LYME DISEASE ON THE NHS

Caudwell Lyme Disease charity
Patient survey results, 2016
Caudwell Lyme Disease charity surveyed 500 UK Lyme disease patients online
This report summarises the responses

Polldaddy software was used to gather and collate responses
Lyme disease patients were recruited via social media
Responses were made anonymously, with permission of the patients to publish the data and free text entries submitted
The survey was open from February to April, 2016

The collated responses in this report may be used for reporting and analysis by other groups, provided their source is credited to the Caudwell Lyme Disease patient survey
PART 1
BASIC INFORMATION

Caudwell Lyme Disease charity
Patient survey results
Q1. HOW WERE YOU DIAGNOSED WITH LYME DISEASE?

- Multiple answers were permitted
- 22% of respondents had a positive UK references lab (i.e. NHS) diagnosis
- 20% were diagnosed by Erythema migrans rash
- 44% of respondents fulfilled NHS diagnostic criteria
- 56% of survey respondents with a confirmed diagnosis of Lyme disease were NOT diagnosed by NHS doctors or testing labs
Q2. ARE YOU CURRENTLY RESIDENT IN THE UK?

- 100% yes
- Responses from IP addresses outside the UK were deleted, regardless of respondent’s answer
- 500 UK responses made up this collated data
Q3. HOW MANY YEARS AGO WERE YOU DIAGNOSED WITH LYME DISEASE?

- Over half the respondents to the survey have been diagnosed Lyme patients for more than 2 years.
- 27% of respondents have been diagnosed Lyme patients for over 5 years.

<table>
<thead>
<tr>
<th>Years since diagnosis</th>
<th>No. of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2 years</td>
<td>241</td>
</tr>
<tr>
<td>2-5 years</td>
<td>120</td>
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<tr>
<td>5-10 years</td>
<td>98</td>
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<tr>
<td>10-15 years</td>
<td>27</td>
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<tr>
<td>over 25 years</td>
<td>6</td>
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<tr>
<td>20-25 years</td>
<td>6</td>
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<tr>
<td>15-20 years</td>
<td>2</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>500</strong></td>
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</table>
Q4. FOR HOW MANY YEARS WERE YOU ILL WITH LYME DISEASE SYMPTOMS BEFORE YOU WERE DIAGNOSED?

- 69% of people had Lyme disease symptoms for over 2 years before getting diagnosed
- A staggering 29% had Lyme symptoms for over 10 years before their Lyme diagnosis
Q5. DO YOU HAVE ANY ADDITIONAL DIAGNOSES (ACCORDING TO THE NHS)? SELECT ALL THAT APPLY.

- 210 out of 500 survey respondents also had other diagnoses from NHS physicians
- Download PDF of complete responses
- The responses were varied, but thyroid disorders (notably Hashimoto’s), various cardiac conditions, Ehlers Danloss syndrome or non-specific joint hypermobility, and celiac disease were notable
Q6. ARE YOU CURRENTLY WELL ENOUGH TO WORK FULL TIME?

- Exactly 50% of survey respondents are of working age but **too ill to work at all**
- Just 16% of survey respondents are in full time employment
- A further 18% are only able to work part time
Q7. WHAT IS THE MONTHLY TOTAL OF ALL STATE BENEFITS YOU RECEIVE?

- 43% of survey respondents receive state benefits
- Based on median values, the average survey respondent receives a total of £247 in state benefits per month
Q8. HAVE YOU APPLIED FOR ANY BENEFITS AND BEEN REFUSED BECAUSE THE NHS DID NOT RECOGNISE LYME DISEASE AS A DISABILITY?

- The vast majority of respondents answered No
- The commonest explanation offered (in free text responses) was that they had no formal diagnosis of a disabling illness, therefore knew they would be refused, and so did not apply
- Among those who described rejected applications, the commonest reason for refusal was that their diagnosis was not classified as disabling
PART 2
THE PAST 12 MONTHS

Caudwell Lyme Disease charity
Patient survey results
Q9. IN THE PAST 12 MONTHS, HOW MANY TIMES HAVE YOU BEEN TO YOUR GP?

