%c	218 66%	487 74%f	208 71%	513 72%	97 71%	600 72%	502 74%m	225 67%	612 72%	114 68%
Strongly agree	(+2) 384 38%	90 40%	62 39%	95 37%	74 35%	64 38%	105 32%	262 40%f	117 40%	264 37%	58 42%	310 37%	266 39%	118 35%	328 39%	56 33%
Slightly agree	(+1) 343 34%	88 39%cd	53 34%	69 27%	67 32%	65 39%cd	113 34%	225 34%	91 31%	249 35%	39 29%	291 35%	236 35%	106 32%	284 34%	59 35%
Neither agree nor disagree	(0) 152 15%	26 12%	20 13%	47 18%	34 16%	26 15%	60 18%	92 14%	50 17%	102 14%	21 15%	126 15%	87 13%	65 19%l	122 14%	31 18%
Slightly disagree	(-1) 64 6%	13 6%	11 7%	21 8%	11 5%	7 4%	24 7%	34 5%	19 6%	45 6%	7 5%	55 7%	46 7%	17 5%	53 6%	10 6%
Strongly disagree	(-2) 43 4%	5 2%	9 6%	10 4%	16 8%ae	3 2%	21 6%g	21 3%	11 4%	32 4%	5 4%	35 4%	27 4%	16 5%	38 4%	5 3%
NET: Disagree	107 11%	18 8%	20 13%	31 12%	28 13%e	10 6%	45 14%g	55 8%	30 10%	77 11%	12 9%	90 11%	74 11%	33 10%	91 11%	16 9%
Don't know	27 3%	2 1%	3 2%	11 4%a	7 3%	4 2%	6 2%	21 3%	5 2%	23 3%	6 5%	20 2%	14 2%	13 4%	20 2%	7 4%
Mean	0.97	1.10d	0.95	0.90	0.84	1.09d	0.80	1.06f	0.99	0.97	1.05	0.96	1.01	0.91	0.98	0.93
Standard deviation	1.09	0.98	1.16	1.14	1.21	0.93	1.17	1.03	1.09	1.10	1.09	1.09	1.09	1.10	1.10	1.04
Standard error	0.03	0.06	0.10	0.08	0.08	0.07	0.07	0.04	0.07	0.04	0.10	0.04	0.04	0.07	0.04	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 43

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will get immediate treatment

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	499 49%	254 50%	246 48%	78 51%	113 46%	100 52%	88 54%h	45 40%	76 53%h	221 49%	149 50%	59 53%	71 44%	81 44%	158 50%	48 42%	88 48%	125 58%npq	279 49%	207 50%	302 51%	197 47%	257 51%	112 48%	126 48%
Strongly agree (+2)	179 18%	92 18%	86 17%	19 12%	39 16%	37 19%h	39 24%dh	11 10%	34 23%dh	89 20%	42 14%	18 16%	29 18%	24 13%	54 17%	14 13%	40 22%n	46 22%n	91 16%	86 21%	106 18%	72 17%	88 17%	43 18%	47 18%
Slightly agree (+1)	321 32%	161 32%	159 31%	59 38%	73 30%	63 33%	49 30%	34 30%	43 30%	132 30%	106 36%	41 37%	41 26%	57 31%	104 33%	33 30%	47 26%	79 37%q	188 33%	121 29%	196 33%	125 30%	169 33%	70 30%	79 30%
Neither agree nor disagree (0)	221 22%	117 23%	104 21%	27 17%	57 23%	42 21%	40 24%	26 23%	30 21%	99 22%	65 22%	22 20%	35 22%	46 25%r	73 23%r	30 27%r	40 22%	31 14%	128 22%	87 21%	141 24%	80 19%	105 21%	57 24%	58 22%
Slightly disagree (-1)	171 17%	76 15%	95 19%	29 19%	47 19%	27 14%	19 12%	25 22%g	24 16%	78 18%	53 18%	14 13%	26 16%	31 17%	50 16%	20 18%	35 19%	36 17%	96 17%	73 18%	91 15%	81 19%	78 15%	38 16%	53 20%
Strongly disagree (-2)	73 7%	43 8%	30 6%	10 6%	14 6%	16 8%	12 7%	10 10%	7 7%	33 7%	16 5%	9 8%	15 10%	14 8%	21 7%	9 8%	11 6%	17 8%	40 7%	30 7%	41 7%	32 8%	43 8%	13 6%	16 6%
NET: Disagree	244 24%	119 23%	126 25%	39 25%	61 25%	43 22%	31 19%	37 32%g	34 24%	111 25%	69 23%	24 21%	42 26%	46 25%	71 22%	29 26%	45 25%	53 25%	136 24%	104 25%	131 22%	113 27%	121 24%	51 22%	69 26%
Don't know	48 5%	16 3%	31 6%a	10 7%	15 6%	9 5%	5 3%	5 5%	3 2%	16 4%	13 4%	7 6%	12 8%	11 6%	15 5%	5 5%	11 6%	6 3%	28 5%	17 4%	23 4%	25 6%	24 5%	13 5%	10 6%
Mean	0.37	0.38	0.37	0.33	0.33	0.43h	0.53h	0.07	0.47h	0.39	0.38	0.43	0.29	0.26	0.39	0.22	0.42	0.48	0.35	0.40	0.41	0.32	0.38	0.41	0.35
Standard deviation	1.19	1.20	1.18	1.14	1.16	1.21	1.20	1.18	1.23	1.21	1.12	1.19	1.26	1.16	1.16	1.15	1.22	1.24	1.17	1.23	1.16	1.23	1.21	1.16	1.18
Standard error	0.04	0.05	0.05	0.10	0.08	0.09	0.09	0.11	0.10	0.06	0.07	0.11	0.12	0.09	0.07	0.11	0.09	0.08	0.05	0.06	0.04	0.07	0.05	0.09	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 44

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will get immediate treatment

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	499 49%	124 56% ^{bd}	65 41%	139 55% ^{bd}	88 42%	82 49%	141 43%	340 52% ^f	168 57% ⁱ	331 46%	55 40%	426 51% ^j	341 50%	159 47%	417 49%	83 49%
Strongly agree	(+2) 179 18%	44 20%	21 13%	53 21% ^d	27 13%	34 20%	39 12%	132 20% ^f	79 27% ⁱ	99 14%	20 15%	149 18%	124 18%	55 16%	151 18%	27 16%
Slightly agree	(+1) 321 32%	80 36%	44 28%	87 34%	61 29%	48 28%	102 31%	208 32%	89 30%	232 32%	35 25%	277 33%	217 32%	104 31%	265 31%	56 33%
Neither agree nor disagree	(0) 221 22%	38 17%	43 27% ^a	54 21%	46 22%	40 24%	80 24%	135 21%	55 19%	165 23%	31 23%	180 22%	143 21%	79 23%	179 21%	42 25%
Slightly disagree	(-1) 171 17%	37 17%	28 18%	30 12%	47 23% ^c	29 17%	62 19%	108 17%	43 15%	126 18%	30 22%	135 16%	118 17%	53 16%	150 18%	21 13%
Strongly disagree	(-2) 73 7%	18 8%	13 8%	17 7%	15 7%	11 6%	26 8%	45 7%	16 6%	55 8%	12 9%	56 7%	49 7%	24 7%	63 7%	10 6%
NET: Disagree	244 24%	55 24%	41 26%	47 18%	62 30% ^c	40 23%	87 27%	153 23%	59 20%	181 25%	43 31%	192 23%	167 25%	78 23%	213 25%	31 19%
Don't know	48 5%	7 3%	9 5%	13 5%	12 6%	7 4%	20 6%	27 4%	10 3%	37 5%	8 6%	39 5%	26 4%	21 6%	36 4%	12 7%
Mean	0.37	0.44	0.21	0.54 ^{bd}	0.19	0.41	0.22	0.44 ^f	0.61 ⁱ	0.29	0.16	0.41	0.38	0.35	0.36	0.44
Standard deviation	1.19	1.22	1.16	1.17	1.17	1.20	1.15	1.20	1.21	1.17	1.22	1.17	1.20	1.18	1.20	1.12
Standard error	0.04	0.08	0.10	0.08	0.08	0.09	0.07	0.05	0.07	0.04	0.12	0.04	0.05	0.07	0.04	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 45

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will receive better care

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	355 35%	192 38%	163 32%	52 34%	83 34%	64 33%	63 38%	40 36%	53 37%	147 33%	91 31%	48 43%k	69 43%jk	62 33%	108 34%	28 25%	73 39%p	85 39%p	194 34%	152 37%	201 34%	154 37%	181 36%	89 38%	83 31%
Strongly agree (+2)	138 14%	84 17%b	54 11%	11 7%	31 13%	26 13%	29 18% ^d	18 16%	22 16% ^d	63 14%	36 12%	17 15%	22 14%	22 12%	34 11%	11 10%	28 15%	43 20% ^{op}	69 12%	67 16%	80 13%	58 14%	69 14%	37 16%	32 12%
Slightly agree (+1)	217 21%	109 21%	108 21%	41 27%	52 21%	38 19%	33 20%	22 20%	30 21%	84 19%	55 19%	31 28% ^j	47 29% ^{jk}	40 21%	75 23%	16 15%	45 24%	42 19%	125 22%	85 21%	121 20%	96 23%	112 22%	53 23%	51 19%
Neither agree nor disagree (0)	364 36%	184 36%	180 36%	47 31%	82 34%	71 36%	58 36%	43 38%	62 43%	170 38% ^m	113 38% ^m	39 34%	42 26%	66 36%	112 35%	46 41%	63 34%	76 35%	225 39% ^t	127 31%	213 36%	150 36%	188 37%	79 34%	93 35%
Slightly disagree (-1)	131 13%	58 11%	74 15%	29 19% ⁱ	36 15%	25 13%	18 11%	10 9%	13 9%	56 13%	49 17% ^l	9 8%	17 11%	20 11%	47 15%	17 15%	22 12%	25 12%	65 11%	64 15%	82 14%	49 12%	59 12%	27 12%	43 16%
Strongly disagree (-2)	112 11%	56 11%	55 11%	14 9%	28 12%	28 14%	18 11%	13 12%	10 7%	54 12%	32 11%	9 8%	17 11%	29 16% ^q	34 11%	14 13%	13 7%	21 10%	60 10%	50 12%	76 13%	36 9%	53 10%	29 12%	28 11%
NET: Disagree	243 24%	114 22%	129 25%	43 28% ⁱ	64 26% ⁱ	53 27% ⁱ	36 22%	24 21%	23 16%	110 25%	81 27% ^l	18 16%	34 21%	50 27%	81 25%	31 27%	36 19%	46 21%	125 22%	113 27%	158 26%	85 20%	112 22%	56 24%	71 27%
Don't know	52 5%	17 3%	35 7% ^a	11 7%	15 6%	7 4%	7 4%	6 5%	6 4%	19 4%	11 4%	7 7%	14 9% ^k	7 4%	17 5%	7 7%	13 7%	9 4%	28 5%	21 5%	26 4%	26 6%	26 5%	8 4%	17 7%
Mean	0.14	0.22	0.07	0.05	0.09	0.05	0.24	0.20	0.30	0.11	0.05	0.37 ^{jk}	0.28	0.03	0.09	-0.06	0.30 ^{np}	0.29 ^p	0.14	0.14	0.08	0.24	0.18	0.18	0.06
Standard deviation	1.18	1.20	1.15	1.10	1.19	1.22	1.22	1.20	1.09	1.19	1.15	1.12	1.21	1.23	1.14	1.14	1.13	1.22	1.13	1.25	1.20	1.13	1.16	1.22	1.16
Standard error	0.04	0.05	0.05	0.10	0.08	0.09	0.09	0.11	0.09	0.06	0.07	0.11	0.11	0.10	0.07	0.11	0.08	0.08	0.05	0.06	0.05	0.07	0.05	0.09	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 46

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will receive better care

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	355 35%	84 38% ^b	40 25%	104 41% ^{bd}	61 29%	66 39% ^b	95 29%	238 36% ^f	131 45% ⁱ	224 31%	45 33%	298 36%	269 40% ^m	86 26%	301 36%	54 32%
Strongly agree	(+2) 138 14%	41 19% ^{bd}	14 9%	36 14%	22 11%	24 14%	33 10%	95 15%	64 22% ⁱ	74 10%	16 12%	118 14%	108 16% ^m	30 9%	117 14%	21 12%
Slightly agree	(+1) 217 21%	43 19%	25 16%	68 27% ^b	39 19%	42 25%	61 19%	143 22%	67 23%	150 21%	30 22%	180 22%	160 24% ^m	57 17%	184 22%	33 20%
Neither agree nor disagree	(0) 364 36%	81 37%	59 38%	80 32%	81 39%	62 37%	123 38%	238 36%	90 31%	270 38%	51 37%	297 36%	222 33%	141 42% ^l	289 34%	75 44% ⁿ
Slightly disagree	(-1) 131 13%	27 12%	25 16%	33 13%	26 12%	20 12%	49 15%	80 12%	33 11%	98 14%	16 12%	112 13%	91 13%	40 12%	114 13%	18 10%
Strongly disagree	(-2) 112 11%	22 10%	24 15% ^e	24 10%	32 15% ^e	10 6%	44 14%	63 10%	35 12%	75 11%	16 12%	88 11%	74 11%	38 11%	99 12%	12 7%
NET: Disagree	243 24%	49 22%	49 31% ^e	57 23%	57 27% ^e	30 18%	93 28% ^g	143 22%	68 23%	173 24%	32 23%	199 24%	164 24%	79 23%	213 25%	30 18%
Don't know	52 5%	9 4%	10 6%	12 5%	10 5%	11 7%	17 5%	35 5%	5 2%	47 7% ^h	8 6%	42 5%	22 3%	30 9% ^l	42 5%	10 6%
Mean	0.14	0.26 ^{bd}	-0.13	0.24 ^{bd}	-0.03	0.31 ^{bd}	-0.03	0.21 ^f	0.32 ⁱ	0.07	0.11	0.16	0.21 ^m	*	0.13	0.21
Standard deviation	1.18	1.20	1.17	1.17	1.19	1.08	1.17	1.16	1.27	1.12	1.16	1.17	1.20	1.10	1.20	1.06
Standard error	0.04	0.08	0.10	0.08	0.08	0.08	0.07	0.05	0.08	0.04	0.11	0.04	0.05	0.07	0.04	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 47

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will receive more specialised care

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)	
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208	
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263	
NET: Agree	384 38%	207 41%	177 35%	53 34%	73 30%	79 41%e	71 43%e	45 40%	64 45%e	158 35%	109 37%	55 49%jk	63 39%	58 32%	103 32%	41 37%	85 46%no	96 45%no	221 39%	154 37%	220 37%	164 40%	212 42%y	86 37%	84 32%	
Strongly agree (+2)	140 14%	77 15%	62 12%	11 7%	24 10%	34 18%de	27 16%d	13 12%	29 20%de	66 15%	34 12%	19 17%	20 13%	37 11%	9 12%	31 8%	42 17%p	73 20%nop	67 13%	81 16%	14% 14%	59 15%y	74 19%y	44 8%	22	
Slightly agree (+1)	245 24%	130 26%	115 23%	41 27%	49 20%	45 23%	44 27%	31 28%	35 24%	92 21%	75 25%	36 32%j	43 27%	39 21%	66 21%	32 29%	54 29%o	54 25%	148 26%	88 21%	139 23%	105 25%	139 27%x	42 18%	62 23%	
Neither agree nor disagree (0)	302 30%	148 29%	154 30%	41 27%	75 31%	50 26%	54 33%	32 28%	50 35%	143 32%l	81 27%	23 21%	54 34%l	60 33%	105 33%	31 28%	51 28%	54 25%	174 30%	121 29%	170 29%	131 32%	144 28%	73 32%	81 31%	
Slightly disagree (-1)	150 15%	70 14%	79 16%	30 20%i	53 22%fgh i	25 13%	18 11%	12 11%	11 8%	62 14%	56 19%m	16 14%	16 10%	29 16%	49 15%	19 17%	18 10%	36 17%	80 14%	62 15%	98 16%	52 12%	65 13%	33 14%	49 18%	
Strongly disagree (-2)	119 12%	57 11%	62 12%	15 10%	32 13%	28 15%	15 9%	16 14%	13 9%	58 13%	33 11%	11 10%	17 10%	26 14%	42 13%	14 13%	18 10%	19 9%	66 12%	51 12%	77 13%	42 10%	58 11%	27 11%	33 13%	
NET: Disagree	268 27%	127 25%	141 28%	45 30%i	85 34%gi	53 27%i	33 20%	28 25%	24 17%	120 27%	89 30%	27 24%	33 21%	55 30%q	90 28%q	33 29%	36 19%	54 25%	146 26%	113 27%	175 29%v	93 22%	123 24%	60 26%	82 31%	
Don't know	58 6%	24 5%	34 7%	15 10%	13 5%	11 6%	6 4%	8 7%	5 4%	26 6%	17 6%	7 6%	9 6%	11 6%	19 6%	7 6%	12 6%	10 5%	30 5%	25 6%	32 5%	27 6%	27 5%	14 6%	17 6%	
Mean	0.14	0.21	0.08	0.02	-0.08	0.18	0.31e	0.14	0.41de	0.11	0.08	0.34	0.22	-0.02	0.03	0.03	0.36no	0.32no	0.15	0.15	0.09	0.23	0.22y	0.20	-0.04	
Standard deviation	1.22	1.22	1.21	1.14	1.18	1.32	1.17	1.24	1.18	1.24	1.20	1.24	1.15	1.21	1.20	1.17	1.20	1.24	1.20	1.26	1.24	1.18	1.22	1.26	1.16	
Standard error	0.04	0.05	0.06	0.10	0.08	0.09	0.09	0.11	0.10	0.06	0.07	0.12	0.11	0.10	0.07	0.12	0.09	0.08	0.05	0.07	0.05	0.07	0.05	0.09	0.08	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 48

Q9. To what extent do you agree or disagree with the following statements? If you dial 999 for an ambulance ...?

