

National NHS patient survey programme

Emergency department survey 2008

Full national results with historical comparisons

The Healthcare Commission

The Healthcare Commission is the independent watchdog for healthcare in England. We have a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

Emergency department survey 2008

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

The 2008 emergency department survey involved 151 acute NHS trusts. We received responses from almost 50,000 patients, a response rate of 40%. Patients were eligible for the survey if they were aged 16 years or over and had attended the emergency department in January, February or March 2008.

Similar emergency department surveys were carried out in 2003 and 2004. They are part of a wider programme of NHS patient surveys, which covers a range of topics including hospital inpatient services, community mental health, health services for children and young people, and ambulance and primary care services. To find out more about the programme, please visit our website (see further information section).

This document provides tables showing the national results for the emergency department surveys carried out in 2003, 2004 and 2008. The questionnaire for 2008 is available on our website, along with those from previous surveys.

Interpreting the tables

The tables present the results for each question for each year that it has been asked¹. The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' – that is the number of people that the results are based on.

The tables show all specific responses to a question. Responses such as 'don't know' or 'can't remember' are not shown, as these do not help evaluate performance.

¹ Results presented in the tables have been rounded up or down to whole numbers. If you add two response categories together (such as 'very good' and 'good') you may get a figure which is slightly different to the figures reported elsewhere, because these used results to at least two decimal places. Likewise, columns may not add up to exactly 100%, due to the rounding.

If the column for a particular year is missing, it means that the question was not asked in that year. Some new questions were asked in 2008 and it is therefore not possible to provide comparative data. An example of this is question 3 ("Was it possible to find a convenient place to park in the hospital car park?").

Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent did not travel to hospital by ambulance, then they would be asked to skip those questions as they are not relevant to them.

Statistical significance

We carried out statistical tests on the data to determine whether there had been any 'statistically significant' changes in the results for 2008 compared with other years. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance².

The final two columns of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change between 2008 and 2004 (the last time the survey was carried out), and also between 2008 and 2003 (when the first survey was carried out):

↑ shows that there has been a statistically significant **increase** in results

↓ shows that there has been a statistically significant **decrease** in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

For example, in the table for question 7 it can be seen that between 2004 and 2008, there has been a significant decrease in the proportion of respondents who said they waited between 0 and 15 minutes to speak to a nurse or doctor – as indicated by a 'down' arrow. There have been corresponding increases for all other response options relating to waits greater than 15 minutes. Each of these response options are shown in the table to be significantly greater in the 2008 results than those from 2004, by an arrow pointing upward.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen in the table for question 10 where the 'More than 8 hours but no more than 12 hours' percentage is the same for 2004 and for 2008 (3%) but there is an upward arrow to show there has been a significant increase. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

² We used z-tests of the column proportions using the Bonferroni method correcting for multiple comparisons only (for questions with three years of comparable data).

Further information

Full details of the methodology of the survey can be found at:

<http://www.nhssurveys.org/surveys/326>

More information on the programme of NHS patient surveys is available on the patient survey section of the website at:

<http://www.healthcarecommission.org.uk/nationalfindings/surveys/patientsurveys.cfm>

The 2008 Emergency Department survey results, questionnaire and scoring can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2008.cfm>

The 2004 Emergency Department survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2004.cfm>

The 2003 Emergency Department survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2003.cfm>

Full national results with historical comparisons

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2008.cfm>

Q1 What was the MAIN reason that you went to the Emergency Department for?

	Survey Year
	2008
I was told to go to an Emergency Department by a health professional (e.g. GP, nurse, NHS Direct)	24%
I was taken to the Emergency Department by the Ambulance Service	26%
My GP was not available or my local health centre was closed	5%
I was not aware of any other service available at the time	1%
I wanted a second opinion	1%
I decided that I needed to go to an Emergency Department	27%
Somebody else (e.g. friend, relative, colleague) decided that I needed to go to an Emergency Department	15%
Total specific responses	46800

Answered by all

Q2 How did you travel to the hospital?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
By car	54%	57%	53%	↓	↓
In an ambulance	31%	28%	33%	↑	↑
By taxi	6%	6%	5%		↓
On foot	3%	3%	3%	↓	↓
On public transport	5%	5%	5%		↑
Other	1%	1%	1%		
Total specific responses	58190	54234	48822		

Answered by all

Q3 Was it possible to find a convenient place to park in the hospital car park?

