

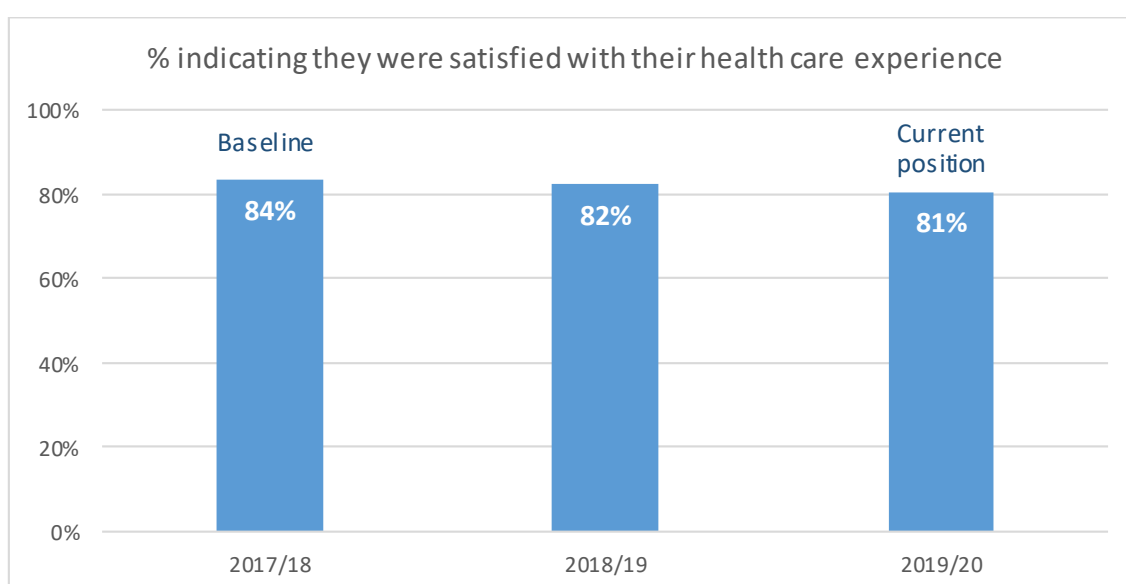
## Programme for Government Indicator 5

### Satisfaction with health and social care

**% of respondents in the health survey that had been in contact with the health and social care system in the last year indicating they were satisfied or very satisfied with their experience**

*Source: Health Survey Northern Ireland*

In 2019/20, of those respondents that had been in contact with the health and social care system in the last year, 81% indicated they were satisfied or very satisfied with their experience. This is a negative change from the 2017/18 baseline.



**To note:** From 2018/19, as part of an ongoing methodological review, a revised weighting methodology has been adopted. For comparison purposes, the statistics for previous years of the health survey have been updated to reflect the revised methodology.

**Next update:** Due to the COVID-19 pandemic, health survey face to face interviews were suspended; we have sought to capture some health survey information in telephone mode however it is not yet clear whether information for 2020/21 will be available.