Base: All respondents

You will receive more specialised care

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	384 38%	96 43% ^d	53 34%	90 36%	67 32%	78 46% ^{bcd}	90 27%	276 42% ^f	124 42%	259 36%	56 41%	317 38%	278 41% ^m	106 32%	328 39%	56 34%
Strongly agree	(+2) 140 14%	39 18% ^b	15 9%	34 13%	22 11%	30 17%	33 10%	99 15%	60 21% ⁱ	79 11%	18 13%	118 14%	106 16% ^m	34 10%	121 14%	19 11%
Slightly agree	(+1) 245 24%	57 25%	38 24%	56 22%	45 22%	49 29%	57 17%	177 27% ^f	64 22%	180 25%	38 28%	199 24%	173 26%	72 21%	207 25%	38 23%
Neither agree nor disagree	(0) 302 30%	61 27%	44 28%	85 33%	65 31%	47 28%	113 34%	183 28%	76 26%	224 31%	42 31%	245 29%	196 29%	105 31%	246 29%	56 33%
Slightly disagree	(-1) 150 15%	38 17%	28 18%	35 14%	30 14%	19 11%	61 19%	88 13%	51 18%	96 13%	10 8%	133 16% ^j	99 15%	50 15%	125 15%	24 14%
Strongly disagree	(-2) 119 12%	18 8%	23 14%	29 11%	34 16% ^{ae}	15 9%	43 13%	71 11%	33 11%	84 12%	18 13%	95 11%	75 11%	44 13%	99 12%	20 12%
NET: Disagree	268 27%	56 25%	51 32% ^e	63 25%	64 31% ^e	34 20%	104 32% ^g	159 24%	85 29%	180 25%	28 21%	228 27%	174 26%	95 28%	225 27%	44 26%
Don't know	58 6%	10 5%	10 6%	15 6%	12 6%	11 6%	21 6%	37 6%	8 3%	51 7% ^h	10 7%	46 5%	28 4%	31 9% ^l	47 6%	12 7%
Mean	0.14	0.29 ^{bd}	-0.04	0.13	-0.05	0.37 ^{bd}	-0.08	0.24 ^f	0.23	0.11	0.22	0.14	0.21 ^m	*	0.16	0.08
Standard deviation	1.22	1.20	1.22	1.19	1.24	1.19	1.17	1.21	1.29	1.18	1.21	1.22	1.22	1.19	1.22	1.18
Standard error	0.04	0.08	0.10	0.08	0.09	0.09	0.07	0.05	0.08	0.05	0.11	0.04	0.05	0.07	0.04	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 49
Q10. Are you aware of the NHS 111 service?
Base: All respondents

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Yes	845 83%	421 83%	425 84%	111 72%	206 84% _d	166 86% _d	132 80%	108 96% _{def}	123 85% _d	374 84%	240 81%	88 79%	143 90% _{kl}	146 79%	254 80%	92 82%	169 92% _{nop}	185 86%	493 86% _t	330 80%	508 85%	337 81%	433 86% _y	198 85%	205 78%
No	168 17%	86 17%	82 16%	43 28% _{efh}	40 16% _h	28 14% _h	32 20% _h	4 4%	21 15% _h	73 16%	55 19% _m	24 21% _m	16 10%	39 21% _q	63 20% _q	20 18% _q	15 8%	30 14%	79 14%	83 20% _s	90 15%	78 19%	73 14%	35 15%	58 22% _w

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 50

Q10. Are you aware of the NHS 111 service?**Base: All respondents**

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Yes	845 83%	188 84%	129 82%	195 77%	179 86% ^c	153 90% ^{bc}	268 81%	559 85%	255 87%	586 82%	131 96% ^k	680 81%	578 85% ^m	267 79%	845 100% ^o	-
No	168 17%	35 16%	29 18% ^e	58 23% ^{de}	30 14%	16 10%	61 19%	95 15%	38 13%	128 18%	6 4%	156 19% ^j	98 15%	69 21% ^l	-	168 100% ⁿ

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 51

Q11. Which of the following services, if any, do you think the NHS 111 provide?**Base: All respondents aware of the NHS 111 service**

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	861	437	424	100	181	173	147	123	137	412	242	94	113	138	253	88	183	199	519	321	613	248	515	160	167
Weighted base	845	421	425	111*	206	166	132	108*	123	374	240	88*	143*	146	254	92*	169	185	493	330	508	337	433	198	205
Provide advice on non-emergency health problems	665 79%	325 77%	340 80%	76 69%	159 77%	126 76%	107 81% ^d	94 87% ^{df}	102 83% ^d	306 82%	183 76%	70 79%	106 74%	110 76%	191 75%	78 85%	139 82%	146 79%	415 84% ^t	238 72%	403 79%	262 78%	353 81% ^x	144 73%	160 78%
Tell you whether or not you need to call an ambulance or go to hospital	663 78%	316 75%	347 82% ^a	80 72%	161 78%	119 72%	107 81%	87 80%	109 89% ^{def}	293 78%	189 79%	66 75%	115 80%	107 74%	190 75%	80 87% ^{no}	141 84% ⁿ	144 78%	403 82% ^t	242 73%	375 74%	288 85% ^u	341 79%	155 78%	160 78%
Provide advice on self-care	510 60%	260 62%	250 59%	65 59%	112 54%	96 58%	81 62%	73 68% ^e	83 67% ^e	240 64% ^k	133 56%	53 60%	84 59%	89 61%	152 60%	57 62%	107 63%	105 57%	316 64% ^t	185 56%	293 58%	217 64%	276 64% ^x	106 54%	121 59%
Direct you to other local health services	496 59%	242 58%	254 60%	61 55%	115 56%	91 55%	85 65%	64 59%	80 65%	236 63%	139 58%	46 52%	75 53%	88 60%	138 54%	61 66%	105 62%	104 56%	313 64% ^t	169 51%	304 60%	192 57%	266 61% ^x	100 50%	124 60%
Send an ambulance to you if you need one	402 48%	190 45%	212 50%	42 38%	95 46%	71 42%	63 48%	62 58% ^{df}	69 57% ^{df}	175 47%	116 48%	40 45%	71 50%	70 48%	109 43%	50 54%	91 54% ^o	83 45%	243 49%	147 45%	228 45%	174 52%	198 46%	106 53%	94 46%
Book you an emergency GP appointment	202 24%	97 23%	105 25%	37 34% ^{gi}	49 24%	44 27%	26 20%	22 21%	22 18%	102 27%	49 20%	16 19%	34 24%	33 23%	66 26%	17 18%	47 28%	39 21%	120 24%	78 24%	109 21%	93 27%	98 23%	43 22%	58 28%
Book you an emergency dentist appointment	115 14%	60 14%	55 13%	16 14%	30 15%	28 17%	15 11%	14 13%	13 10%	60 16% ^{kl}	24 10%	5 6%	26 18% ^l	15 11%	30 12%	11 12%	34 20% ^{no}	24 13%	68 14%	46 14%	70 14%	45 13%	59 14%	27 13%	28 14%
None of these	2 *	2 *	-	* *	1 1%	-	-	-	-	-	1 1%	-	* *	1 1%	-	-	-	* *	1 *	-	1 *	* *	-	-	1 1%
Don't know	14 2%	4 1%	10 2%	6 5% ⁱ	2 1%	3 2%	2 1%	2 2%	-	2 1%	5 2%	2 2%	5 4% ^j	1 1%	9 3%	* *	1 1%	3 2%	8 2%	6 2%	9 2%	5 2%	5 1%	7 4%	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 52

Q11. Which of the following services, if any, do you think the NHS 111 provide?**Base: All respondents aware of the NHS 111 service**

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	861	202	123	189	180	167	264	579	245	613	115	715	620	241	861	-
Weighted base	845	188	129*	195	179	153	268	559	255	586	131*	680	578	267	845	**
Provide advice on non-emergency health problems	665 79%	144 77% _c	114 88% _{ac}	126 65%	154 86% _{ac}	126 82% _c	227 85% _{cg}	432 77%	198 77%	465 79%	106 81%	529 78%	445 77%	220 82%	665 79%	-
Tell you whether or not you need to call an ambulance or go to hospital	663 78%	143 76%	112 87% _{ac}	134 69%	146 81% _c	127 83% _c	206 77%	448 80%	185 72%	476 81% _h	111 85%	519 76%	456 79%	206 77%	663 78%	-
Provide advice on self-care	510 60%	104 55%	81 63%	105 54%	124 69% _{ac}	96 63%	171 64%	332 59%	146 57%	360 61%	91 70% _k	400 59%	341 59%	169 63%	510 60%	-
Direct you to other local health services	496 59%	107 57%	85 66% _c	98 50%	108 60%	98 64% _c	160 60%	328 59%	143 56%	350 60%	82 63%	390 57%	338 58%	158 59%	496 59%	-
Send an ambulance to you if you need one	402 48%	84 45%	73 56% _c	78 40%	88 49%	78 51%	127 48%	268 48%	125 49%	276 47%	70 53%	312 46%	273 47%	129 48%	402 48%	-
Book you an emergency GP appointment	202 24%	40 21%	22 17%	51 26%	47 26%	41 27%	59 22%	139 25%	79 31% _i	120 20%	30 23%	164 24%	146 25%	56 21%	202 24%	-
Book you an emergency dentist appointment	115 14%	26 14%	13 10%	22 11%	23 13%	30 20% _{bc}	30 11%	82 15%	47 19% _i	65 11%	12 10%	96 14%	81 14%	34 13%	115 14%	-
None of these	2 *	* *	- -	- -	1 1%	- -	1 *	* *	- -	2 *	- -	2 *	1 *	* *	2 *	-
Don't know	14 2%	3 1%	* *	9 4% _d	1 *	1 1%	3 1%	11 2%	2 1%	12 2%	1 1%	12 2%	4 1%	10 4% _l	14 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 53

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Summary table

	Pregnant woman goes into labour	Older person falls over and can't get up again	You witness a serious road accident	Someone in the street is having a mental health crisis	A relative with cancer has trouble breathing	Your child gets their hand stuck in a jam jar	You are with someone who starts having chest pains	Someone who has been drinking alcohol collapses	You cannot stop sneezing	Your child has a high fever and is unresponsive
Unweighted base	1013	1013	1013	1013	1013	1013	1013	1013	1013	1013
Weighted base	1013	1013	1013	1013	1013	1013	1013	1013	1013	1013
999	726 72%	723 71%	939 93%	435 43%	737 73%	105 10%	750 74%	543 54%	20 2%	817 81%
111	126 12%	187 18%	32 3%	302 30%	165 16%	411 41%	194 19%	263 26%	292 29%	103 10%
GP	27 3%	34 3%	6 1%	49 5%	72 7%	140 14%	45 4%	24 2%	475 47%	76 7%
Other	102 10%	41 4%	21 2%	123 12%	9 1%	303 30%	13 1%	109 11%	181 18%	3 *
Don't know	32 3%	28 3%	15 1%	104 10%	30 3%	55 5%	12 1%	73 7%	46 5%	14 1%

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 54

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Pregnant woman goes into labour

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	726 72%	380 75% ^b	346 68%	110 72%	163 67%	125 64%	131 80% ^{ef}	81 72%	116 81% ^{ef}	326 73%	199 67%	80 71%	122 77%	126 68%	223 70%	91 80%	128 69%	158 74%	397 69%	306 74%	411 69%	315 76% ^u	373 74% ^y	174 75%	172 65%
111	126 12%	67 13%	59 12%	18 11%	29 12%	29 15%	15 9%	19 17%	16 11%	51 11%	44 15%	11 10%	20 13%	26 14%	32 10%	13 11%	25 13%	31 14%	79 14%	45 11%	83 14%	43 10%	60 12%	27 12%	39 15%
GP	27 3%	18 4%	9 2%	6 4%	10 4%	7 3%	2 1%	1 1%	2 1%	9 2%	11 4%	4 4%	3 2%	2 1%	15 5%	1 1%	4 2%	5 2%	15 3%	12 3%	20 3%	7 2%	8 2%	5 2%	13 5% ^w
Other	102 10%	24 5%	78 15% ^a	17 11%	36 15% ^{hi}	22 11%	14 9%	5 5%	8 6%	46 10% ^m	36 12% ^m	14 13% ^m	6 4%	21 11%	34 11%	6 6%	23 12%	18 8%	64 11%	38 9%	66 11%	36 9%	53 11%	18 8%	30 12%
Don't know	32 3%	17 3%	15 3%	4 2%	7 3%	12 6% ^{gi}	2 1%	6 5% ^g	2 1%	15 3%	6 2%	3 3%	8 5%	9 5%	13 4%	2 2%	5 3%	3 1%	17 3%	13 3%	17 3%	15 4%	12 2%	8 4%	10 4%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 55

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Pregnant woman goes into labour

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	726	166	126	184	126	123	218	487	199	522	102	592	488	238	593	133
	72%	75% ^d	80% ^d	73% ^d	60%	73% ^d	66%	74% ^f	68%	73%	75%	71%	72%	71%	70%	79% ⁿ
111	126	30	15	19	41	21	48	78	36	90	10	108	71	56	126	-
	12%	13%	10%	8%	20% ^{bc}	12%	14%	12%	12%	13%	7%	13%	10%	17% ^l	15% ^o	-
GP	27	5	1	13	4	4	7	17	12	15	1	26	20	7	15	12
	3%	2%	1%	5% ^b	2%	2%	2%	3%	4%	2%	1%	3%	3%	2%	2%	7% ⁿ
Other	102	19	13	27	27	16	38	62	39	62	10	92	78	24	84	18
	10%	9%	8%	11%	13%	10%	12%	10%	13% ⁱ	9%	7%	11%	12% ^m	7%	10%	11%
Don't know	32	3	3	11	10	5	17	10	7	25	13	19	20	12	27	5
	3%	1%	2%	4%	5% ^a	3%	5% ^g	2%	2%	4%	10% ^k	2%	3%	4%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 56

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Older person falls over and can't get up again

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	723 71%	358 71%	365 72%	85 55%	172 70% ^d	128 66%	129 79% ^{df}	86 77% ^d	123 86% ^{def}	326 73% ^k	191 65%	88 79% ^k	118 74%	124 67%	229 72%	83 73%	134 72%	154 72%	420 74%	281 68%	413 69%	310 75%	369 73%	161 69%	188 71%
111	187 18%	101 20%	86 17%	39 25% ^{gi}	48 20% ⁱ	43 22% ⁱ	24 15%	21 18% ⁱ	12 8%	74 17%	63 21%	17 15%	33 21%	28 15%	58 18%	21 19%	39 21%	40 19%	99 17%	85 21%	118 20%	69 17%	89 18%	49 21%	45 17%
GP	34 3%	15 3%	19 4%	12 8% ^{ghi}	10 4%	9 5% ^{gi}	1 1%	1 1%	1 1%	14 3%	15 5% ^l	* *	4 3%	15 8% ^{qr}	12 4% ^q	3 3%	1 *	4 2%	11 2%	23 6% ^s	17 3%	17 4%	14 3%	10 4%	10 4%
Other	41 4%	19 4%	22 4%	11 7%	9 4%	5 3%	7 4%	2 2%	7 5%	22 5%	15 5%	2 2%	2 1%	9 5%	12 4%	4 3%	7 4%	9 4%	27 5%	13 3%	25 4%	16 4%	20 4%	7 3%	13 5%
Don't know	28 3%	13 3%	14 3%	6 4%	6 3%	9 4%	3 2%	2 2%	2 1%	11 2%	11 4%	5 4%	2 1%	8 4%	6 2%	2 2%	4 2%	7 3%	14 2%	12 3%	24 4% ^v	4 1%	14 3%	6 2%	6 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 57

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Older person falls over and can't get up again

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	723 71%	156 70%	112 71%	170 67%	165 79% ^c	120 71%	238 72%	469 72%	209 72%	510 71%	102 75%	591 71%	484 72%	239 71%	595 70%	128 77%
111	187 18%	43 19%	29 18%	47 18%	32 15%	36 21%	58 18%	127 19%	51 18%	133 19%	24 17%	156 19%	129 19%	58 17%	187 22% ^o	-
GP	34 4%	7 3%	6 4%	13 5% ^e	7 3%	2 1%	16 5% ^g	15 2%	10 4%	24 3%	6 4%	29 3%	21 3%	14 4%	16 2%	18 11% ⁿ
Other	41 4%	10 4%	6 4%	14 6%	4 2%	7 4%	10 3%	28 4%	9 3%	32 4%	3 2%	37 4%	21 3%	20 6%	24 3%	18 10% ⁿ
Don't know	28 3%	8 3%	5 3%	10 4%	2 1%	4 2%	7 2%	16 3%	12 4%	16 2%	2 1%	24 3%	22 3%	6 2%	24 3%	4 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 58

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

You witness a serious road accident

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	939	465	475	142	223	172	157	108	137	415	273	101	150	166	294	108	176	195	534	379	544	396	472	220	239
	93%	92%	94%	93%	91%	89%	96%f	96%f	95%f	93%	92%	90%	95%	90%	93%	96% ⁿ	91%	94%	92%	91%	95% ^u	93%	94%	91%	
111	32	19	13	6	13	11	1	1	-	11	12	5	4	4	15	1	3	9	12	19	24	8	16	7	10
	3%	4%	3%	4% ⁱ	5% ^{gi}	6% ^{gi}	1%	1%	-	2%	4%	4%	3%	2%	5%	1%	2%	4%	2%	5% ^s	4%	2%	3%	3%	4%
GP	6	5	1	1	3	2	-	-	-	4	1	-	-	2	2	-	-	2	2	4	6	-	3	-	2
	1%	1%	*	1%	1%	1%	-	-	-	1%	*	-	-	1%	1%	-	-	1%	*	1%	1%	-	1%	-	1%
Other	21	11	10	2	2	4	5	3	5	13	3	4	1	5	4	3	3	6	14	7	14	7	12	4	5
	2%	2%	2%	1%	1%	2%	3%	3%	3%	3%	1%	4%	1%	3%	1%	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%
Don't know	15	6	9	2	5	5	-	1	2	4	6	2	3	8	2	1	2	2	9	5	10	5	4	2	8
	1%	1%	2%	1%	2%	2%	-	1%	1%	1%	2%	2%	2%	4% ^o	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	3% ^w

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 59

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

You witness a serious road accident

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	939	201	151	224	201	163	314	604	257	677	131	768	618	321	778	161
	93%	90%	95% ^c	89%	96% ^{ac}	96% ^{ac}	96%	92%	88%	95% ^h	96%	92%	91%	96% ^l	92%	96%
111	32	10	1	15	3	2	5	24	18	15	1	31	28	4	32	-
	3%	4%	1%	6% ^{bde}	2%	1%	2%	4%	6% ⁱ	2%	1%	4%	4% ^m	1%	4% ^o	-
GP	6	4	-	2	-	-	2	4	3	3	1	4	5	1	5	1
	1%	2%	-	1%	-	-	1%	1%	1%	*	1%	*	1%	*	1%	*
Other	21	6	3	5	4	3	4	15	7	14	2	19	17	4	17	4
	2%	3%	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	3%	1%	2%	3%
Don't know	15	2	3	7	1	2	3	7	8	7	1	14	9	6	13	2
	1%	1%	2%	3%	*	1%	1%	1%	3% ⁱ	1%	1%	2%	1%	2%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 60

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Someone in the street is having a mental health crisis