- The totals are an understatement for two reasons:
  1. 36 non-numeric responses were received, stating "lost count" and "so many times" etc., which could not be included in this totals and averages.
  2. 70 patients gave a response of "more than x times" and these cases were entered as "x times" i.e. the minimum number reported.
Q9. IN THE PAST 12 MONTHS, HOW MANY TIMES HAVE YOU BEEN TO YOUR GP?

- Average GP visits per Lyme patient per year = 7
- This average is exactly in line with the national average, according to the Royal College of General Practitioners
- 21% of survey respondents answered that they go to their GP over ten times a year.
- Half of the survey respondents who said that they never go to their GP (26 people) added notes, observing
  - there is no point
  - He/she understands nothing about Lyme disease
  - They are too ill to leave the house
  - They have given up seeking help
- Download a PDF of the complete text answers Q9. GP visits
Q10. IN THE PAST 12 MONTHS, HOW MANY TIMES HAVE YOU BEEN TO AN ACCIDENT & EMERGENCY DEPARTMENT?

- The average Lyme disease patient made one visit to A&E per year.
- The 16 respondents who reported making more than 5 visits to A&E in the last 12 months averaged over 9 visits in that period.
- There were 24 non-numeric responses which are not included in the data.
Q10. IN THE PAST 12 MONTHS, HOW MANY TIMES HAVE YOU CALLED AN AMBULANCE TO YOUR HOUSE?

<table>
<thead>
<tr>
<th>Ambulances called</th>
<th>No. of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>382</td>
</tr>
<tr>
<td>1</td>
<td>54</td>
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<tr>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Non-numeric response</td>
<td>26</td>
</tr>
</tbody>
</table>

TOTAL responses: 500
TOTAL numeric responses: 474

Total ambulances called: 148
Average ambulances called per patient per year: 0.31
Q12. HAVE YOU HAD ANY OPERATIONS IN THE LAST 12 MONTHS?

Operations - frequency as % of total operations

- thyroidectomy
- pacemaker
- knee operation
- jaw operation
- insertion of a sacral nerve stimulator
- breast lump removal
- mole removal
- dental work - wisdom tooth removal
- dental work (Root canal)
- tonsillectomy
- cyst removal
- operation (not specified)
- gall bladder removal
- dental work - other
- dental work - tooth extracted
Q12. HAVE YOU HAD ANY OPERATIONS IN THE LAST 12 MONTHS?

- Survey respondents reported having had 78 surgical operations in the previous 12 months. This implies that Lyme patients have one operation every 6 years, on average.

- The commonest hospital operation was gall bladder removal, which accounted for 8% of the operations reported.

- Other notable responses included 3 operations for cardiac arrhythmia (one catheter ablation and two pacemaker insertions) and 5 tonsillectomies.

- Download a PDF of the full list: Q12: Operations

- Within the time frame of one year, and with a patient sample of 500, this question sets very limited parameters.

- More detailed research, encompassing a longer time period and more specific questions, might reveal more striking data patterns.
Q12. HAVE YOU HAD ANY OPERATIONS IN THE LAST 12 MONTHS?

- 55 dental interventions were reported. In other words, 11% of survey respondents had had significant dental work carried out in the previous year (see following slide).

- Root canal work often failed and lead to extraction

- 5% of survey respondents had had at least one tooth extracted in the previous year.

- Other dental work included periodontal pocket reduction and filling replacements.
Q12. HAVE YOU HAD ANY OPERATIONS IN THE LAST 12 MONTHS?

- 11% of respondents reported having had significant dental work during the previous 12 months

- Respondents also reported recurring or ongoing dental problems, including receding gums, tooth ache of unidentifiable cause, and teeth cracking and or shearing into two
Q13. IN THE PAST 12 MONTHS, HOW MANY NIGHTS HAVE YOU SPENT IN HOSPITAL?