	Survey Year
	2008
Yes	74%
No	26%
Total specific responses	23234

Answered by patients that travelled to hospital by car

Q4 Did the ambulance crew explain your treatment in a way you could understand?

	Survey Year
	2008
Yes, definitely	78%
Yes, to some extent	18%
No	4%
Total specific responses	14089

Answered by patients that travelled to hospital in an ambulance

Q5 Overall, how would you rate the care you received from the ambulance service?

	Survey Year
	2008
Excellent	69%
Very good	22%
Good	6%
Fair	2%
Poor	1%
Very poor	0%
Total specific responses	15744

Answered by patients that travelled to hospital in an ambulance

Q6 Were you given enough privacy when discussing your condition with the receptionist?

	Survey Year
	2008
Yes, definitely	41%
Yes, to some extent	44%
No	15%
Total specific responses	37080

Answered by all

Q7 How long did you wait before you first spoke to a nurse or doctor?

	Survey Year		Significant change between 04 and 08
	2004	2008	
0 -15 minutes	47%	40%	↓
16-30 minutes	29%	31%	↑
31-60 minutes	14%	16%	↑
More than 60 minutes	10%	13%	↑
Total specific responses	52465	46325	

Answered by all

Q8 From the time you first arrived at the Emergency Department, how long did you wait before being examined by a doctor or a nurse? [See v2 below for the aggregated results as reported in the national briefing]

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
I did not have to wait	15%	16%	15%	↓	
1 - 30 minutes	33%	38%	36%	↓	↑
31 - 60 minutes	18%	21%	22%	↑	↑
More than 1 hour but no more than 2 hours	14%	13%	15%	↑	↑
More than 2 hours but no more than 4 hours	13%	9%	10%		↓
More than 4 hours	7%	3%	2%	↓	↓
Total specific responses	55606	52239	46619		

Answered by all

Q8_v2 From the time you first arrived at the Emergency Department, how long did you wait before being examined by a doctor or a nurse?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
0-60 minutes	66%	74%	73%	↓	↑
More than 60 minutes	34%	26%	27%	↑	↓
Total specific responses	55606	52239	46619		

Answered by all

Q9 Were you told how long you would have to wait to be examined?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, but the wait was shorter	13%	16%	15%	↓	↑
Yes, and I had to wait about as long as I was told	16%	18%	18%		↑
Yes, but the wait was longer	13%	10%	11%	↑	↓
No, I was not told	58%	56%	56%		↓
Total specific responses	43989	40497	36655		

Answered by all patients who had to wait to be examined by a doctor or a nurse

Q10 Overall, how long did your visit to the Emergency Department last? [See v2 below for the aggregated results as reported in the national briefing]

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Up to 1 hour	17%	19%	15%	↓	↓
More than 1 hour but no more than 2 hours	21%	26%	24%	↓	↑
More than 2 hours but no more than 4 hours	31%	32%	34%	↑	↑
More than 4 hours but no more than 8 hours	22%	18%	19%	↑	↓
More than 8 hours but no more than 12 hours	5%	3%	3%	↑	↓
More than 12 hours but no more than 24 hours	2%	1%	2%	↑	↓
More than 24 hours	2%	2%	3%	↑	↑
Total specific responses	55053	51677	46140		

Answered by all

Full national results with historical comparisons

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2008.cfm>

Q10_v2 Overall, how long did your visit to the Emergency Department last?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Up to 4 hours	68%	77%	73%	↓	↑
More than 4 hours	32%	23%	27%	↑	↓
Total specific responses	55053	51677	46140		

Answered by all

Q11 Did you have enough time to discuss your health or medical problem with the doctor or nurse?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	62%	66%	69%	↑	↑
Yes, to some extent	30%	27%	26%	↓	↓
No	8%	6%	5%	↓	↓
Total specific responses	56560	53399	48141		