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	435	213	222	48	96	91	82	47	71	190	125	49	70	78	127	49	75	105	253	171	261	174	219	100	110
	43%	42%	44%	31%	39%	47% ^d	50% ^{de}	42%	49% ^d	43%	42%	43%	44%	43%	40%	44%	41%	49%	44%	41%	44%	42%	43%	43%	42%
111	302	142	160	51	89	59	38	27	38	134	91	38	39	45	98	36	57	66	166	131	195	107	145	73	80
	30%	28%	32%	34%	36% ^{gh}	30%	23%	24%	26%	30%	31%	34%	24%	24%	31%	32%	31%	31%	29%	32%	33% ^v	26%	29%	31%	30%
GP	49	25	24	15	17	6	6	2	3	24	12	6	8	10	20	4	8	6	22	27	24	25	24	11	13
	5%	5%	5%	10% ^{fhi}	7%	3%	4%	2%	2%	5%	4%	5%	5%	6%	6%	4%	4%	3%	4%	7%	4%	6%	5%	5%	5%
Other	123	72	51	22	28	12	21	22	19	56	39	12	17	25	39	12	25	23	72	47	63	60	67	26	30
	12%	14%	10%	15% ^f	11%	6%	13% ^f	19% ^f	13% ^f	12%	13%	10%	11%	14%	12%	11%	14%	11%	13%	11%	11%	15%	13%	11%	12%
Don't know	104	54	50	17	16	27	17	14	13	43	28	8	25	25	33	11	19	15	58	37	54	50	51	23	29
	10%	11%	10%	11%	6%	14% ^e	10%	13%	9%	10%	9%	7%	16%	14%	11%	10%	10%	7%	10%	9%	9%	12%	10%	10%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 61

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Someone in the street is having a mental health crisis

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	435	100	73	93	98	70	138	284	130	302	77	341	294	141	363	72
	43%	45%	46%	37%	47%	41%	42%	43%	45%	42%	56% ^k	41%	43%	42%	43%	43%
111	302	69	44	77	59	53	89	207	100	202	22	264	216	86	302	-
	30%	31%	28%	30%	28%	31%	27%	32%	34%	28%	16%	32% ^j	32%	26%	36% ^o	-
GP	49	10	6	18	11	5	14	33	13	34	4	45	31	19	29	20
	5%	4%	3%	7%	5%	3%	4%	5%	4%	5%	3%	5%	5%	6%	3%	12% ⁿ
Other	123	25	17	36	20	26	44	74	25	99	20	101	73	51	79	45
	12%	11%	11%	14%	10%	15%	13%	11%	8%	14% ^h	15%	12%	11%	15%	9%	27% ⁿ
Don't know	104	19	18	29	21	16	43	56	25	78	13	86	63	41	72	32
	10%	9%	11%	12%	10%	9%	13% ^g	9%	9%	11%	10%	10%	9%	12%	9%	19% ⁿ

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 62

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

A relative with cancer has trouble breathing

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	737	336	401	110	176	141	128	79	103	325	209	79	125	134	224	90	126	162	387	328	425	313	364	186	181
	73%	66%	79% ^a	71%	72%	73%	78%	70%	72%	73%	71%	71%	79%	73%	71%	80%	69%	75%	68%	79% ^s	71%	75%	72%	80% ^{wy}	69%
111	165	103	62	28	44	28	20	21	24	75	50	21	19	30	52	9	39	36	113	51	109	56	92	27	43
	16%	20% ^b	12%	18%	18%	14%	12%	18%	16%	17%	17%	19%	12%	16%	16% ^p	8%	21% ^p	17% ^p	20% ^t	12%	18%	13%	18%	12%	16%
GP	72	45	27	12	17	14	10	8	11	31	27	7	7	8	33	7	12	11	44	24	42	30	35	16	21
	7%	9% ^b	5%	8%	7%	7%	6%	7%	8%	7%	9%	6%	5%	5%	11% ^{nr}	7%	7%	5%	8%	6%	7%	7%	7%	7%	8%
Other	9	6	3	*	3	4	*	-	2	5	3	1	*	1	5	-	2	2	7	2	6	3	6	-	4
	1%	1%	1%	*	1%	2%	*	-	1%	1%	1%	1%	*	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%
Don't know	30	16	14	3	5	7	4	6	4	11	7	4	8	10	3	7	5	5	20	8	16	14	9	4	15
	3%	3%	3%	2%	2%	4%	3%	5%	3%	2%	2%	3%	5%	6% ^o	1%	6% ^o	3%	2%	4%	2%	3%	3%	2%	2%	6% ^{wx}

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 63

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

A relative with cancer has trouble breathing

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	737	171	121	177	143	125	243	472	219	513	100	604	480	257	607	130
	73%	77%	77%	70%	68%	74%	74%	72%	75%	72%	74%	72%	71%	77%	72%	78%
111	165	35	19	34	47	29	57	107	40	125	22	138	127	38	165	-
	16%	16%	12%	14%	23%bc	17%	17%	16%	14%	17%	16%	16%	19% ^m	11%	20% ^o	-
GP	72	10	9	30	13	10	22	48	15	57	7	63	47	25	41	31
	7%	5%	6%	12% ^a	6%	6%	7%	7%	5%	8%	5%	7%	7%	7%	5%	19% ⁿ
Other	9	2	-	5	1	2	1	8	4	5	1	8	6	3	5	4
	1%	1%	-	2%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%
Don't know	30	5	10	7	4	4	6	19	15	14	6	24	17	13	27	2
	3%	2%	6%	3%	2%	2%	2%	3%	5% ⁱ	2%	4%	3%	2%	4%	3%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 64

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Your child gets their hand stuck in a jam jar

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	105	57	48	17	32	19	20	6	12	43	29	10	23	21	38	14	11	21	40	61	62	43	46	26	33
	10%	11%	10%	11%	13%h	10%	12%h	5%	8%	10%	10%	9%	15%	11%	12%q	13%	6%	10%	7%	15% _s	10%	10%	9%	11%	13%
111	411	201	210	57	93	77	62	58	62	180	124	42	64	68	133	52	75	83	244	162	251	160	215	94	98
	41%	40%	41%	37%	38%	40%	38%	52%deg	43%	40%	42%	38%	40%	37%	42%	46%	41%	39%	43%	39%	42%	38%	42%	40%	37%
GP	140	69	71	26	35	27	27	10	15	71	32	14	23	31	31	18	31	28	81	52	78	62	67	36	36
	14%	14%	14%	17%	14%	14%	16%	9%	11%	16%	11%	12%	15%	17% _o	10%	16%	17% _o	13%	14%	13%	13%	15%	13%	15%	14%
Other	303	155	148	47	75	54	47	34	46	132	98	40	33	47	100	27	56	73	179	116	175	127	153	58	88
	30%	31%	29%	31%	30%	28%	28%	30%	32%	29%	33% _m	36% _m	21%	26%	32%	24%	30%	34%	31%	28%	29%	31%	30%	25%	33%
Don't know	55	25	30	7	11	18	8	4	8	21	13	6	15	17	15	3	11	9	28	22	31	23	26	19	8
	5%	5%	6%	4%	4%	9%	5%	4%	5%	5%	4%	5%	10%	9% _p	5%	2%	6%	4%	5%	5%	5%	6%	5%	8% _y	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 65

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Your child gets their hand stuck in a jam jar

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	105	23	15	44	10	13	28	66	52	52	11	91	79	26	76	29
	10%	10%	10%	17%ade	5%	8%	8%	10%	18%i	7%	8%	11%	12%	8%	9%	17%n
111	411	79	77	91	94	70	137	271	116	295	60	328	272	138	411	-
	41%	35%	48%ac	36%	45%	41%	42%	41%	40%	41%	44%	39%	40%	41%	49%o	-
GP	140	39	19	27	29	26	50	85	39	101	19	117	85	55	88	52
	14%	17%	12%	11%	14%	16%	15%	13%	13%	14%	14%	14%	13%	16%	10%	31%n
Other	303	73	42	73	65	49	100	199	66	234	37	257	204	99	226	76
	30%	33%	26%	29%	31%	29%	30%	30%	22%	33%h	27%	31%	30%	29%	27%	46%n
Don't know	55	10	5	18	11	11	15	33	21	33	9	43	36	18	44	11
	5%	4%	3%	7%	5%	6%	5%	5%	7%	5%	6%	5%	5%	5%	5%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 66

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

You are with someone who starts having chest pains

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	750 74%	372 73%	378 75%	83 54%	179 73% ^d	137 70% ^d	135 82% ^{def}	91 81% ^d	126 88% ^{def}	346 78% ^m	210 71%	88 78%	106 67%	133 72%	239 75%	82 73%	136 74%	160 74%	446 78% ^t	281 68%	441 74%	309 74%	400 79% ^{xy}	157 67%	186 71%
111	194 19%	98 19%	96 19%	46 30% ^{egi}	47 19% ⁱ	41 21% ⁱ	25 15%	20 18%	14 10%	75 17%	52 18%	20 18%	47 30% ^{jk}	34 18%	56 18%	26 23%	40 22%	37 17%	95 17%	95 23% ^s	116 19%	78 19%	75 15%	65 28% ^w	52 20%
GP	45 4%	28 5%	17 3%	13 8% ^{ghi}	15 6% ^{gh}	12 6% ^{ghi}	2 1%	1 1%	2 1%	19 4%	19 6%	2 2%	6 4%	6 3%	17 5%	3 2%	4 2%	14 7%	19 3%	25 6%	25 4%	19 5%	22 4%	5 2%	16 6%
Other	13 1%	3 1%	9 2%	6 4% ^f	3 1%	1 *	1 1%	1 1%	1 1%	4 1%	7 2%	1 1%	- -	5 3%	4 1%	1 1%	2 1%	1 *	8 1%	5 1%	8 1%	5 1%	5 1%	2 1%	6 2%
Don't know	12 1%	5 1%	6 1%	6 4% ^{gi}	2 1%	4 2%	- -	- -	- -	3 1%	8 3% ^j	1 1%	* *	5 3% ^o	* *	1 1%	2 1%	3 1%	4 1%	7 2%	8 1%	4 1%	4 1%	3 1%	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 67

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

You are with someone who starts having chest pains

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	750	165	118	180	157	130	246	485	222	525	97	627	509	241	618	132
	74%	74%	74%	71%	75%	77%	75%	74%	76%	74%	71%	75%	75%	72%	73%	79%
111	194	39	33	45	43	33	61	129	51	140	36	145	125	69	194	-
	19%	18%	21%	18%	20%	19%	18%	20%	17%	20%	26%k	17%	18%	20%	23%o	-
GP	45	15	3	19	6	3	11	29	14	31	2	42	29	16	17	27
	4%	7%be	2%	7%bde	3%	2%	3%	4%	5%	4%	1%	5%	4%	5%	2%	16%n
Other	13	1	3	5	2	2	8	4	1	12	2	11	7	6	5	8
	1%	*	2%	2%	1%	1%	2%g	1%	*	2%	1%	1%	1%	2%	1%	5%n
Don't know	12	3	2	3	1	2	2	6	5	7	-	12	7	5	12	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	2%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 68

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Someone who has been drinking alcohol collapses

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	543	256	287	88	139	101	100	56	58	262	142	60	79	97	175	67	87	117	291	236	333	211	273	128	136
	54%	51%	57%	57% ⁱ	57% ⁱ	52% ⁱ	61% ⁱ	50%	41%	59% ^k	48%	54%	50%	53%	55%	60%	47%	55%	51%	57%	56%	51%	54%	55%	52%
111	263	146	117	31	56	57	35	30	55	101	86	30	46	43	78	25	60	57	162	95	155	108	139	62	60
	26%	29%	23%	20%	23%	29%	21%	27%	38% ^{deg}	23%	29%	26%	29%	23%	25%	22%	32%	27%	28%	23%	26%	26%	27%	27%	23%
GP	24	18	7	4	8	7	2	3	1	14	4	2	4	7	8	3	2	5	8	16	18	6	11	3	11
	2%	3% ^b	1%	3%	3%	4%	1%	3%	*	3%	2%	2%	3%	4%	3%	2%	1%	2%	1%	4% ^s	3%	2%	2%	1%	4%
Other	109	55	55	16	26	15	14	18	20	48	33	14	14	22	34	9	22	22	69	38	53	56	52	25	32
	11%	11%	11%	10%	11%	8%	9%	16% ^f	14%	11%	11%	12%	9%	12%	11%	8%	12%	10%	12%	9%	9%	14% ^u	10%	11%	12%
Don't know	73	32	41	15	16	15	13	5	9	22	29	7	15	16	22	8	14	13	41	29	39	34	32	15	24
	7%	6%	8%	9%	6%	8%	8%	5%	7%	5%	10% ^j	6%	10%	9%	7%	7%	8%	6%	7%	7%	7%	8%	6%	6%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 69

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Someone who has been drinking alcohol collapses

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	543 54%	123 55%	94 59%	140 55%	104 50%	83 49%	178 54%	349 53%	172 59% ⁱ	366 51%	63 46%	459 55%	359 53%	185 55%	446 53%	97 58%
111	263 26%	57 26%	37 23%	53 21%	64 31% ^c	52 31% ^c	80 24%	180 28%	67 23%	196 27%	40 29%	212 25%	178 26%	85 25%	263 31% ^o	-
GP	24 2%	10 4%	3 2%	8 3%	2 1%	2 1%	9 3%	14 2%	13 4% ⁱ	12 2%	2 1%	23 3%	17 3%	7 2%	13 2%	12 7% ⁿ
Other	109 11%	21 10%	15 9%	29 11%	25 12%	19 11%	37 11%	68 10%	24 8%	86 12%	20 14%	89 11%	75 11%	34 10%	73 9%	36 22% ⁿ
Don't know	73 7%	12 5%	10 7%	24 9%	14 7%	13 8%	25 8%	43 7%	18 6%	55 8%	12 9%	54 6%	47 7%	26 8%	50 6%	23 14% ⁿ

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 70
Q12. Which of the following health services, if any, would you most likely ring in the following situations?
Base: All respondents
You cannot stop sneezing

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	20 2%	10 2%	9 2%	3 2%	5 2%	2 1%	6 4%	- -	3 2%	10 2%	2 1%	2 2%	6 3%	1 1%	6 2%	5 5% _n	2 1%	6 3%	8 1%	12 3%	8 1%	11 3%	10 2%	2 1%	8 3%
111	292 29%	170 34% _b	122 24%	35 23%	61 25%	46 24%	43 26%	56 50% _{def}	52 36% _{def}	151 34% _k	68 23%	27 25%	44 28%	61 33%	89 28%	35 31%	54 29%	52 24%	184 32% _t	105 25%	166 28%	125 30%	169 33% _{xy}	54 23%	64 24%
GP	475 47%	244 48%	231 46%	90 59% _{tgh}	125 51% _h	89 46%	66 41%	42 37%	63 44%	191 43%	159 54% _j	52 47%	73 46%	77 42%	162 51%	45 40%	78 42%	112 52%	265 46%	196 47%	280 47%	195 47%	213 42%	130 56% _w	131 50%
Other	181 18%	60 12%	121 24% _a	25 16%	42 17%	43 22% _h	40 24% _{hi}	12 10%	20 14%	75 17%	57 19%	22 20%	28 17%	32 18%	45 14%	26 23%	41 22% _o	37 17%	93 16%	81 20%	111 19%	71 17%	94 19%	39 17%	44 17%
Don't know	46 5%	23 4%	23 5%	1 1%	12 5% _d	15 7% _d	9 5% _d	3 3%	6 4%	20 4%	9 3%	8 7%	8 5%	12 7% _p	15 5%	1 1%	9 5%	8 4%	21 4%	20 5%	32 5%	13 3%	21 4%	8 4%	16 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
 * small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 71

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

You cannot stop sneezing

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	20 2%	7 3%	6 4%	3 1%	3 1%	1 *	3 1%	16 2%	12 4%i	6 1%	- -	18 2%	18 3%m	1 *	12 1%	7 4%n
111	292 29%	59 27%	52 33%	58 23%	78 37%ace	44 26%	113 35%g	173 26%	75 26%	217 30%	48 35%	229 27%	211 31%m	81 24%	292 35%o	- -
GP	475 47%	106 48%	66 42%	136 54%bd	88 42%	78 46%	147 45%	314 48%	130 44%	342 48%	63 46%	395 47%	293 43%	182 54%l	375 44%	100 60%n
Other	181 18%	41 18%	32 21%	38 15%	35 17%	35 20%	50 15%	123 19%	55 19%	126 18%	20 14%	156 19%	121 18%	60 18%	134 16%	47 28%n
Don't know	46 5%	9 4%	2 1%	18 7%bd	5 3%	12 7%b	15 4%	28 4%	21 7%i	24 3%	5 4%	39 5%	33 5%	12 4%	33 4%	13 8%n

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 72

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Your child has a high fever and is unresponsive

	Gender		Age						Social Grade				Region				Ethnicity		Working status		Tenure				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
999	817	386	431	122	194	155	137	93	117	362	236	80	139	147	254	102	148	166	462	333	475	342	420	194	197
	81%	76%	85%a	79%	79%	80%	83%	82%	81%	81%l	80%	72%	87%l	80%	80%	90%noq	81%	77%	81%	80%	79%	82%	83%y	83%	75%
111	103	56	48	13	33	16	16	16	10	46	33	15	10	20	34	5	19	26	61	41	68	36	45	26	31
	10%	11%	9%	9%	13%	8%	10%	14%	7%	10%	11%	13%	7%	11%	11%	4%	10%	12%p	11%	10%	11%	9%	9%	11%	12%
GP	76	54	22	16	15	17	10	3	15	30	23	14	8	8	28	6	13	20	38	35	39	37	33	13	29
	7%	11%b	4%	11%h	6%	8%h	6%	2%	10%h	7%	8%	13%j	5%	5%	9%	6%	7%	9%	7%	8%	7%	9%	6%	5%	11%
Other	3	3	-	-	2	1	-	1	-	3	-	1	-	3	-	-	-	1	3	1	3	-	3	-	-
	*	1%	-	-	1%	*	-	1%	-	1%	-	1%	-	1%	-	-	-	*	*	*	1%	-	1%	-	-
Don't know	14	8	6	2	2	5	1	1	2	7	4	2	1	6	2	-	3	3	8	5	12	2	6	1	7
	1%	2%	1%	1%	1%	3%	1%	1%	1%	2%	1%	2%	1%	3%o	*	-	2%	1%	1%	1%	2%	*	1%	*	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 73

Q12. Which of the following health services, if any, would you most likely ring in the following situations?

Base: All respondents

Your child has a high fever and is unresponsive

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
999	817	174	134	191	184	133	272	523	231	581	110	676	540	277	683	134
	81%	78%	85%	76%	88% ^{ace}	78%	83%	80%	79%	81%	81%	81%	80%	82%	81%	80%
111	103	27	14	29	15	18	34	69	36	67	14	85	71	32	103	-
	10%	12%	9%	12%	7%	11%	10%	11%	12%	9%	10%	10%	11%	10%	12% ^o	-
GP	76	20	9	25	8	14	19	55	19	56	10	62	53	23	49	27
	7%	9%	6%	10% ^d	4%	8%	6%	8%	7%	8%	7%	7%	8%	7%	6%	16% ⁿ
Other	3	1	-	2	-	-	1	1	2	2	-	3	3	1	2	2
	*	1%	-	1%	-	-	*	*	1%	*	-	*	*	*	*	1%
Don't know	14	1	1	6	2	5	3	6	5	8	3	11	10	4	9	5
	1%	*	1%	2%	1%	3%	1%	1%	2%	1%	2%	1%	1%	1%	1%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 74

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

Summary table

		Ambulance staff can direct me towards appropriate care	I know the number	I couldn't get an urgent appointment with a doctor	I can't drive/ have no other way to get someone to hospital	It's free	I didn't know what else to do	
Unweighted base		1013	1013	1013	1013	1013	1013	
Weighted base		1013	1013	1013	1013	1013	1013	
NET: Agree		472 47%	279 28%	250 25%	141 14%	342 34%	160 16%	333 33%
Strongly agree	(+2)	267 26%	99 10%	103 10%	45 4%	130 13%	72 7%	109 11%
Slightly agree	(+1)	206 20%	180 18%	147 15%	96 9%	212 21%	88 9%	225 22%
Neither agree nor disagree	(0)	149 15%	146 14%	104 10%	105 10%	130 13%	108 11%	185 18%
Slightly disagree	(-1)	86 8%	150 15%	104 10%	157 15%	116 11%	96 9%	130 13%
Strongly disagree	(-2)	284 28%	413 41%	534 53%	595 59%	403 40%	633 63%	340 34%
NET: Disagree		370 37%	563 56%	638 63%	752 74%	519 51%	729 72%	470 46%
Don't know		22 2%	25 2%	21 2%	15 1%	22 2%	16 2%	25 2%
Mean		0.09	-0.60	-0.83	-1.16	-0.45	-1.13	-0.37
Standard deviation		1.59	1.43	1.46	1.21	1.51	1.32	1.43
Standard error		0.05	0.05	0.05	0.04	0.05	0.04	0.05

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 75

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

Ambulance staff are highly trained

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	472 47%	233 46%	239 47%	83 54%g	125 51%g	94 48%g	61 37%	47 42%	64 44%	200 45%	141 48%	64 57%jm	67 42%	88 48%	141 44%	51 45%	91 50%	102 47%	260 45%	200 48%	275 46%	198 48%	227 45%	112 48%	127 48%
Strongly agree (+2)	267 26%	135 27%	132 26%	37 24%	53 22%	48 25%	46 28%	33 29%	50 35%e	120 27%	66 22%	40 36%k	40 25%	47 26%	78 24%	27 24%	60 33%	55 25%	157 28%	102 25%	142 24%	125 30%	136 27%	68 29%	59 22%
Slightly agree (+1)	206 20%	99 19%	107 21%	46 30%ghi	72 29%ghi	45 23%ghi	14 9%	14 13%	14 10%	80 18%	75 25%j	24 21%	27 17%	41 22%	63 20%	24 21%	31 17%	47 22%	102 18%	98 24% ^s	132 22%	73 18%	91 18%	44 19%	69 26% ^w
Neither agree nor disagree (0)	149 15%	68 13%	81 16%	28 18%	41 17%	28 15%	25 15%	11 9%	16 11%	62 14%	49 17%	14 12%	24 15%	27 15%	53 17%	17 15%	20 11%	32 15%	82 14%	61 15%	101 17% ^v	48 11%	64 13%	38 17%	45 17%
Slightly disagree (-1)	86 8%	48 9%	38 7%	17 11%	19 8%	10 5%	18 11%f	8 7%	14 10%	38 9%	24 8%	6 5%	17 11%	15 8%	29 9%	8 7%	15 8%	19 9%	44 8%	38 9%	46 8%	40 10%	46 9%	23 10%	16 6%
Strongly disagree (-2)	284 28%	149 29%	135 27%	20 13%	54 22%	58 30% ^d	57 35% ^{de}	47 42% ^{def}	47 33% ^{de}	141 32%	73 25%	26 23%	44 28%	50 27%	87 27%	36 32%	53 29%	58 27%	179 31% ^t	102 25%	162 27%	122 29%	161 32% ^x	54 23%	68 26%
NET: Disagree	370 37%	197 39%	173 34%	37 24%	74 30%	68 35%	75 46% ^{de}	55 49% ^{def}	61 43% ^{de}	179 40% ^l	97 33%	32 28%	62 39%	65 35%	116 37%	43 39%	69 37%	77 36%	223 39%	141 34%	208 35%	162 39%	207 41% ^y	77 33%	84 32%
Don't know	22 2%	8 2%	14 3%	5 3%	6 3%	4 2%	3 2%	- 2%	3 2%	5 1%	8 3%	3 2%	6 4%	4 2%	7 2%	2 2%	4 2%	5 2%	7 1%	12 3%	14 2%	8 2%	9 2%	6 2%	7 3%
Mean	0.09	0.04	0.13	0.42 ^{gh}	0.21 ^{gh}	0.08	-0.15	-0.20	0.03	*	0.13	0.43 ^j	*	0.11	0.05	-0.01	0.16	0.10	0.03	0.15	0.08	0.09	-0.01	0.22	0.13
Standard deviation	1.59	1.61	1.56	1.34	1.46	1.59	1.66	1.74	1.73	1.63	1.51	1.59	1.58	1.57	1.56	1.61	1.66	1.57	1.63	1.53	1.54	1.64	1.63	1.55	1.52
Standard error	0.05	0.07	0.07	0.12	0.10	0.11	0.12	0.15	0.14	0.07	0.09	0.15	0.14	0.12	0.09	0.16	0.12	0.11	0.07	0.08	0.06	0.10	0.07	0.11	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

*** small base**

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 76

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

Ambulance staff are highly trained

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	472 47%	112 50%d	70 44%	127 50%d	82 39%	82 48%	137 42%	313 48%	140 48%	330 46%	62 45%	393 47%	324 48%	148 44%	375 44%	97 58%n
Strongly agree	(+2) 267 26%	55 25%	39 24%	66 26%	54 26%	53 31%	76 23%	180 27%	74 25%	191 27%	43 32%	213 26%	180 27%	87 26%	216 26%	51 30%
Slightly agree	(+1) 206 20%	56 25%d	31 20%	61 24%d	28 13%	29 17%	61 19%	134 20%	65 22%	140 20%	19 14%	180 22%	144 21%	61 18%	159 19%	46 28%n
Neither agree nor disagree	(0) 149 15%	32 14%	24 15%	39 15%	33 16%	22 13%	54 16%	94 14%	41 14%	107 15%	19 14%	121 14%	91 13%	58 17%	128 15%	21 13%
Slightly disagree	(-1) 86 8%	20 9%	11 7%	27 10%	15 7%	13 8%	34 10%	49 8%	25 8%	59 8%	10 8%	74 9%	58 9%	28 8%	69 8%	17 10%
Strongly disagree	(-2) 284 28%	55 25%	51 32%c	54 22%	73 35%ac	51 30%	99 30%	182 28%	81 28%	203 28%	42 31%	234 28%	198 29%	87 26%	256 30%o	28 17%
NET: Disagree	370 37%	75 33%	62 39%	81 32%	88 42%c	65 38%	133 40%	231 35%	106 36%	261 37%	53 39%	308 37%	255 38%	114 34%	325 38%o	45 27%
Don't know	22 2%	5 2%	2 1%	6 3%	7 3%	2 1%	5 1%	16 2%	7 2%	15 2%	3 2%	14 2%	6 1%	16 5%l	17 2%	5 3%
Mean	0.09	0.17	-0.03	0.23d	-0.12	0.11	-0.06	0.13	0.09	0.08	0.08	0.08	0.08	0.10	0.01	0.46n
Standard deviation	1.59	1.53	1.60	1.50	1.65	1.66	1.57	1.59	1.58	1.59	1.67	1.57	1.60	1.56	1.60	1.46
Standard error	0.05	0.10	0.13	0.10	0.11	0.12	0.09	0.06	0.09	0.06	0.15	0.05	0.06	0.09	0.06	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 77

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

Ambulance staff can direct me towards appropriate care

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)	
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208	
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263	
NET: Agree	279 28%	148 29%	132 26%	62 40%ghi	87 35%ghi	58 30%hi	35 22%	16 15%	21 15%	111 25%	93 31%	39 35%j	36 23%	51 28%	87 27%	31 28%	44 24%	66 31%	115 20%	157 38% _s	172 29%	107 26%	128 25%	66 28%	85 32%	
Strongly agree (+2)	99 10%	64 13% _b	36 7%	21 14% _h	26 11%	16 8%	16 10%	5 4%	15 11%	46 10%	29 10%	16 14% _m	8 5%	14 8%	26 8%	14 12%	24 11%	24 11%	43 8%	54 13% _s	65 11%	34 8%	47 9%	25 11%	27 10%	
Slightly agree (+1)	180 18%	84 17%	96 19%	40 26% _{ghi}	61 25% _{ghi}	42 22% _{ghi}	19 12% _i	12 10%	6 4%	65 14%	64 22% _j	23 21%	28 18%	37 20%	61 19%	17 15%	23 13%	42 20%	72 13%	102 25% _s	107 18%	73 18%	80 16%	40 17%	58 22%	
Neither agree nor disagree (0)	146 14%	74 15%	72 14%	23 15%	29 12%	29 15%	24 14%	13 12%	28 19%	61 14%	41 14%	16 14%	27 17%	20 11%	45 14%	13 12%	36 19% _n	32 15%	83 14%	57 14%	89 15%	57 14%	68 13%	37 16%	38 15%	
Slightly disagree (-1)	150 15%	68 13%	82 16%	31 20% _g	44 18%	23 12%	17 10%	15 13%	21 14%	64 14%	48 16%	14 12%	24 15%	30 16%	49 16%	14 12%	24 13%	33 16%	89 16%	55 13%	85 14%	66 16%	68 13%	39 17%	43 16%	
Strongly disagree (-2)	413 41%	206 41%	207 41%	31 20%	80 32% _d	80 41% _d	84 51% _{de}	64 57% _{def}	74 51% _{de}	203 45% _k	105 35%	39 35%	66 42%	79 43%	127 40%	52 46%	77 42%	77 36%	273 48% _t	133 32%	235 39%	177 43%	236 47% _{xy}	87 37%	85 32%	
NET: Disagree	563 56%	274 54%	289 57%	62 40%	123 50%	103 53% _d	101 62% _{de}	79 70% _{def}	94 66% _{def}	267 60% _l	153 52%	53 47%	90 57%	109 59%	176 56%	65 58%	101 55%	111 52%	362 63% _t	188 45%	320 54%	243 59%	304 60% _y	126 54%	128 48%	
Don't know	25 2%	10 2%	14 3%	6 4% _i	6 2%	5 2%	4 2%	4 3% _i	- -	8 2%	8 3%	4 4%	5 3%	4 2%	9 3%	3 2%	4 2%	5 2%	11 2%	13 3%	17 3%	8 2%	6 1%	4 2%	13 5% _w	
Mean	-0.60	-0.54	-0.67	-0.07 _f ghi	-0.38 _g hi	-0.58 _h i	-0.84	-1.12	-0.92	-0.71	-0.47 _j	-0.34 _j	-0.73	-0.68	-0.62	-0.66	-0.63	-0.47	-0.85	-0.27 _s	-0.55	-0.68	-0.73	-0.53	-0.40 _w	
Standard deviation	1.43	1.48	1.37	1.39	1.44	1.43	1.43	1.24	1.36	1.43	1.43	1.51	1.33	1.41	1.40	1.51	1.43	1.45	1.35	1.48	1.45	1.40	1.43	1.43	1.42	
Standard error	0.05	0.07	0.06	0.12	0.10	0.10	0.11	0.11	0.11	0.07	0.09	0.14	0.12	0.11	0.08	0.15	0.10	0.10	0.06	0.08	0.05	0.08	0.06	0.11	0.10	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 78

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

Ambulance staff can direct me towards appropriate care

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	279 28%	73 33%de	45 28%d	85 34%de	38 18%	39 23%	74 22%	192 29%f	105 36%i	174 24%	21 15%	250 30%j	187 28%	93 28%	213 25%	66 40%n
Strongly agree (+2)	99 10%	22 10%	17 11%	26 10%	14 7%	20 12%	23 7%	70 11%	37 13%	62 9%	10 7%	84 10%	70 10%	30 9%	73 9%	26 16%n
Slightly agree (+1)	180 18%	51 23%de	28 18%	59 23%de	24 11%	19 11%	51 16%	121 19%	68 23%i	112 16%	11 8%	166 20%j	117 17%	63 19%	140 17%	40 24%
Neither agree nor disagree (0)	146 14%	31 14%	18 11%	31 12%	30 15%	36 21%bc	39 12%	102 16%	33 11%	112 16%	33 24%k	111 13%	89 13%	57 17%	117 14%	29 17%
Slightly disagree (-1)	150 15%	37 16%	22 14%	35 14%	35 17%	22 13%	67 20%g	82 13%	46 16%	102 14%	14 10%	129 15%	100 15%	51 15%	128 15%	23 13%
Strongly disagree (-2)	413 41%	77 35%	68 43%	96 38%	101 48%ac	70 41%	139 42%	262 40%	104 36%	306 43%	67 49%	327 39%	290 43%	123 37%	370 44%o	43 25%
NET: Disagree	563 56%	114 51%	90 57%	130 52%	136 65%ace	92 54%	207 63%g	344 53%	150 51%	409 57%	80 59%	456 55%	389 58%	174 52%	498 59%o	65 39%
Don't know	25 2%	5 2%	5 3%	7 3%	5 2%	3 2%	9 3%	16 2%	5 2%	20 3%	2 2%	20 2%	11 2%	13 4%	17 2%	7 4%
Mean	-0.60	-0.45d	-0.63	-0.47d	-0.91	-0.62	-0.78	-0.54f	-0.39i	-0.69	-0.87	-0.55j	-0.64	-0.54	-0.70	-0.09n
Standard deviation	1.43	1.43	1.48	1.47	1.32	1.42	1.34	1.45	1.49	1.40	1.31	1.44	1.44	1.40	1.40	1.45
Standard error	0.05	0.10	0.12	0.10	0.09	0.11	0.08	0.06	0.09	0.05	0.12	0.05	0.05	0.08	0.05	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 79

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I know the number

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	250 25%	145 29%b	105 21%	43 28%g	83 34%ghi	53 27%gh	27 17%	19 17%	26 18%	109 24%	86 29% <i>m</i>	28 25%	28 18%	53 29%	70 22%	31 27%	45 24%	51 24%	121 21%	124 30% <i>s</i>	157 26%	93 22%	111 22%	49 21%	87 33% <i>wx</i>
Strongly agree (+2)	103 10%	56 11%	47 9%	16 10%	24 10%	20 10%	16 10%	12 10%	16 11%	45 10%	33 11%	10 9%	15 10%	17 9%	27 8%	15 13%	18 10%	27 12%	46 8%	55 13% <i>s</i>	61 10%	42 10%	46 9%	30 13%	25 9%
Slightly agree (+1)	147 15%	89 18% <i>b</i>	58 11%	27 18% <i>ghi</i>	58 24% <i>ghi</i>	33 17% <i>ghi</i>	12 7%	7 6%	10 7%	64 14%	53 18% <i>m</i>	18 16%	13 8%	36 20% <i>r</i>	44 14%	16 14%	27 15%	24 11%	75 13%	69 17%	96 16%	51 12%	65 13%	19 8%	62 24% <i>wx</i>
Neither agree nor disagree (0)	104 10%	56 11%	48 9%	27 18% <i>efh</i>	22 9%	14 7%	18 11%	9 8%	15 10%	43 10%	24 8%	17 16% <i>k</i>	19 12%	17 9%	37 12%	11 9%	20 11%	20 9%	66 12%	35 8%	66 11%	38 9%	51 10%	24 10%	27 10%
Slightly disagree (-1)	104 10%	44 9%	60 12%	21 14% <i>i</i>	30 12% <i>i</i>	15 8%	22 13% <i>i</i>	7 6%	8 6%	46 10%	30 10%	7 6%	21 13%	22 12%	41 13%	7 6%	14 8%	20 10%	49 8%	50 12%	61 10%	43 10%	42 8%	37 16% <i>w</i>	24 9%
Strongly disagree (-2)	534 53%	250 49%	284 56%	53 34%	105 43%	110 56% <i>de</i>	95 58% <i>de</i>	78 70% <i>def</i>	93 65% <i>de</i>	243 54%	150 51%	54 48%	88 55%	91 49%	158 50%	65 57%	103 56%	118 55%	327 57% <i>t</i>	194 47%	302 50%	233 56%	293 58% <i>y</i>	118 51%	119 45%
NET: Disagree	638 63%	294 58%	343 68% <i>a</i>	74 48%	136 55%	125 64% <i>d</i>	117 72% <i>de</i>	85 76% <i>def</i>	101 70% <i>de</i>	289 65%	179 61%	61 55%	108 68% <i>l</i>	113 61%	199 63%	71 63%	117 63%	139 65%	376 66% <i>t</i>	244 59%	362 61%	275 66%	335 66% <i>y</i>	155 67% <i>y</i>	143 54%
Don't know	21 2%	11 2%	10 2%	10 6% <i>fghi</i>	5 2%	3 1%	1 1%	- -	2 1%	6 1%	6 2%	5 5% <i>j</i>	3 2%	2 1%	11 3%	- -	3 2%	5 2%	9 2%	11 3%	11 2%	10 2%	9 2%	5 2%	7 3%
Mean	-0.83	-0.69 <i>b</i>	-0.96	-0.47 <i>f</i> ghi	-0.56 <i>g</i> hi	-0.85	-1.04	-1.19	-1.08	-0.86	-0.73	-0.72	-0.98	-0.73	-0.85	-0.80	-0.86	-0.85	-0.95	-0.64 <i>s</i>	-0.76	-0.92	-0.95	-0.86	-0.59 <i>w</i>
Standard deviation	1.46	1.50	1.41	1.42	1.49	1.50	1.36	1.39	1.43	1.46	1.51	1.46	1.38	1.47	1.40	1.55	1.47	1.50	1.40	1.54	1.47	1.45	1.43	1.46	1.49
Standard error	0.05	0.07	0.06	0.13	0.10	0.11	0.10	0.12	0.12	0.07	0.09	0.14	0.12	0.11	0.08	0.15	0.10	0.10	0.06	0.08	0.06	0.08	0.06	0.11	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 80