Answered by all

Q12 While you were in the Emergency Department, did a doctor or nurse explain your condition and treatment in a way you could understand?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, completely	65%	67%	67%		↑
Yes, to some extent	27%	26%	27%		
No	8%	7%	7%		↓
Total specific responses	53959	50979	46249		

Answered by patients who saw a doctor or a nurse

Q13 Did the doctors and nurses listen to what you had to say?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	73%	74%	76%	↑	↑
Yes, to some extent	23%	23%	21%	↓	↓
No	4%	3%	3%		↓
Total specific responses	56813	53154	48209		

Answered by patients who saw a doctor or a nurse

Q14 If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, completely	49%	51%	53%	↑	↑
Yes, to some extent	31%	32%	32%		
No	19%	16%	15%	↓	↓
Total specific responses	34870	34261	32917		

Answered by patients who saw a doctor or a nurse

Q15 Did you have confidence and trust in the doctors and nurses examining and treating you?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	73%	73%	73%		
Yes, to some extent	22%	22%	22%		
No	5%	5%	5%		
Total specific responses	57251	53284	48491		

Answered by patients who saw a doctor or a nurse

Q16 Did doctors or nurses talk in front of you as if you weren't there?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	6%	6%	6%		
Yes, to some extent	11%	11%	11%		
No	84%	84%	83%		
Total specific responses	56772	53049	48042		

Answered by patients who saw a doctor or a nurse

Q17 While you were in the Emergency Department, how much information about your condition or treatment was given to you?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Not enough	16%	15%	15%		↓
Right amount	75%	77%	77%		↑
Too much	0%	0%	0%		
Not given any information about my treatment or condition	9%	7%	7%		↓
Total specific responses	56847	53512	48165		

Answered by all

Q18 Were you given enough privacy when being examined or treated?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	78%	80%	79%	↓	↑
Yes, to some extent	19%	17%	18%	↑	
No	3%	3%	3%		↓
Total specific responses	57322	54125	48651		

Answered by all

Q19 If you needed attention, were you able to get a member of staff to help you?

	Survey Year		Significant change between 04 and 08
	2004	2008	
Yes, always	57%	55%	↓
Yes, sometimes	33%	35%	↑
No, I could not find a member of staff to help me	7%	8%	↑
A member of staff was with me all the time	3%	3%	↓
Total specific responses	35760	33247	

Answered by all

Q20 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	7%	6%	6%		
Yes, to some extent	10%	10%	11%	↑	↑
No	84%	84%	83%	↓	↓
Total specific responses	57350	54150	48449		

Answered by all

Q21 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	63%	64%	62%	↓	↓
Yes, to some extent	27%	27%	28%	↑	↑
No	10%	9%	10%	↑	
Total specific responses	53228	50808	45210		

Answered by all

Q22 Did you have any tests (such as x-rays, scans or blood tests) when you visited the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes	56%	62%	67%	↑	↑
No	44%	38%	33%	↓	↓
Total specific responses	57331	53929	48257		

Answered by all

Q23 Did a member of staff explain the results of the tests in a way you could understand?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	63%	62%	62%		
Yes, to some extent	24%	24%	25%		
No	10%	9%	8%		↓
I was never told the results of the tests	3%	5%	5%		↑
Total specific responses	29397	30281	28990		

Answered by patients who had tests when they visited the Emergency Department

Q24 Were you in any pain while you were in the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes	70%	69%	66%	↓	↓
No	30%	31%	34%	↑	↑
Total specific responses	57405	53859	48378		

Answered by all

Q25 Did you request pain relief medication?

	Survey Year
	2008
Yes	35%
No	65%
Total specific responses	22961

Answered by patients who were in pain whilst they were in the Emergency Department

Q26 How many minutes after you requested pain relief medication did it take before you got it?