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I know the number

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	250 25%	59 26%	45 29% ^d	69 27% ^d	37 18%	40 24%	74 22%	166 25%	85 29%	164 23%	22 16%	217 26% ^j	176 26%	74 22%	198 23%	52 31%
Strongly agree (+2)	103 10%	27 12% ^d	16 10%	30 12% ^d	12 6%	17 10%	23 7%	74 11% ^f	31 11%	71 10%	10 7%	91 11%	75 11%	28 8%	82 10%	22 13%
Slightly agree (+1)	147 15%	31 14%	29 18%	38 15%	25 12%	23 14%	51 16%	92 14%	54 18% ⁱ	93 13%	12 9%	127 15%	100 15%	46 14%	117 14%	30 18%
Neither agree nor disagree (0)	104 10%	19 9%	16 10%	31 12%	16 8%	22 13%	27 8%	73 11%	24 8%	79 11%	11 8%	88 11%	67 10%	37 11%	83 10%	21 13%
Slightly disagree (-1)	104 10%	22 10%	7 5%	34 13% ^b	29 14% ^b	13 7%	50 15% ^g	49 8%	36 12%	66 9%	13 10%	84 10%	68 10%	36 11%	78 9%	26 16% ⁿ
Strongly disagree (-2)	534 53%	120 54% ^c	88 56% ^c	111 44%	123 59% ^c	92 54%	172 52%	351 54%	144 49%	387 54%	88 64% ^k	433 52%	354 52%	180 53%	473 56% ^o	61 36%
NET: Disagree	638 63%	142 64%	96 60%	144 57%	152 73% ^{bce}	105 62%	222 68%	400 61%	180 62%	453 63%	101 74% ^k	517 62%	422 62%	216 64%	551 65% ^o	87 52%
Don't know	21 2%	4 2%	1 1%	9 4%	4 2%	4 2%	6 2%	15 2%	3 1%	18 3%	2 2%	14 2%	12 2%	9 3%	13 2%	8 5% ⁿ
Mean	-0.83	-0.80 ^d	-0.78	-0.64 ^d	-1.10	-0.84	-0.92	-0.80	-0.72	-0.87	-1.17	-0.78 ^j	-0.79	-0.90	-0.89	-0.47 ⁿ
Standard deviation	1.46	1.52	1.52	1.49	1.31	1.46	1.37	1.50	1.49	1.45	1.32	1.48	1.49	1.41	1.45	1.49
Standard error	0.05	0.10	0.13	0.10	0.09	0.11	0.08	0.06	0.09	0.05	0.12	0.05	0.06	0.08	0.05	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 81

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I couldn't get an urgent appointment with a doctor

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)	
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208	
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263	
NET: Agree	141 14%	79 16%	62 12%	36 23%ghi	47 19%ghi	35 18%ghi	8 5%	6 5%	9 6%	59 13%	46 16%	17 15%	19 12%	28 15%	38 12%	13 12%	24 13%	37 17%	51 9%	85 21% _s	91 15%	50 12%	56 11%	37 16%	47 18% _w	
Strongly agree (+2)	45 4%	22 4%	23 5%	12 8%hi	14 6%i	13 6%hi	5 3%i	1 1%	-	23 5%	12 4%	5 5%	5 3%	13 7%	11 4%	5 5%	7 4%	9 4%	13 2%	30 7% _s	33 5%	13 3%	18 4%	14 6%	14 5%	
Slightly agree (+1)	96 9%	57 11%	39 8%	23 15%ghi	33 14%ghi	22 12%gh	3 2%	4 4%	9 6%	36 8%	34 12%	12 11%	14 9%	15 8%	27 8%	8 7%	18 10%	29 13%	38 7%	55 13% _s	58 10%	37 9%	38 8%	23 10%	33 13% _w	
Neither agree nor disagree (0)	105 10%	58 12%	47 9%	25 17% _{fgh}	32 13%	15 8%	13 8%	7 6%	14 10%	54 12%	31 11%	9 8%	11 7%	23 12%	40 13% _q	7 7%	12 7%	22 10%	59 10%	39 9%	65 11%	40 10%	49 10%	25 11%	29 11%	
Slightly disagree (-1)	157 15%	66 13%	91 18% _a	35 23% _{fghi}	47 19%	26 13%	19 11%	12 11%	18 13%	61 14%	55 19%	13 11%	28 18%	29 15%	54 17%	10 9%	28 15%	36 17%	78 14%	73 18%	80 13%	77 19%	75 15%	33 14%	49 19%	
Strongly disagree (-2)	595 59%	293 58%	301 59%	53 34%	114 46%	116 60% _{de}	124 76% _{def}	87 77% _{def}	101 70% _{de}	272 61% _k	156 53%	69 62%	98 62%	104 57%	176 56%	81 72% _{nor}	118 64% _r	115 54%	380 66% _t	205 50%	351 59%	244 59%	324 64% _y	132 57%	133 50%	
NET: Disagree	752 74%	359 71%	393 78% _a	88 57%	161 66%	142 73% _d	143 87% _{def}	99 88% _{def}	119 83% _{def}	333 75%	211 71%	82 73%	126 80%	133 72%	231 73%	91 81%	146 79%	151 70%	458 80% _t	278 67%	431 72%	321 77%	398 79% _{xy}	165 71%	182 69%	
Don't know	15 1%	10 2%	5 1%	4 3%	6 2%	3 1%	-	1 1%	2 1%	1 *	8 3% _j	4 4% _j	3 2%	1 *	8 2%	1 1%	2 1%	4 2%	3 1%	12 3% _s	11 2%	4 1%	3 1%	6 3% _w	6 2%	
Mean	-1.16	-1.11	-1.21	-0.62 _f	-0.89 _g	-1.10 _g	-1.55	-1.60	-1.48	-1.17	-1.07	-1.19	-1.28	-1.07	-1.16	-1.37	-1.28	-1.05 _p	-1.36	-0.92 _s	-1.12	-1.22	-1.29	-1.08	-0.99 _w	
Standard deviation	1.21	1.25	1.17	1.33	1.29	1.32	0.95	0.87	0.92	1.22	1.23	1.25	1.13	1.29	1.17	1.18	1.17	1.25	1.06	1.35	1.26	1.13	1.13	1.29	1.27	
Standard error	0.04	0.06	0.05	0.12	0.09	0.09	0.07	0.08	0.07	0.06	0.07	0.12	0.10	0.10	0.07	0.12	0.08	0.08	0.04	0.07	0.05	0.07	0.05	0.10	0.09	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 82

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I couldn't get an urgent appointment with a doctor

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	141 14%	42 19% ^d	21 13%	39 15% ^d	16 7%	23 14%	39 12%	92 14%	53 18% ⁱ	87 12%	6 5%	129 15% ^j	101 15%	40 12%	110 13%	30 18%
Strongly agree (+2)	45 4%	9 4%	8 5%	19 7% ^d	4 2%	6 4%	11 3%	26 4%	21 7% ⁱ	24 3%	4 3%	39 5%	30 4%	15 4%	32 4%	13 8% ⁿ
Slightly agree (+1)	96 9%	33 15% ^{cd}	13 8%	21 8%	12 6%	17 10%	28 9%	67 10%	32 11%	63 9%	3 2%	90 11% ^j	71 10%	25 7%	79 9%	17 10%
Neither agree nor disagree (0)	105 10%	23 10%	17 11%	37 14% ^d	14 7%	15 9%	32 10%	68 10%	28 10%	77 11%	13 10%	88 11%	63 9%	43 13%	76 9%	29 17% ⁿ
Slightly disagree (-1)	157 15%	38 17% ^b	13 8%	46 18% ^b	36 17% ^b	23 14%	52 16%	99 15%	49 17%	105 15%	13 10%	136 16%	105 15%	52 16%	121 14%	36 21% ⁿ
Strongly disagree (-2)	595 59%	116 52%	106 67% ^{ac}	124 49%	141 67% ^{ac}	107 63% ^{ac}	202 62%	382 58%	158 54%	435 61%	103 76% ^k	471 56%	401 59%	194 58%	528 62% ^{oo}	67 40%
NET: Disagree	752 74%	154 69%	119 75%	171 67%	177 85% ^{abc}	131 77% ^c	255 78%	481 74%	207 71%	540 76%	116 85% ^k	608 73%	505 75%	246 73%	649 77% ^{oo}	102 61%
Don't know	15 1%	4 2%	2 1%	7 3%	2 1%	1 1%	3 1%	13 2%	4 2%	11 1%	1 1%	12 1%	8 1%	7 2%	9 1%	6 4% ⁿ
Mean	-1.16	-1.00 ^d	-1.26	-0.96 ^{bd}	-1.44	-1.24	-1.25	-1.16	-1.01 ⁱ	-1.23	-1.54	-1.10 ^j	-1.16	-1.17	-1.24	-0.77 ⁿ
Standard deviation	1.21	1.27	1.22	1.29	0.98	1.19	1.15	1.21	1.32	1.16	0.94	1.24	1.22	1.19	1.18	1.31
Standard error	0.04	0.08	0.10	0.08	0.07	0.09	0.06	0.05	0.08	0.04	0.09	0.04	0.05	0.07	0.04	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 83

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I can't drive/ have no other way to get someone to hospital

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	342 34%	152 30%	190 37%a	79 51%fgh i	114 47%fgh i	63 32%ghi	33 20%	20 18%	31 22%	158 35%	100 34%	37 33%	47 30%	65 35%	108 34%	33 29%	60 33%	75 35%	158 28%	171 41% ^s	200 33%	142 34%	142 28%	85 37% ^w	111 42% ^w
Strongly agree (+2)	130 13%	57 11%	73 14%	28 18% ^{hi}	50 20% ^{ghi}	27 14% ^{hi}	19 12% ^{hi}	2 2%	4 3%	57 13%	34 12%	17 15%	21 14%	22 12%	35 11%	18 16%	24 13%	30 14%	50 9%	73 18% ^s	85 14%	44 11%	40 8%	42 18% ^w	47 18% ^w
Slightly agree (+1)	212 21%	95 19%	117 23%	51 33% ^{fgh} i	64 26% ^g	36 19% ^g	15 9%	19 16%	27 19% ^g	100 22%	65 22%	21 19%	26 16%	43 23%	73 23% ^p	15 13%	36 20%	45 21%	108 19%	98 24%	115 19%	97 23%	102 20%	44 19%	63 24%
Neither agree nor disagree (0)	130 13%	69 14%	62 12%	24 15%	29 12%	28 14%	16 10%	18 16%	16 11%	55 12%	46 16%	14 12%	15 9%	24 13%	52 16% ^q	11 10%	17 9%	26 12%	74 13%	53 13%	76 13%	54 13%	62 12%	34 14%	33 13%
Slightly disagree (-1)	116 11%	60 12%	56 11%	23 15%	26 11%	23 12%	14 9%	10 9%	19 13%	44 10%	39 13%	12 11%	20 13%	17 9%	33 11%	13 12%	28 15%	25 12%	62 11%	51 12%	71 12%	45 11%	61 12%	20 9%	33 13%
Strongly disagree (-2)	403 40%	213 42%	190 37%	20 13%	69 28% ^d	79 41% ^{de}	97 59% ^{def}	62 55% ^{def}	74 52% ^{de}	184 41%	103 35%	44 40%	72 45%	76 41%	115 36%	53 47%	77 42%	82 38%	267 47% ^t	128 31%	236 40%	167 40%	231 46% ^y	89 38%	81 31%
NET: Disagree	519 51%	273 54%	246 49%	44 28%	96 39%	102 53% ^{de}	112 68% ^{def}	72 64% ^{de}	94 65% ^{def}	228 51%	143 48%	56 50%	92 58%	93 51%	149 47%	66 59%	105 57%	106 50%	329 58% ^t	179 43%	308 51%	211 51%	292 58% ^{xy}	109 47%	114 43%
Don't know	22 2%	12 2%	10 2%	8 5% ^f	6 3%	1 1%	3 2%	2 1%	2 1%	6 1%	7 2%	4 4%	5 3%	2 1%	9 3%	2 2%	2 1%	7 3%	10 2%	11 3%	14 2%	8 2%	10 2%	5 2%	6 2%
Mean	-0.45	-0.56	-0.35a	0.29fghi	*f gh i	-0.47g	-0.97	-1.01	-0.93	-0.45	-0.39	-0.43	-0.62	-0.45	-0.39	-0.61	-0.53	-0.40	-0.69	-0.16 ^s	-0.44	-0.47	-0.68	-0.31 ^w	-0.14 ^w
Standard deviation	1.51	1.48	1.53	1.32	1.55	1.52	1.46	1.25	1.30	1.52	1.46	1.55	1.53	1.52	1.47	1.57	1.52	1.53	1.44	1.53	1.53	1.49	1.43	1.58	1.53
Standard error	0.05	0.07	0.07	0.12	0.11	0.11	0.11	0.11	0.11	0.07	0.09	0.14	0.14	0.12	0.08	0.15	0.11	0.10	0.06	0.08	0.06	0.09	0.06	0.12	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 84

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I can't drive/ have no other way to get someone to hospital

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	342 34%	78 35%	52 33%	96 38% ^d	59 28%	57 34%	113 34%	219 33%	111 38%	229 32%	41 30%	290 35%	208 31%	134 40% ^l	274 32%	68 40%
Strongly agree	(+2) 130 13%	27 12%	24 15%	36 14%	18 9%	25 15%	39 12%	83 13%	50 17% ⁱ	79 11%	16 12%	107 13%	71 10%	59 18% ^l	101 12%	28 17%
Slightly agree	(+1) 212 21%	51 23%	28 18%	60 24%	41 20%	32 19%	73 22%	136 21%	61 21%	151 21%	25 18%	183 22%	137 20%	75 22%	173 20%	39 23%
Neither agree nor disagree	(0) 130 13%	27 12%	17 11%	42 17%	26 13%	17 10%	44 13%	79 12%	30 10%	99 14%	18 13%	107 13%	83 12%	47 14%	103 12%	28 16%
Slightly disagree	(-1) 116 11%	25 11%	16 10%	23 9%	27 13%	25 15%	39 12%	75 11%	32 11%	84 12%	5 4%	106 13% ^j	85 13%	31 9%	93 11%	23 14%
Strongly disagree	(-2) 403 40%	86 38%	72 45% ^c	85 33%	92 44% ^c	69 41%	129 39%	266 41%	118 40%	283 40%	69 50% ^k	319 38%	292 43% ^m	111 33%	362 43% ^o	41 24%
NET: Disagree	519 51%	111 50%	87 55% ^c	107 42%	119 57% ^c	94 56% ^c	168 51%	341 52%	149 51%	367 51%	74 54%	424 51%	377 56% ^m	142 42%	455 54% ^o	64 38%
Don't know	22 2%	7 3%	2 1%	7 3%	5 2%	1 1%	5 1%	16 2%	3 1%	19 3%	4 3%	15 2%	8 1%	14 4% ^l	13 2%	9 5% ⁿ
Mean	-0.45	-0.42	-0.54	-0.24 ^d	-0.66	-0.48	-0.45	-0.48	-0.37	-0.49	-0.64	-0.42	-0.58	-0.19 ^l	-0.53	-0.05 ⁿ
Standard deviation	1.51	1.51	1.57	1.50	1.44	1.53	1.49	1.51	1.58	1.48	1.55	1.50	1.47	1.55	1.51	1.46
Standard error	0.05	0.10	0.13	0.10	0.10	0.11	0.08	0.06	0.09	0.06	0.14	0.05	0.06	0.09	0.05	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 85

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

It's free

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	160 16%	98 19% ^b	62 12%	31 20% ^h	49 20% ^{gh}	32 17%	18 11%	11 9%	19 13%	71 16%	47 16%	24 21% ^m	18 11%	26 14%	46 15%	19 17%	31 17%	37 17%	71 12%	87 21% ^s	100 17%	60 14%	79 16%	40 17%	40 15%
Strongly agree (+2)	72 7%	45 9% ^b	27 5%	9 6%	18 7%	14 7%	12 8%	5 5%	14 10%	31 7%	19 6%	13 11%	9 6%	10 6%	16 5%	12 11%	15 8%	18 9%	33 6%	37 9%	44 7%	28 7%	35 7%	18 8%	18 7%
Slightly agree (+1)	88 9%	53 10%	35 7%	22 15% ^{ghi}	31 13% ^{ghi}	18 9% ^{gi}	6 4%	5 5%	5 3%	40 9%	28 10%	11 10%	8 5%	15 8%	30 9%	7 6%	17 9%	19 9%	38 7%	50 12% ^s	56 9%	31 8%	44 9%	22 9%	21 8%
Neither agree nor disagree (0)	108 11%	56 11%	51 10%	26 17% ^{gh}	32 13%	18 10%	11 7%	8 8%	12 8%	46 10%	28 10%	15 14%	18 11%	21 11%	40 13%	6 8%	18 10%	23 11%	51 9%	51 12%	69 12%	39 9%	46 9%	28 12%	32 12%
Slightly disagree (-1)	96 9%	43 9%	53 10%	26 17% ^{fghi}	29 12% ^h	15 8%	13 8%	3 3%	9 7%	40 9%	32 11%	6 5%	18 11%	21 11%	27 9%	7 6%	19 10%	22 10%	49 9%	44 11%	61 10%	35 8%	41 8%	23 10%	31 12%
Strongly disagree (-2)	633 63%	295 58%	338 67% ^a	63 41%	129 53%	128 66% ^{de}	121 74% ^{de}	89 79% ^{def}	103 72% ^{de}	284 64%	181 61%	63 56%	105 66%	113 61%	200 63%	78 69%	113 62%	129 60%	395 69% ^t	222 54%	356 60%	277 67% ^u	337 67% ^y	139 60%	152 58%
NET: Disagree	729 72%	339 67%	391 77% ^a	89 58%	158 64%	143 74% ^d	134 82% ^{de}	92 82% ^{de}	112 78% ^{de}	325 73% ^l	213 72%	69 61%	123 78% ^l	134 73%	228 72%	85 75%	132 72%	151 70%	443 78% ^t	266 64%	417 70%	312 75%	378 75%	162 70%	183 69%
Don't know	16 2%	13 3% ^b	3 1%	7 5% ^{fgi}	7 3% ^{fg}	-	-	2 1%	-	4 1%	7 2%	4 4% ^{jm}	-	4 2%	3 1%	2 2%	3 2%	4 2%	6 1%	10 2%	11 2%	5 1%	4 1%	3 1%	9 4% ^w
Mean	-1.13	-0.99 ^b	-1.27	-0.77 ^f	-0.93 ^g	-1.16 ^h	-1.37	-1.48	-1.27	-1.15	-1.13	-0.89 ^m	-1.27	-1.17	-1.16	-1.18	-1.10	-1.06	-1.30	-0.90 ^s	-1.07	-1.22	-1.20	-1.05	-1.09
Standard deviation	1.32	1.41	1.21	1.31	1.37	1.33	1.22	1.13	1.33	1.31	1.30	1.48	1.20	1.26	1.26	1.42	1.35	1.37	1.22	1.41	1.33	1.29	1.30	1.35	1.30
Standard error	0.04	0.06	0.05	0.12	0.10	0.09	0.09	0.10	0.11	0.06	0.08	0.14	0.11	0.10	0.07	0.14	0.10	0.09	0.05	0.07	0.05	0.07	0.05	0.10	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 86

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

It's free

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	160 16%	40 18%d	25 16%d	51 20%d	13 6%	30 18%d	35 11%	115 18%f	61 21%i	96 13%	16 12%	139 17%	121 18%m	39 12%	122 14%	38 22%n
Strongly agree (+2)	72 7%	19 9%d	12 8%d	22 9%d	5 3%	13 8%d	12 4%	54 8%f	27 9%	43 6%	10 7%	60 7%	53 8%	19 6%	49 6%	23 14%n
Slightly agree (+1)	88 9%	21 9%d	13 8%	29 12%d	8 4%	17 10%d	23 7%	62 9%	34 12%i	52 7%	6 5%	79 9%	68 10%m	20 6%	73 9%	15 9%
Neither agree nor disagree (0)	108 11%	25 11%	11 7%	33 13%	21 10%	18 11%	35 11%	68 10%	26 9%	80 11%	7 5%	96 12%j	66 10%	42 13%	82 10%	26 15%
Slightly disagree (-1)	96 9%	24 11%	13 8%	23 9%	23 11%	14 8%	37 11%	56 9%	31 10%	65 9%	8 6%	82 10%	65 10%	31 9%	74 9%	22 13%
Strongly disagree (-2)	633 63%	131 59%	105 66%	143 57%	149 71%ac	105 62%	218 66%	403 62%	171 58%	462 65%	106 78%k	506 60%	419 62%	215 64%	557 66%o	77 46%
NET: Disagree	729 72%	154 69%	118 75%	166 66%	172 82%ace	119 70%	255 78%g	459 70%	201 69%	528 74%	114 84%k	588 70%	484 72%	245 73%	630 75%o	99 59%
Don't know	16 2%	4 2%	5 3%	3 1%	2 1%	2 1%	4 1%	12 2%	5 2%	11 2%	- -	13 2%	6 1%	10 3%l	10 1%	5 3%
Mean	-1.13	-1.03d	-1.21	-0.94d	-1.46	-1.08d	-1.31	-1.08f	-0.98i	-1.21	-1.43	-1.09j	-1.09	-1.23	-1.22	-0.71n
Standard deviation	1.32	1.37	1.33	1.40	1.00	1.37	1.14	1.37	1.42	1.26	1.21	1.33	1.35	1.23	1.27	1.48
Standard error	0.04	0.09	0.11	0.09	0.07	0.10	0.06	0.05	0.08	0.05	0.11	0.05	0.05	0.07	0.04	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 87

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I didn't know what else to do

	Gender			Age						Social Grade					Region					Ethnicity		Working status		Tenure	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Agree	333 33%	148 29%	185 37%a	77 50%ghi	105 43%ghi	75 38%ghi	35 22%	19 17%	23 16%	145 32%	103 35%	37 33%	49 31%	66 36%	113 39%	43 27%	50 28%	61 26%	149 42% ^s	174 42% ^s	211 35%	122 29%	139 27%	80 34%	110 42% ^w
Strongly agree (+2)	109 11%	44 9%	65 13%a	21 13%i	41 17%ghi	21 11%i	15 9%i	6 6%	4 3%	49 11%	34 12%	8 7%	17 11%	27 15% ^q	36 11%	15 13%	12 7%	19 9%	43 7%	63 15% ^s	66 11%	43 10%	37 7%	33 14% ^w	36 14% ^w
Slightly agree (+1)	225 22%	105 21%	120 24%	56 37%ghi	64 26%ghi	54 28%ghi	20 12%	13 11%	18 13%	96 21%	69 23%	29 26%	31 20%	39 21%	77 24%	29 26%	38 21%	42 20%	106 19%	111 27% ^s	145 24%	80 19%	102 20%	47 20%	75 28% ^w
Neither agree nor disagree (0)	185 18%	105 21%	81 16%	30 20%	46 19%	30 16%	35 21%	20 18%	23 16%	80 18%	64 22%	15 14%	25 16%	37 20%	60 19%	17 15%	29 16%	42 20%	119 21% ^t	56 14%	119 20%	66 16%	86 17%	50 21%	47 18%
Slightly disagree (-1)	130 13%	68 13%	62 12%	21 14%	29 12%	20 10%	25 15%	16 15%	19 13%	52 12%	40 14%	11 9%	28 17%	27 15%	41 13%	7 7%	28 15% ^p	27 13%	74 13%	54 13%	74 12%	56 14%	62 12%	36 15%	31 12%
Strongly disagree (-2)	340 34%	175 34%	165 33%	20 13%	62 25% ^d	62 32% ^d	65 40% ^{de}	54 48% ^{def}	77 54% ^{def}	165 37% ^k	80 27%	45 40% ^k	50 32%	52 28%	94 30%	43 38%	73 40% ^{no}	78 36%	219 38% ^t	116 28%	180 30%	159 38% ^u	210 41% ^{xy}	59 25%	69 26%
NET: Disagree	470 46%	242 48%	227 45%	41 27%	91 37%	82 42% ^d	90 55% ^{def}	71 63% ^{def}	95 67% ^{def}	216 48%	120 41%	55 49%	78 49%	79 43%	135 43%	50 45%	101 55% ^{no}	105 49%	293 51% ^t	170 41%	254 43%	216 52% ^u	272 54% ^{xy}	95 41%	99 38%
Don't know	25 2%	11 2%	14 3%	5 3%	4 2%	8 4%	4 2%	2 2%	2 2%	6 1%	8 3%	4 4%	7 4%	3 2%	9 3%	2 1%	4 2%	7 3%	10 2%	13 3%	13 2%	12 3%	10 2%	9 4%	7 3%
Mean	-0.37	-0.45	-0.29	0.24 ^f ghi	-0.03 ^g hi	-0.26 ^g hi	-0.65 ⁱ	-0.90	-1.03	-0.42	-0.22	-0.51	-0.41	-0.21 ^q	-0.26 ^q	-0.31	-0.62	-0.50	-0.57	-0.12 ^s	-0.27 ^v	-0.52	-0.62	-0.18 ^w	-0.09 ^w
Standard deviation	1.43	1.38	1.47	1.25	1.45	1.45	1.37	1.29	1.23	1.45	1.39	1.44	1.42	1.44	1.42	1.52	1.37	1.40	1.36	1.48	1.41	1.44	1.39	1.41	1.43
Standard error	0.05	0.06	0.07	0.11	0.10	0.10	0.10	0.11	0.10	0.07	0.08	0.13	0.13	0.11	0.08	0.15	0.10	0.09	0.06	0.08	0.05	0.08	0.06	0.10	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 88

Q13. To what extent do you agree or disagree with the following statements? I would call an ambulance in a non-emergency situation because ...?

Base: All respondents

I didn't know what else to do

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Agree	333 33%	67 30%	63 40%e	92 36%	66 32%	45 27%	114 35%	207 32%	105 36%	224 31%	36 27%	279 33%	210 31%	123 37%	257 30%	76 45%n
Strongly agree (+2)	109 11%	21 9%	22 14%	35 14%	19 9%	12 7%	40 12%	63 10%	41 14%i	67 9%	12 9%	91 11%	64 10%	44 13%	84 10%	24 14%
Slightly agree (+1)	225 22%	46 21%	41 26%	58 23%	47 23%	33 20%	74 22%	144 22%	64 22%	157 22%	24 18%	188 22%	146 22%	79 24%	173 20%	52 31%n
Neither agree nor disagree (0)	185 18%	46 21%	27 17%	47 19%	35 17%	30 18%	59 18%	121 18%	55 19%	129 18%	29 21%	149 18%	120 18%	65 19%	147 17%	38 23%
Slightly disagree (-1)	130 13%	27 12%	12 8%	31 12%	34 16%b	26 15%	56 17%g	71 11%	35 12%	95 13%	19 14%	107 13%	90 13%	40 12%	109 13%	22 13%
Strongly disagree (-2)	340 34%	74 33%	55 35%	74 29%	71 34%	65 38%	93 28%	239 36%f	92 32%	247 35%	47 34%	284 34%	243 36% <i>m</i>	96 29%	313 37%o	27 16%
NET: Disagree	470 46%	101 45%	67 43%	106 42%	105 50%	91 54% <i>c</i>	149 45%	310 47%	128 44%	342 48%	66 48%	391 47%	333 49% <i>m</i>	136 41%	421 50%o	48 29%
Don't know	25 2%	9 4%	2 1%	8 3%	3 1%	3 2%	7 2%	17 3%	6 2%	19 3%	5 4%	17 2%	13 2%	11 3%	19 2%	5 3%
Mean	-0.37	-0.41	-0.24	-0.21e	-0.44	-0.59	-0.28	-0.44	-0.26	-0.43	-0.49	-0.37	-0.46	-0.20l	-0.48	0.16n
Standard deviation	1.43	1.40	1.51	1.45	1.40	1.37	1.41	1.43	1.46	1.41	1.38	1.43	1.42	1.44	1.43	1.30
Standard error	0.05	0.09	0.12	0.10	0.10	0.10	0.08	0.06	0.09	0.05	0.13	0.05	0.05	0.08	0.05	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 89
Gender
Base: All respondents

	Gender		Age						Social Grade				Region					Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Male	506	506	-	56	101	91	90	73	96	252	137	49	68	97	134	64	99	112	326	165	322	185	276	86	139
	50%	100%b	-	36%	41%	47%	55%de	65%def	67%defg	56%klm	46%	44%	43%	53%o	42%	57%o	54%o	52%o	57%t	40%	54%v	44%	54%x	37%	53%x
Female	507	-	507	98	145	103	74	40	47	194	159	63	91	87	183	49	85	103	246	249	276	231	231	147	125
	50%	-	100%a	64%ghi	59%ghi	53%hi	45%i	35%	33%	44%	54%j	56%j	57%j	47%	58%npq	43%	46%	48%	43%	60%r	46%	56%u	46%	63%wy	47%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 90
Gender
Base: All respondents

Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service			
	North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Male	506 50%	114 51%	89 56% ^c	111 44%	95 46%	97 57% ^{cd}	154 47%	339 52%	133 45%	368 52%	64 47%	424 51%	359 53% ^m	148 44%	421 50%	86 51%
Female	507 50%	109 49%	69 44%	142 56% ^{be}	114 54% ^e	73 43%	175 53%	315 48%	160 55%	346 48%	73 53%	412 49%	318 47%	189 56% ^l	425 50%	82 49%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 91
Age
Base: All respondents

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
18-24	153 15%	56 11%	98 19% ^a	153 100% ^{efgh} _i	-	-	-	-	-	52 12%	70 24% ^{ijlm}	13 12%	18 12%	42 23% ^{pr}	47 15%	14 12%	26 14%	25 12%	87 15%	63 15%	57 10%	96 23% ^u	50 10%	47 20% ^w	51 20% ^w
25-34	245 24%	101 20%	145 29% ^a	-	245 100% ^{dfgh} _i	-	-	-	-	119 27% ^m	74 25% ^m	28 25%	24 15%	62 34% ^{pqr}	85 27% ^r	23 21%	36 20%	38 18%	97 17%	138 33% ^s	198 33% ^v	47 11%	93 18%	48 20%	103 39% ^{wx}
35-44	194 19%	91 18%	103 20%	-	-	194 100% ^{degh} _i	-	-	-	91 20%	54 18%	21 18%	29 18%	25 14%	65 20%	23 21%	30 16%	51 24% ⁿ	73 13%	113 27% ^s	160 27% ^v	34 8%	105 21%	37 16%	50 19%
45-54	164 16%	90 18%	74 15%	-	-	-	164 100% ^{defh} _i	-	-	66 15%	39 13%	17 16%	41 26% ^{jk}	25 14%	46 14%	25 22%	28 15%	40 19%	100 17%	59 14%	120 20% ^v	44 11%	85 17%	47 20% ^y	31 12%
55-64	113 11%	73 14% ^b	40 8%	-	-	-	-	113 100% ^{defg} _i	-	40 9%	28 9%	16 15%	28 18% ^{jk}	19 10%	36 11%	15 13%	24 13%	19 9%	93 16% ^t	20 5%	47 8%	66 16% ^u	68 13% ^y	27 12%	17 6%
65+	143 14%	96 19% ^b	47 9%	-	-	-	-	-	143 100% ^{def} _{gh}	78 17% ^k	31 10%	16 15%	18 11%	10 6%	38 12% ⁿ	13 11%	41 22% ^{nop}	41 19% ^{no}	121 21% ^t	20 5%	15 2%	129 31% ^u	106 21% ^{xy}	26 11% ^y	11 4%
Average age	42.71	46.46 ^b	38.95	21.15	29.89 ^d	39.35 ^d _e	49.50 ^d _{ef}	59.38 ^d _{efg}	71.39 ^d _{efgh}	43.79 ^k	39.01	44.19 ^k	45.47 ^k	37.38	41.69 ⁿ	43.28 ⁿ	46.12 ⁿ _o	45.53 ⁿ _o	47.09 ^t	37.02	38.86	48.23 ^u _y	47.12 ^x	41.59 ^y	35.70

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 92
Age
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
18-24	153 15%	32 14%	25 15%	47 18%	31 15%	19 11%	55 17%	89 14%	8 3%	143 20%h	11 8%	135 16%j	81 12%	72 21%l	111 13%	43 25%n
25-34	245 24%	45 20%	35 22%	72 28%	61 29%ae	33 20%	97 29%g	136 21%	94 32%i	151 21%	17 13%	219 26%j	158 23%	88 26%	206 24%	40 24%
35-44	194 19%	54 24%d	29 18%	53 21%	31 15%	28 16%	59 18%	132 20%	115 39%i	78 11%	18 13%	167 20%	141 21%	53 16%	166 20%	28 17%
45-54	164 16%	42 19%	31 19%	35 14%	34 16%	22 13%	49 15%	112 17%	58 20%	105 15%	30 22%	123 15%	106 16%	58 17%	132 16%	32 19%
55-64	113 11%	20 9%	22 14%	22 9%	27 13%	22 13%	42 13%	69 11%	12 4%	101 14%h	36 26%k	76 9%	76 11%	37 11%	108 13%o	4 3%
65+	143 14%	31 14%	17 11%	25 10%	24 12%	46 27%abcd	27 8%	116 18%f	5 2%	136 19%h	24 18%	117 14%	115 17%m	28 8%	123 15%	21 12%
Average age	42.71	43.18c	42.53	39.64	41.69	48.07ab cd	40.21	44.45f	39.14	44.18h	49.96k	41.71	44.29m	39.52	43.44o	39.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 93
Social Grade
Base: All respondents

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
AB	447 44%	252 50%b	194 38%	52 34%	119 49%dh	91 47% ^d	66 41%	40 35%	78 54% ^{dg}	447 100% ^k lm	-	-	-	90 49% ^{pr}	139 44%	39 35%	98 53% ^{pr}	81 38%	262 46%	174 42%	295 49% ^v	151 36%	290 57% ^{xy}	45 20%	106 40% ^x
C1	295 29%	137 27%	159 31%	70 46% ^{efg}	74 30%	54 28%	39 24%	28 25%	31 22%	-	295 100% ^j lm	-	-	66 36% ^q	88 28%	31 27%	42 23%	68 32%	157 28%	133 32%	181 30%	115 28%	121 24%	80 34% ^w	93 35% ^w
C2	112 11%	49 10%	63 12%	13 9%	28 11%	21 11%	17 11%	16 14%	16 11%	-	-	112 100% ^j km	-	12 6%	36 11%	11 10%	24 13% ⁿ	29 14% ⁿ	72 13%	36 9%	74 12%	38 9%	56 11%	29 13%	27 10%
DE	159 16%	68 13%	91 18%	18 12%	24 10%	29 15%	41 25% ^{def}	28 25% ^{def}	18 13%	-	-	-	159 100% ^j kl	16 9%	54 17% ⁿ	32 28% ^{noq}	21 11%	37 17% ⁿ	80 14%	71 17%	47 8%	112 27% ^u	40 8%	78 34% ^{wy}	37 14% ^w
NET: ABC1	742 73%	389 77% ^b	353 70%	122 79% ^{gh}	194 79% ^{gh}	145 74% ^{gh}	105 64%	68 60%	109 76% ^{gh}	447 100% ^l m	295 100% ^l m	-	-	157 85% ^{opq}	227 72%	70 62%	140 76% ^p	149 69%	419 73%	307 74%	476 80% ^v	266 64%	411 81% ^x	125 54%	199 76% ^x
NET: C2DE	271 27%	117 23%	154 30% ^a	32 21%	52 21%	50 26%	59 36% ^{def}	45 40% ^{def}	34 24%	-	-	112 100% ^j k	159 100% ^j k	28 15%	90 28% ⁿ	42 38% ^{nq}	45 24% ⁿ	66 31% ⁿ	152 27%	107 26%	121 20%	149 36% ^u	96 19%	108 46% ^{wy}	64 24%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 94
Social Grade
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
AB	447 44%	92 41%	56 35%	111 44%	98 47%b	90 53%ab	152 46%	279 43%	142 49%	300 42%	54 40%	381 46%	334 49% _m	113 34%	374 44%	73 44%
C1	295 29%	66 30%	52 33%	73 29%	63 30%	41 24%	109 33%	177 27%	71 24%	224 31% _h	29 22%	251 30%	178 26%	118 35% _l	240 28%	55 33%
C2	112 11%	26 12%	16 10%	24 10%	23 11%	22 13%	24 7%	87 13% _f	38 13%	74 10%	5 4%	103 12% _j	77 11%	35 10%	88 10%	24 14%
DE	159 16%	39 17% _e	34 22% _{de}	44 18% _e	25 12%	16 10%	44 13%	110 17%	42 14%	116 16%	47 35% _k	101 12%	88 13%	71 21% _l	143 17% _o	16 9%
NET: ABC1	742 73%	158 71%	108 68%	184 73%	161 77%	131 77%	261 79% _g	457 70%	213 73%	525 73%	84 62%	632 76% _j	512 76% _m	230 68%	614 73%	128 77%
NET: C2DE	271 27%	65 29%	51 32%	69 27%	48 23%	39 23%	68 21%	198 30% _f	80 27%	190 27%	52 38% _k	205 24%	165 24%	106 32% _l	231 27%	39 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 95
London Region
Base: All respondents