	Survey Year ³
	2008
0 minutes / right away	16%
1 - 5 minutes	22%
6 - 10 minutes	17%
11 - 15 minutes	11%
16 - 30 minutes	12%
More than 30 minutes	13%
I asked for pain relief medication but wasn't given any	9%
Total specific responses	7941

Answered by patients who were in pain and requested pain relief medication whilst they were in the Emergency Department

Q27 Do you think the hospital staff did everything they could to help control your pain?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	55%	56%	59%	↑	↑
Yes, to some extent	27%	28%	27%	↓	
No	18%	16%	14%	↓	↓
Total specific responses	34510	32249	27715		

Answered by patients who were in pain whilst they were in the Emergency Department

Q28 In your opinion, how clean was the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Very clean	48%	45%	44%		↓
Fairly clean	43%	46%	47%	↑	↑
Not very clean	7%	7%	7%		
Not at all clean	2%	2%	2%		
Total specific responses	55384	51675	46587		

Answered by all

³ Due to a change in response categories for the preceding filter question, results are not comparable with those from 2004

Q29 How clean were the toilets in the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Very clean	43%	39%	38%		↓
Fairly clean	42%	45%	46%		↑
Not very clean	10%	12%	12%		↑
Not at all clean	5%	5%	5%		
Total specific responses	30582	27516	26051		

Answered by all

Q30 While you were in the Emergency Department, did you feel bothered or threatened by other patients?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, definitely	3%	2%	3%	↑	↓
Yes, to some extent	8%	7%	8%		↓
No	89%	91%	90%	↓	↑
Total specific responses	57593	54192	48783		

Answered by all

Q31 What happened at the end of your visit to the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
I was admitted to the same hospital	24%	23%	27%	↑	↑
I was transferred to a different hospital or to a nursing home	2%	2%	2%	↑	↑
I went home	70%	71%	67%	↓	↓
I went to stay with a friend or relative	3%	2%	3%		↓
I went to stay somewhere else	1%	2%	1%	↓	
Total specific responses	57625	53854	48667		

Answered by all

Q32 Before you left the Emergency Department, were any new medications prescribed for you?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes	37%	38%	36%	↓	↓
No	63%	62%	64%	↑	↑
Total specific responses	41532	39965	34114		

Answered by patients who were NOT admitted to hospital at the end of their visit to the Emergency Department

Q33 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, completely	82%	81%	84%	↑	↑
Yes, to some extent	13%	14%	13%	↓	
No	5%	5%	4%	↓	↓
Total specific responses	14271	14021	11721		

Answered by patients who were NOT admitted to hospital at the end of their visit to the Emergency Department and were prescribed new medication

Q34 Did a member of staff tell you about medication side effects to watch for when you went home?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, completely	35%	36%	37%	↑	↑
Yes, to some extent	14%	16%	17%	↑	↑
No	51%	49%	45%	↓	↓
Total specific responses	11599	11211	9692		

Answered by patients who were NOT admitted to hospital at the end of their visit to the Emergency Department and were prescribed new medication

Q35 Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

	Survey Year		Significant change between 04 and 08
	2004	2008	
Yes, definitely	35%	37%	↑
Yes, to some extent	22%	23%	
No	42%	41%	↓
Total specific responses	24014	20524	

Answered by patients who were NOT admitted to hospital at the end of their visit to the Emergency Department

Q36 Did a member of staff tell you what danger signals regarding your illness or treatment to watch for after you went home?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, completely	40%	39%	40%	↑	
Yes, to some extent	23%	24%	25%	↑	↑
No	37%	37%	35%	↓	↓
Total specific responses	25800	23425	21326		

Answered by patients who were NOT admitted to hospital at the end of their visit to the Emergency Department

Q37 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the Emergency Department?

	Survey Year		Significant change between 04 and 08
	2004	2008	
Yes	66%	68%	↑
No	34%	32%	↓
Total specific responses	35009	29870	

Answered by patients who were NOT admitted to hospital at the end of their visit to the Emergency Department

Q38 Was the main reason you went to the Emergency Department dealt with to your satisfaction?