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Central	East	North	South	West	White	Non-White	Work FT/PT	Not working	Own home	Rented council/HA	Rented private
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Central	184	97	87	42	62	25	25	19	10	90	66	12	16	184	-	-	-	-	106	69	121	63	64	61	57
	18%	19%	17%	27% ^f _g	25% ^f _g	13%	16% ⁱ	17% ⁱ	7%	20% ^l _m	22% ^l _m	10%	10%	100% ^o _{pqr}	-	-	-	-	18%	17%	20%	15%	13%	26% ^w	22% ^w
East	317	134	183	47	85	65	46	36	38	139	88	36	54	-	317	-	-	-	161	149	186	131	153	82	82
	31%	26%	36% ^a	31%	35%	33%	28%	32%	27%	31%	30%	33%	34%	-	100% ⁿ _{pqr}	-	-	-	28%	36% ^s	31%	31%	30%	35%	31%
North	113	64	49	14	23	23	25	15	13	39	31	11	32	-	-	113	-	-	69	39	70	43	56	16	37
	11%	13%	10%	9%	10%	12%	15%	13%	9%	9%	10%	10%	20% ^j _{kl}	-	-	100% ⁿ _{oqr}	-	-	12%	10%	12%	10%	11%	7%	14% ^x
South	184	99	85	26	36	30	28	24	41	98	42	24	21	-	-	-	184	-	131	52	99	85	111	35	38
	18%	20%	17%	17%	15%	15%	17%	21%	28% ^d _e ^f	22% ^k _m	14%	21%	13%	-	-	-	100% ⁿ _{opr}	-	23% ^t	12%	17%	21%	22% ^y	15%	14%
West	215	112	103	25	38	51	40	19	41	81	68	29	37	-	-	-	-	215	105	104	121	94	124	40	50
	21%	22%	20%	16%	15%	26% ^e	24% ^e	17%	29% ^d _e ^h	18%	23%	26%	23%	-	-	-	-	100% ⁿ _{op}	18%	25% ^s	20%	23%	24%	17%	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 96
London Region
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Central	184	28	46	30	81	-	154	-	45	139	23	154	97	87	146	39
	18%	12%e	29%ace	12%e	39%ace	-	47%g	-	15%	20%	17%	18%	14%	26%l	17%	23%
East	317	-	-	223	94	-	130	187	97	218	45	259	210	108	254	63
	31%	-	-	88%abde	45%abe	-	40%g	29%	33%	31%	33%	31%	31%	32%	30%	38%
North	113	-	113	-	-	-	-	113	29	82	12	94	83	30	92	20
	11%	-	71%acde	-	-	-	-	17%f	10%	11%	9%	11%	12%	9%	11%	12%
South	184	-	-	-	34	150	33	151	48	135	27	154	130	55	169	15
	18%	-	-	-	16%abc	89%abcd	10%	23%f	16%	19%	20%	18%	19%	16%	20%o	9%
West	215	195	-	-	-	19	11	204	75	139	30	176	157	58	185	30
	21%	88%bcde	-	-	-	11%bcd	3%	31%f	26%i	19%	22%	21%	23%	17%	22%	18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 97
London Borough
Base: All respondents

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Barking & Dagenham	24 2%	12 2%	12 2%	9 6%ef	3 1%	2 1%	3 2%	2 1%	4 3%	7 2%	11 4%	1 1%	4 3%	-	24 7%npqr	-	-	-	14 2%	9 2%	9 2%	14 3%	8 2%	10 4%	5 2%
Barnet	47 5%	32 6%b	15 3%	6 4%	6 2%	9 5%	15 9%e	4 3%	7 5%	14 3%	18 6%	4 4%	11 7%	-	-	47 42%noqr	-	-	32 6%	14 3%	27 4%	20 5%	25 5%x	3 1%	16 6%x
Bexley	25 2%	9 2%	16 3%	3 2%	6 2%	3 2%	5 3%	2 2%	7 5%	10 2%	5 2%	5 5%	5 3%	-	25 8%npqr	-	-	-	15 3%	9 2%	13 2%	12 3%	16 3%	3 1%	7 2%
Brent	31 3%	16 3%	15 3%	8 5%	5 2%	6 3%	7 4%	2 2%	3 2%	9 2%	14 5%j	4 3%	5 3%	-	-	-	-	31 15%nopq	10 2%	19 5%st	19 3%	12 3%	11 2%	9 4%	11 4%
Bromley	34 3%	17 3%	17 3%	7 5%	6 2%	4 2%	9 5%	3 3%	5 4%	17 4%	8 3%	5 4%	4 3%	-	-	-	34 19%nopr	-	27 5%t	7 2%	20 3%	14 3%	21 4%	6 3%	7 3%
Camden	23 2%	13 2%	11 2%	4 3%	9 4%	4 2%	1 1%	4 4%	1 1%	7 1%	12 4%	5 4%lm	* *	23 13%opqr	-	-	-	-	15 3%	8 2%	12 2%	12 3%	6 1%	7 3%	11 4%w
City of London	30 3%	14 3%	16 3%	9 6%i	12 5%i	4 2%	3 2%	1 1%	* *	16 3%	10 3%	* *	4 3%	30 16%opqr	-	-	-	-	12 2%	16 4%	23 4%	7 2%	14 3%	8 3%	9 3%
Croydon	48 5%	29 6%	19 4%	9 6%	10 4%	8 4%	4 2%	8 7%	8 6%	27 6%	9 3%	5 5%	8 5%	-	-	-	48 26%nopr	-	36 6%t	13 3%	22 4%	26 6%	25 5%	9 4%	14 5%
Ealing	34 3%	17 3%	17 3%	3 2%	6 2%	12 6%	4 3%	4 3%	6 4%	13 3%	6 2%	4 3%	12 7%jkl	-	-	-	-	34 16%nopq	19 3%	15 4%	18 3%	16 4%	18 4%	6 3%	10 4%
Enfield	40 4%	19 4%	20 4%	3 2%	8 3%	6 3%	6 4%	10 9%def	6 4%	13 3%	8 3%	6 6%	13 8%jkl	-	-	40 35%noqr	-	-	24 4%	14 3%	24 4%	16 4%	24 5%	7 3%	7 3%
Greenwich	34 3%	14 3%	20 4%	6 4%	6 2%	8 4%	5 3%	6 5%	4 3%	18 4%	9 3%	6 5%	2 1%	-	34 11%npqr	-	-	-	22 4%	12 3%	24 4%	10 3%	19 4%	10 4%	5 2%
Hackney	31 3%	4 1%	27 5%a	4 3%	11 5%i	4 2%	8 5%i	3 3%	* *	10 2%	6 2%	2 2%	13 8%jkl	-	31 10%npqr	-	-	-	10 2%	20 5%st	15 3%	16 4%	7 1%	18 8%wy	6 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 97
London Borough
Base: All respondents

	Gender			Age						Social Grade				Region				Ethnicity		Working status		Tenure			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Hammersmith & Fulham	11 1%	6 1%	5 1%	2 1%	1 *	3 2%	3 2%	1 1%	1 1%	7 2%	3 1%	1 1%	- -	- -	- -	- -	- -	11 5% ⁿ opq	6 1%	5 1%	8 1%	3 1%	7 1%	3 1%	1 *
Haringey	26 3%	13 2%	13 3%	4 3%	9 4%	8 4%	4 2%	* *	* *	12 3%	6 2%	- -	8 5% ^l	- -	- -	26 23% ⁿ oqr	- -	- -	13 2%	11 3%	20 3%	6 2%	6 1%	6 2%	14 5% ^w
Harrow	50 5%	25 5%	25 5%	4 2%	11 4%	12 6%	14 9% ^d h	3 2%	7 5%	20 4%	12 4%	6 5%	13 8%	- -	- -	- -	- -	50 23% ⁿ opq	16 3%	32 8% ^s	32 5%	19 4%	29 6%	9 4%	12 5%
Havering	26 3%	9 2%	17 3%	2 1%	5 2%	5 3%	6 3%	4 4%	4 3%	11 2%	5 2%	7 6% ^k	4 2%	- -	26 8% ⁿ pqr	- -	- -	- -	22 4% ^t	4 1%	12 2%	14 3%	21 4% ^x	1 *	5 2%
Hillingdon	41 4%	18 4%	23 5%	3 2%	6 2%	12 6%	6 4%	6 5%	8 6%	17 4%	15 5%	7 6%	3 2%	- -	- -	- -	- -	41 19% ⁿ opq	20 3%	20 5%	23 4%	19 5%	32 6% ^y	7 3%	3 1%
Hounslow	27 3%	15 3%	12 2%	5 3%	6 2%	4 2%	2 1%	3 3%	6 4%	7 2%	12 4%	5 4%	4 2%	- -	- -	- -	- -	27 13% ⁿ opq	17 3%	10 2%	12 2%	15 4%	16 3%	2 1%	9 3%
Islington	22 2%	12 2%	10 2%	7 4%	2 1%	2 1%	5 3%	4 3%	3 2%	10 2%	9 3%	1 1%	2 1%	22 12% ^o pqr	- -	- -	- -	- -	18 3% ^t	4 1%	14 2%	8 2%	6 1%	8 4% ^w	8 3%
Kensington & Chelsea	11 1%	8 2%	3 1%	4 3%	1 *	4 2%	1 1%	1 1%	- -	9 2% ^k	- -	- -	2 2%	11 6% ^o pqr	- -	- -	- -	- -	5 1%	4 1%	6 1%	5 1%	4 1%	3 1%	4 1%
Kingston-upon-Thames	13 1%	11 2% ^b	2 *	* *	2 1%	- -	4 2% ^f	3 3% ^f	4 3% ^f	7 2%	3 1%	2 2%	1 1%	- -	- -	- -	13 7% ⁿ opr	- -	11 2%	2 1%	10 2%	3 1%	9 2%	1 1%	2 1%
Lambeth	47 5%	23 5%	24 5%	10 7% ⁱ	16 7% ⁱ	6 3%	9 5%	4 4%	2 1%	18 4%	22 7% ^l	2 2%	5 3%	47 25% ^o pqr	- -	- -	- -	- -	30 5%	16 4%	35 6%	12 3%	15 3%	12 5%	19 7% ^w
Lewisham	35 3%	13 3%	21 4%	2 1%	15 6% ^d	5 3%	4 2%	7 6% ^d	2 2%	16 4%	11 4%	1 1%	7 4%	- -	35 11% ⁿ pqr	- -	- -	- -	23 4%	10 2%	26 4%	9 2%	16 3%	4 2%	14 5%
Merton	22 2%	11 2%	11 2%	3 2%	2 1%	6 3%	4 2%	2 2%	6 4%	15 3% ^k	3 1%	4 3%	1 1%	- -	- -	- -	22 12% ⁿ opr	- -	12 2%	10 2%	10 2%	13 3%	20 4% ^x y	2 1%	- -
Newham	43 4%	23 4%	20 4%	6 4%	18 7%	6 3%	6 4%	3 3%	4 3%	16 3%	15 5%	5 5%	7 5%	- -	43 14% ⁿ pqr	- -	- -	- -	15 3%	28 7% ^s	28 5%	15 4%	18 3%	8 3%	17 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
* small base

Prepared by Populus

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 97
London Borough
Base: All respondents

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Central	East	North	South	West	White	Non-White	Work FT/PT	Not working	Own home	Rented council/HA	Rented private
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
Redbridge	38 4%	19 4%	19 4%	7 5%	9 4%	11 5%g	2 1%	3 2%	7 5%	27 6% ^m	8 3%	2 2%	1 1%	-	38 12% ^{npqr}	-	-	-	12 2%	25 6% ^s	21 4%	17 4%	25 5% ^x	2 1%	11 4% ^x
Richmond-upon-Thames	19 2%	15 3% ^b	5 1%	-	3 1%	2 1%	3 2%	1 1%	10 7% ^{defgh}	9 2%	7 2%	3 3%	-	-	-	-	19 9% ^{nopq}	17 3% ^t	3 1%	9 2%	10 2%	11 2%	4 2%	5 2%	
Southwark	34 3%	19 4%	15 3%	4 3%	14 6%	5 3%	3 2%	4 4%	4 3%	19 4%	9 3%	4 3%	2 1%	34 19% ^{opqr}	-	-	-	-	18 3%	11 3%	21 3%	13 3%	11 2%	16 7% ^w	7 3%
Sutton	33 3%	19 4%	15 3%	3 2%	7 3%	8 4%	3 2%	1 1%	10 7% ^{gh}	20 4%	7 2%	5 4%	1 1%	-	-	-	33 18% ^{nopr}	-	22 4%	10 2%	19 3%	14 3%	24 5%	5 2%	4 2%
Tower Hamlets	30 3%	20 4%	10 2%	5 3%	5 2%	13 7% ^{egi}	3 2%	2 2%	2 2%	15 3%	10 3%	-	5 3%	-	30 9% ^{npqr}	-	-	-	8 1%	21 5% ^s	17 3%	13 3%	8 2%	18 8% ^{wy}	4 1%
Waltham Forest	32 3%	11 2%	20 4%	5 3%	8 3%	7 4%	5 3%	4 4%	3 2%	10 2%	9 3%	7 6% ^j	6 3%	-	32 10% ^{npqr}	-	-	-	18 3%	12 3%	21 3%	11 3%	16 3%	8 4%	7 3%
Wandsworth	33 3%	13 3%	20 4%	4 2%	9 4%	4 2%	4 3%	5 5%	7 5%	11 3%	13 4%	3 3%	5 3%	-	-	-	33 18% ^{nopr}	-	23 4%	10 2%	18 3%	15 4%	11 2%	12 5%	10 4%
City of Westminster	16 2%	8 2%	9 2%	3 2%	8 3% ^{fi}	* *	4 3%	1 1%	-	12 3%	5 2%	-	-	16 9% ^{opqr}	-	-	-	-	8 1%	9 2%	11 2%	5 1%	8 2%	6 3%	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 98
London Borough
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Barking & Dagenham	24 2%	-	-	24 9%abde	-	-	-	24 4%f	10 3%	11 2%	6 4%	18 2%	22 3% ^m	2 1%	19 2%	4 2%
Barnet	47 5%	-	47 30%acde	-	-	-	-	47 7%f	12 4%	35 5%	5 4%	40 5%	34 5%	13 4%	37 4%	10 6%
Bexley	25 2%	-	-	-	25 12%abce	-	-	25 4%f	4 1%	21 3%	3 2%	22 3%	19 3%	6 2%	19 2%	6 3%
Brent	31 3%	31 14%bcde	-	-	-	-	-	31 5%f	10 3%	21 3%	3 2%	28 3%	21 3%	11 3%	24 3%	7 4%
Bromley	34 3%	-	-	-	34 16%abce	-	-	34 5%f	11 4%	23 3%	7 5%	27 3%	26 4%	9 3%	32 4%	3 1%
Camden	23 2%	-	23 15%acde	-	-	-	23 7%g	-	4 1%	20 3%	4 3%	19 2%	10 1%	14 4% ^l	17 2%	7 4%
City of London	30 3%	-	-	30 12%abde	-	-	-	-	13 5%	16 2%	1 1%	27 3%	23 3%	7 2%	19 2%	11 7% ⁿ
Croydon	48 5%	-	-	-	-	48 28%abcd	-	48 7%f	13 5%	34 5%	5 3%	43 5%	31 5%	17 5%	48 6% ^o	-
Ealing	34 3%	34 15%bcde	-	-	-	-	-	34 5%f	11 4%	23 3%	8 6%	24 3%	19 3%	15 4%	32 4%	2 1%
Enfield	40 4%	-	40 25%acde	-	-	-	-	40 6%f	10 3%	28 4%	6 4%	34 4%	36 5% ^m	3 1%	36 4%	4 2%
Greenwich	34 3%	-	-	-	34 16%abce	-	34 10%g	-	10 3%	24 3%	4 3%	29 3%	25 4%	10 3%	27 3%	7 4%
Hackney	31 3%	-	-	31 12%abde	-	-	31 10%g	-	12 4%	20 3%	7 5%	23 3%	14 2%	17 5% ^l	23 3%	8 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o
 * small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 98
London Borough
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Hammersmith & Fulham	11 1%	11 5%bcde	-	-	-	-	11 3%g	-	5 2%	6 1%	2 2%	9 1%	6 1%	5 2%	8 1%	3 2%
Haringey	26 3%	-	26 16%acde	-	-	-	-	26 4%f	6 2%	20 3%	1 1%	20 2%	12 2%	14 4%	19 2%	6 4%
Harrow	50 5%	50 23%bcde	-	-	-	-	-	50 8%f	24 8%i	27 4%	2 2%	44 5%	43 6%lm	8 2%	46 5%	4 2%
Havering	26 3%	-	-	26 10%abde	-	-	-	26 4%f	7 2%	19 3%	7 5%	19 2%	20 3%	6 2%	25 3%	1 1%
Hillingdon	41 4%	41 19%bcde	-	-	-	-	-	41 6%f	17 6%	24 3%	9 6%	32 4%	29 4%	12 4%	36 4%	5 3%
Hounslow	27 3%	27 12%bcde	-	-	-	-	-	27 4%f	5 2%	22 3%	4 3%	22 3%	21 3%	6 2%	23 3%	4 3%
Islington	22 2%	-	22 14%acde	-	-	-	22 7%g	-	2 1%	21 3%h	4 3%	18 2%	9 1%	14 4%l	20 2%	2 1%
Kensington & Chelsea	11 1%	11 5%bcde	-	-	-	-	11 3%g	-	2 1%	9 1%	4 3%	7 1%	6 1%	6 2%	8 1%	4 2%
Kingston-upon-Thames	13 1%	-	-	-	-	13 8%abcd	-	13 2%f	1 *	12 2%	1 1%	12 1%	11 2%	2 1%	11 1%	2 1%
Lambeth	47 5%	-	-	-	47 22%abce	-	47 14%g	-	7 2%	40 6%h	5 4%	38 5%	23 3%	24 7%l	40 5%	7 4%
Lewisham	35 3%	-	-	-	35 17%abce	-	35 11%g	-	6 2%	29 4%	7 5%	25 3%	18 3%	17 5%	30 4%	4 3%
Merton	22 2%	-	-	-	-	22 13%abcd	-	22 3%f	7 2%	16 2%	2 1%	19 2%	16 2%	6 2%	17 2%	6 3%
Newham	43 4%	-	-	43 17%abde	-	-	-	43 7%f	11 4%	32 4%	-	40 5%j	27 4%	15 5%	32 4%	11 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 98
London Borough
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
Redbridge	38 4%	-	-	38 15%abde	-	-	-	38 6% <i>f</i>	19 6% <i>i</i>	19 3%	7 5%	28 3%	27 4%	11 3%	29 3%	8 5%
Richmond-upon-Thames	19 2%	-	-	-	-	19 11%abcd	-	19 3% <i>f</i>	4 1%	16 2%	2 2%	16 2%	18 3% <i>m</i>	1 *	16 2%	3 2%
Southwark	34 3%	-	-	-	34 16%abce	-	34 10% <i>g</i>	-	13 4%	21 3%	4 3%	29 3%	17 3%	17 5%	31 4%	3 2%
Sutton	33 3%	-	-	-	-	33 20%abcd	-	33 5% <i>f</i>	11 4%	22 3%	4 3%	29 3%	26 4%	7 2%	31 4%	3 1%
Tower Hamlets	30 3%	-	-	30 12%abde	-	-	30 9% <i>g</i>	-	11 4%	19 3%	2 2%	26 3%	19 3%	11 3%	21 3%	9 5%
Waltham Forest	32 3%	-	-	32 12%abde	-	-	-	32 5% <i>f</i>	8 3%	23 3%	2 1%	29 3%	19 3%	12 4%	27 3%	5 3%
Wandsworth	33 3%	-	-	-	-	33 20%abcd	33 10% <i>g</i>	-	4 1%	29 4%	8 6%	24 3%	20 3%	13 4%	31 4%	3 2%
City of Westminster	16 2%	16 7% <i>bode</i>	-	-	-	-	16 5% <i>g</i>	-	4 1%	13 2%	-	16 2%	10 1%	7 2%	12 1%	5 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 99
Which of the following best describes your current working status?
Base: All respondents

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Working	598	322	276	57	198	160	120	47	15	295	181	74	47	121	186	70	99	121	304	278	598	-	296	109	189
	59%	64%b	54%	37%i	81%dhi	82%dgh	73%dhi	42%i	10%	66%lm	61%lm	66%lm	30%	66%q	59%	62%	54%	56%	53%	67%st	100%v	-	58%x	47%	72%wx
Working full time - working 30 hours per week or more	473	285	188	48	159	130	93	38	5	251	145	51	26	99	147	58	78	92	254	206	473	-	235	76	159
	47%	56%b	37%	31%i	65%dhi	67%dhi	57%dhi	34%i	3%	56%lm	49%lm	45%lm	16%	54%r	46%	51%	43%	43%	45%	50%	79%v	-	46%x	33%	61%wx
Working part time - working between 8 and 29 hours per week	124	37	88	10	39	30	26	9	10	44	36	23	21	23	40	12	20	29	50	72	124	-	61	33	30
	12%	7%	17%a	6%	16%di	15%di	16%di	8%	7%	10%	12%	21%ijk	13%	12%	13%	11%	11%	14%	9%	18%st	21%v	-	12%	14%	11%
NET: Not working	415	185	231	96	47	34	44	66	129	151	115	38	112	63	131	43	85	94	267	135	-	415	211	124	74
	41%	36%	46%a	63%efg	19%	18%	27%fi	58%efg	90%def	34%	39%	34%	70%ijkl	34%	41%	38%	46%no	44%	47%t	33%	-	100%u	42%y	53%wy	28%
Not working but seeking work or temporarily unemployed or sick	51	19	32	13	10	5	14	9	-	8	12	4	27	8	16	8	8	10	21	27	-	51	16	22	11
	5%	4%	6%	8%i	4%i	3%	8%fi	8%fi	-	2%	4%	3%	17%jkl	4%	5%	7%	5%	5%	21	27	-	12%u	3%	9%w	4%
Not working and not seeking work	120	46	74	81	10	9	11	9	-	29	55	4	32	27	32	16	19	25	66	51	-	120	34	44	38
	12%	9%	15%a	53%efgh	4%i	5%i	7%i	8%i	-	6%	19%j	3%	20%jl	15%	10%	14%	10%	12%	11%	12%	-	29%u	7%	19%w	14%w
Retired on a state pension only	33	21	12	-	-	-	-	-	33	6	8	4	14	6	15	1	7	4	25	8	-	33	10	16	6
	3%	4%	2%	-	-	-	-	-	23%defg	1%	3%	4%	9%ijk	3%	5%	1%	4%	2%	4%	2%	-	8%u	2%	7%wy	2%
Retired with a private pension	137	97	40	-	-	-	2	40	95	81	29	13	13	8	33	17	37	42	123	13	-	137	116	10	12
	14%	19%b	8%	-	-	-	1%	35%def	66%def	18%km	10%	12%	8%	4%	10%n	15%n	20%no	20%no	22%t	3%	-	33%u	23%xy	4%	4%
House person, housewife, househusband, etc.	75	2	73	2	27	20	18	8	1	28	11	13	24	14	35	1	14	12	33	37	-	75	35	32	8
	7%	*	14%a	1%	11%di	10%di	11%di	7%di	1%	6%	4%	11%k	15%jk	7%p	11%pr	1%	8%p	5%	33	37	-	18%u	7%	14%wy	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 100

Which of the following best describes your current working status?

Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Working	598	129	96	147	138	88	208	367	220	376	44	530	420	177	508	90
	59%	58%	61%	58%	66%e	52%	63%	56%	75%i	53%	32%	63%j	62% _m	53%	60%	54%
Working full time - working 30 hours per week or more	473	101	78	108	117	69	175	284	162	310	33	424	334	139	398	75
	47%	45%	49%	43%	56%ace	41%	53%g	43%	55%i	43%	24%	51%j	49% _m	41%	47%	45%
Working part time - working between 8 and 29 hours per week	124	28	18	38	20	19	33	83	58	65	11	106	86	38	110	15
	12%	13%	11%	15%	10%	11%	10%	13%	20%i	9%	8%	13%	13%	11%	13%	9%
NET: Not working	415	94	62	106	71	81	121	287	73	339	92	306	256	159	337	78
	41%	42%	39%	42%	34%	48% _d	37%	44%	25%	47% _h	68% _k	37%	38%	47% _l	40%	46%
Not working but seeking work or temporarily unemployed or sick	51	11	10	13	9	7	15	34	10	41	12	34	24	27	41	10
	5%	5%	6%	5%	4%	4%	5%	5%	3%	6%	9% _k	4%	4%	8% _l	5%	6%
Not working and not seeking work	120	33	25	32	16	13	39	77	5	113	28	85	50	70	82	38
	12%	15% _{de}	16% _{de}	13%	8%	8%	12%	12%	2%	16% _h	21% _k	10%	7%	21% _l	10%	22% _n
Retired on a state pension only	33	4	3	9	9	7	12	20	3	30	8	24	20	13	27	6
	3%	2%	2%	4%	4%	4%	4%	3%	1%	4% _h	6%	3%	3%	4%	3%	3%
Retired with a private pension	137	33	21	17	25	41	25	112	3	132	27	109	110	27	121	17
	14%	15% _c	13%	7%	12%	24% _{abcd}	8%	17% _f	1%	18% _h	20%	13%	16% _m	8%	14%	10%
House person, housewife, househusband, etc.	75	13	3	34	11	13	29	44	52	24	17	54	53	23	67	9
	7%	6%	2%	14% _{abd}	5%	7% _b	9%	7%	18% _i	3%	12% _k	6%	8%	7%	8%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service

ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 101
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender		Age							Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
White	571 56%	326 64%b	246 48%	87 57%ef	97 39%	73 38%	100 61%ef	93 72%g	121 85%def	262 59%	157 53%	72 64%	80 51%	106 57%	161 51%	69 61%r	131 71%nor	105 49%	571 100%t	-	304 51%	267 64%u	307 61%x	96 41%	162 61%x
NET: Non-white	414 41%	165 33%	249 49%a	63 41%hi	138 56%dgh	113 58%dgh	59 36%hi	20 18%	20 14%	174 39%	133 45%l	36 32%	71 45%	69 38%	149 47%q	39 35%	52 28%	104 49%npq	-	414 100%st	278 47%v	135 33%	189 37%	127 55%wy	95 36%
Mixed	75 7%	24 5%	51 10%a	7 5%i	37 15%dfgh	13 7%i	11 7%i	6 5%i	1 *	32 7%	20 7%	9 8%	14 9%	15 8%	21 7%	6 6%	15 8%	18 8%	-	75 18%st	58 10%v	16 4%	33 6%	21 9%	20 8%
Asian	182 18%	83 16%	99 20%	26 17%hi	58 24%ghi	67 34%deg	17 10%h	4 4%	10 7%	71 16%	60 20%	17 15%	34 21%	21 12%	68 21%npq	11 10%	20 11%	61 28%npq	-	182 44%st	113 19%	69 17%	101 20%y	44 19%	35 13%
Black	114 11%	37 7%	77 15%a	15 10%	36 15%hi	24 12%i	27 16%hi	6 6%	7 5%	43 10%	46 15%j	10 9%	15 9%	23 12%	42 13%q	15 13%	13 7%	22 10%	-	114 28%st	82 14%v	32 8%	30 6%	54 23%wy	30 11%w
Chinese	25 2%	9 2%	16 3%	8 5%gh	4 2%	10 5%gh	1 1%	-	2 1%	21 5%kl	3 1%	-	1 1%	7 4%	14 4%pq	-	2 1%	3 1%	-	25 6%st	16 3%	9 2%	16 3%x	-	9 3%x
Other ethnic group	18 2%	12 2%	6 1%	7 5%f	3 1%	-	3 2%	4 3%f	1 1%	6 1%	5 2%	-	7 4%	4 2%	5 2%	7 6%oqr	2 1%	*	-	18 4%st	9 1%	9 2%	9 2%	8 3%y	1 *
Prefer not to answer	28 3%	16 3%	12 2%	4 2%	10 4%h	8 4%h	5 3%	-	2 1%	11 2%	5 2%	4 4%	8 5%	9 5%q	7 2%	4 4%	2 1%	6 3%	-	-	15 2%	13 3%	10 2%	10 4%	7 3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y

* small base

Perceptions of the London Ambulance Service
ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 102
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
White	571 56%	101 45%	102 65%ac	112 44%	136 65%ac	120 71%ac	186 57%	374 57%	103 35%	466 65%h	98 72%k	454 54%	396 59%	175 52%	493 58%o	79 47%
NET: Non-white	414 41%	114 51%bde	52 33%	134 53%bde	66 31%	48 28%	131 40%	267 41%	178 61%i	232 32%	36 26%	360 43%j	269 40%	145 43%	330 39%	83 50%n
Mixed	75 7%	20 9%	10 6%	19 7%	11 5%	15 9%	28 8%	44 7%	35 12%i	39 6%	11 8%	62 7%	49 7%	26 8%	66 8%	9 5%
Asian	182 18%	62 28%bde	17 11%	73 29%bde	11 5%	19 11%	41 12%	132 20%f	84 29%i	98 14%	16 11%	163 19%	126 19%	56 17%	137 16%	45 27%n
Black	114 11%	23 10%	16 10%	27 11%	38 18%ace	10 6%	45 14%	66 10%	48 16%i	66 9%	9 7%	96 11%	66 10%	48 14%	91 11%	23 14%
Chinese	25 2%	6 3%	1 1%	10 4%	6 3%	2 1%	10 3%	13 2%	10 3%	15 2%	- -	22 3%	16 2%	9 3%	17 2%	7 4%
Other ethnic group	18 2%	3 1%	8 5%d	5 2%	- -	2 1%	6 2%	12 2%	2 1%	14 2%	- -	18 2%	12 2%	6 2%	18 2%	- -
Prefer not to answer	28 3%	8 4%	4 3%	6 3%	8 4%	2 1%	12 4%	14 2%	11 4%	16 2%	3 2%	22 3%	12 2%	16 5%l	22 3%	6 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base

Perceptions of the London Ambulance Service ONLINE Fieldwork: 31st July - 2nd August 2018

Absolutes/col percents

Table 103
Tenure
Base: All respondents

	Gender			Age						Social Grade				Region					Ethnicity		Working status		Tenure		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Central (n)	East (o)	North (p)	South (q)	West (r)	White (s)	Non-White (t)	Work FT/PT (u)	Not working (v)	Own home (w)	Rented council/HA (x)	Rented private (y)
Unweighted base	1013	520	493	130	212	205	182	129	155	481	285	121	126	170	310	106	201	226	595	390	716	297	595	188	208
Weighted base	1013	506	507	153	245	194	164	113*	143	447	295	112	159	184	317	113*	184	215	571	414	598	415	507	233	263
NET: Homeowners	507	276	231	50	93	105	85	68	106	290	121	56	40	64	153	56	111	124	307	189	296	211	507	-	-
	50%	54% ^b	46%	32%	38%	54% ^d ^e	52% ^d ^e	60% ^d ^e	74% ^d ^e ^f	65% ^k ^l ^m	41% ^m	50% ^m	25%	35%	48% ⁿ	50% ⁿ	60% ⁿ ^o	58% ⁿ ^o	54% ^t	46%	50%	51%	100% ^x ^y	-	-
Owned outright - without mortgage	182	108	75	14	14	12	24	29	89	102	40	22	18	17	49	21	44	51	135	44	58	124	182	-	-
	18%	21% ^b	15%	9%	6%	6%	15% ^e ^f	26% ^d ^e ^f	62% ^d ^e ^f	23% ^k ^l ^m	14%	20%	11%	9%	15%	19% ⁿ	24% ⁿ ^o	24% ⁿ ^o	24% ^t	11%	10%	30% ^u	36% ^x ^y	-	-
Owned with a mortgage or loan	324	168	156	36	79	93	61	39	17	188	80	34	22	47	104	35	66	73	172	146	238	86	324	-	-
	32%	33%	31%	23% ⁱ	32% ⁱ	48% ^d ^e ^h	37% ^d ⁱ	34% ⁱ	12%	42% ^k ^l ^m	27% ^m	30% ^m	14%	25%	33%	31%	36% ⁿ	34%	30%	35%	40% ^v	21%	64% ^x ^y	-	-
NET: Renters	496	225	271	99	151	87	79	44	37	152	173	56	115	117	163	53	73	90	258	222	298	198	-	233	263
	49%	44%	54% ^a	64% ^f ^g ^h	61% ^f ^g ^h	45% ⁱ	48% ⁱ	39% ⁱ	26%	34%	59% ^j	50% ^j	73% ^j ^k ^l	64% ^o ^p ^q	52% ^q ^r	47%	39%	42%	45%	54% ^s	50%	48%	-	100% ^w	100% ^w
Rented from the council	124	48	76	17	25	18	32	11	21	25	41	16	42	40	41	8	17	18	52	64	61	63	-	124	-
	12%	9%	15% ^a	11%	10%	9%	20% ^e ^h	10%	14%	6%	14% ^j	14% ^j	26% ^j ^k ^l	22% ^o ^p ^q	13%	7%	9%	9%	9%	15% ^s	10%	15% ^u	-	53% ^w ^y	-
Rented from a housing association	109	38	71	30	23	19	15	16	6	20	39	14	37	20	41	8	18	21	44	63	48	61	-	109	-
	11%	8%	14% ^a	20% ^e ^f ^g	9%	10% ⁱ	9%	15% ⁱ	4%	5%	13% ^j	12% ^j	23% ^j ^k ^l	11%	13%	7%	10%	10%	8%	15% ^s	8%	15% ^u	-	47% ^w ^y	-
Rented from someone else	263	139	125	51	103	50	31	17	11	106	93	27	37	57	82	37	38	50	162	95	189	74	-	-	263
	26%	27%	25%	33% ^g ^h ⁱ	42% ^f ^g ^h	26% ^h ⁱ	19% ⁱ	15%	8%	24%	32% ^j	24%	23%	31% ^q	26%	33% ^q	20%	23%	28%	23%	32% ^v	18%	-	-	100% ^w ^x
Rent free	10	6	5	5	2	2	*	*	-	5	2	-	3	3	1	4	1	1	7	2	4	7	-	-	-
	1%	1%	1%	3%	1%	1%	*	*	-	1%	1%	-	2%	2%	*	3% ^o	1%	1%	1%	1%	1%	2%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r - s/t - u/v - w/x/y
* small base

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Absolutes/col percents

Table 104
Tenure
Base: All respondents

	Total	LAS sectors/STP footprints						Children Under 16		Disability		Access to a Car		Aware of NHS 111 Service		
		North West (a)	North Central (b)	North East (c)	South East (d)	South West (e)	Inner (f)	Outer (g)	Yes (h)	No (i)	Yes (j)	No (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted base	1013	230	148	238	213	184	317	669	282	726	120	857	719	294	861	152
Weighted base	1013	223	158	253	209	170	329	654	293	714	136*	836	677	336	845	168
NET: Homeowners	507	125	67	115	98	100	119	374	151	350	51	439	422	84	433	73
	50%	56%bc	43%	46%	47%	59%bcd	36%	57%ef	52%	49%	37%	53%j	62%lm	25%	51%	44%
Owned outright - without mortgage	182	46	27	34	33	43	34	147	14	168	27	153	152	30	156	27
	18%	21%	17%	14%	16%	25%cd	10%	23%ef	5%	24%h	20%	18%	22%lm	9%	18%	16%
Owned with a mortgage or loan	324	80	40	81	66	57	86	227	138	182	24	286	270	54	277	47
	32%	36%	26%	32%	31%	34%	26%	35%ef	47%i	26%	18%	34%j	40%lm	16%	33%	28%
NET: Renters	496	95	87	137	110	68	206	274	141	354	84	389	248	249	403	93
	49%	43%	55%ae	54%ae	52%ae	40%	63%g	42%	48%	50%	62%k	47%	37%	74%l	48%	56%
Rented from the council	124	26	18	33	30	16	68	52	41	82	25	91	57	67	102	22
	12%	12%	11%	13%	14%	10%	21%g	8%	14%	11%	18%k	11%	8%	20%l	12%	13%
Rented from a housing association	109	19	13	39	22	16	49	55	28	81	29	79	53	56	96	13
	11%	9%	8%	15%a	11%	10%	15%g	8%	10%	11%	21%k	9%	8%	17%l	11%	8%
Rented from someone else	263	50	55	64	58	36	89	166	72	191	30	219	138	126	205	58
	26%	23%	35%ae	25%	28%	21%	27%	25%	25%	27%	22%	26%	20%	37%l	24%	35%n
Rent free	10	2	4	1	1	1	4	7	*	10	2	8	7	3	9	1
	1%	1%	3%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o

* small base