	Survey Year		Significant change between 04 and 08
	2004	2008	
Yes, completely	68%	67%	↓
Yes, to some extent	25%	25%	
No	8%	8%	
Total specific responses	53907	48611	

Answered by all

Q39 Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Yes, all of the time	77%	79%	78%	↓	↑
Yes, sometimes	18%	17%	18%		
No	5%	4%	4%		↓
Total specific responses	57596	54079	48657		

Answered by all

Q40 Overall, how would you rate the care you received in the Emergency Department?

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Excellent	31%	34%	35%	↑	↑
Very good	35%	36%	36%		↑
Good	19%	18%	17%	↓	↓
Fair	9%	8%	7%		↓
Poor	3%	3%	3%		↓
Very poor	2%	2%	2%		↓
Total specific responses	57710	54078	48635		

Answered by all

Proportions of those participating to the survey by sex

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
Male	48%	46%	45%	↓	↓
Female	52%	54%	55%	↑	↑
Total specific responses	59423	55332	49645		

Answered by all - data taken from response but if missing taken from sample data

Proportions of those participating to the survey by age

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
16-35	28%	26%	23%	↓	↓
36-50	23%	24%	22%	↓	↓
51-65	22%	22%	23%	↑	↑
66 years and over	27%	28%	32%	↑	↑
Total specific responses	59438	55339	49645		

Answered by all - data taken from response but if missing taken from sample data

Q43 Which statement best describes your own health state today regarding mobility?

	Survey Year
	2008
I have no problems in walking about	64%
I have some problems in walking about	35%
I am confined to bed	1%
Total specific responses	48014

Answered by all

Q44 Which statement best describes your own health state today regarding self-care?

	Survey Year
	2008
I have no problems with self-care	84%
I have some problems washing or dressing myself	14%
I am unable to wash or dress myself	2%
Total specific responses	47699

Answered by all

Q45 Which statement best describes your own health state today regarding usual activities?

	Survey Year
	2008
I have no problems with performing my usual activities	59%
I have some problems with performing my usual activities	33%
I am unable to perform my usual activities	8%
Total specific responses	47866

Answered by all

Q46 Which statement best describes your own health state today regarding pain/discomfort?

	Survey Year
	2008
I have no pain or discomfort	48%
I have moderate pain or discomfort	45%
I have extreme pain or discomfort	7%
Total specific responses	47602

Answered by all

Q47 Which statement best describes your own health state today regarding anxiety/depression?

	Survey Year
	2008
I am not anxious or depressed	71%
I am moderately anxious or depressed	24%
I am extremely anxious or depressed	4%
Total specific responses	47233

Answered by all

Q48 Do you have any of the following long-standing conditions? Tick all that apply

	Survey Year
	2008
I have a long-standing condition involving deafness or hearing impairment	10%
I have a long-standing condition involving blindness or partially sighted	4%
I have a long-standing condition involving a physical condition	23%
I have a long-standing condition involving a learning disability	2%
I have a long-standing condition involving a mental health condition	6%
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	19%
I do not have a long-standing condition	53%
Total specific responses	45642

Answered by all

Q49 Does this condition(s) cause you difficulty with any of the following? Tick all that apply

	Survey Year
	2008
This condition causes me difficulty with everyday activities that people of my age can usually do	55%
This condition causes me difficulty at work, in education, or training	18%
This condition causes me difficulty with access to buildings, streets, or transport vehicles	23%
This condition causes me difficulty with reading or writing	14%
This condition causes me difficulty with people's attitudes to me because of my condition	14%
This condition causes me difficulty with communicating, mixing with others, or socialising	21%
This condition causes me difficulty with other activities	15%
This condition does not cause me difficulty with any of these	27%
Total specific responses	21547

Answered by those with a long-standing condition

Proportions of those participating to the survey by ethnic group

	Survey Year			Significant change between 04 and 08	Significant change between 03 and 08
	2003	2004	2008		
White	93%	93%	91%	↓	↓
Mixed	1%	1%	1%	↑	↑
Asian or Asian British	3%	3%	4%	↑	↑
Black or Black British	2%	2%	3%	↑	↑
Chinese or Other Ethnic Group	1%	0%	1%	↑	
Total specific responses	57624	54560	49356		

Answered by all - data taken from response but if missing taken from sample data