<table>
<thead>
<tr>
<th>Nights in hospital</th>
<th>Number of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>zero</td>
<td>380</td>
</tr>
<tr>
<td>one</td>
<td>36</td>
</tr>
<tr>
<td>two</td>
<td>15</td>
</tr>
<tr>
<td>three</td>
<td>11</td>
</tr>
<tr>
<td>four</td>
<td>12</td>
</tr>
<tr>
<td>Other Option</td>
<td>46</td>
</tr>
<tr>
<td>TOTAL responses</td>
<td>500</td>
</tr>
<tr>
<td>TOTAL numeric responses</td>
<td>454</td>
</tr>
<tr>
<td>TOTAL nights in hospital</td>
<td>147</td>
</tr>
<tr>
<td>AVERAGE nights in hospital per Lyme patient per year</td>
<td>0.32</td>
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</tbody>
</table>
Q14. IN THE PAST 12 MONTHS, HOW MANY APPOINTMENTS HAVE YOU HAD WITH NHS CONSULTANTS (SPECIALISTS)?

Appointments

<table>
<thead>
<tr>
<th>No. of people</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>Other Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of patients</td>
<td>146</td>
<td>45</td>
<td>73</td>
<td>42</td>
<td>28</td>
<td>27</td>
<td>52</td>
<td>87</td>
</tr>
<tr>
<td>TOTAL responses</td>
<td>500</td>
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<tr>
<td>TOTAL numeric responses</td>
<td>413</td>
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<tr>
<td>TOTAL appointments</td>
<td>876</td>
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<tr>
<td>AVERAGE appointments per Lyme patient per year</td>
<td>2.1</td>
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</table>
Q15. IN THE PAST 12 MONTHS, HOW MANY APPOINTMENTS HAVE YOU HAVE WITH AN NHS PSYCHOLOGIST, PSYCHIATRIST OR OTHER THERAPIST WHO TREATS EMOTIONAL OR MENTAL CONDITIONS?

<table>
<thead>
<tr>
<th>Appointments</th>
<th>No. of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>zero</td>
<td>347</td>
</tr>
<tr>
<td>one</td>
<td>28</td>
</tr>
<tr>
<td>two</td>
<td>20</td>
</tr>
<tr>
<td>three</td>
<td>11</td>
</tr>
<tr>
<td>four</td>
<td>9</td>
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<tr>
<td>five</td>
<td>4</td>
</tr>
<tr>
<td>six</td>
<td>10</td>
</tr>
<tr>
<td>seven</td>
<td>2</td>
</tr>
<tr>
<td>eight</td>
<td>11</td>
</tr>
<tr>
<td>Other option</td>
<td>58</td>
</tr>
</tbody>
</table>

TOTAL responses: 500
TOTAL numeric responses: 442
TOTAL appointments: 319

AVERAGE appointments per Lyme patient per year: 0.7
Q16. DID YOU WANT TO SEE ANY OF THE SPECIALISTS LISTED IN QUESTION 15?

<table>
<thead>
<tr>
<th>Response</th>
<th>No. of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Other&quot; option (free text response)</td>
<td>143</td>
</tr>
<tr>
<td>Yes, I asked for the appointment</td>
<td>82</td>
</tr>
<tr>
<td>No, I was pressurised to go by my GP</td>
<td>66</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>291</td>
</tr>
</tbody>
</table>

- Too many ambiguous free text responses were received to analyse results of this question numerically.
Q17. IN THE PAST 12 MONTHS, WHAT OUTPATIENT TESTS OR TREATMENTS HAVE YOU HAD AT AN NHS HOSPITAL, CLINIC OR OTHER FACILITY?

- 71% of Lyme patients had received at least one outpatient investigation or procedure in the last year.
- The average Lyme patient received more than two outpatient investigations or treatments in the last year.

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Percentage of Survey Respondents Receiving This Procedure in Last 12 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>29%</td>
</tr>
<tr>
<td>X-ray</td>
<td>37%</td>
</tr>
<tr>
<td>MRI scan</td>
<td>35%</td>
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<tr>
<td>CT scan</td>
<td>22%</td>
</tr>
<tr>
<td>EEG</td>
<td>12%</td>
</tr>
<tr>
<td>ECG</td>
<td>12%</td>
</tr>
<tr>
<td>Colonoscopy</td>
<td>12%</td>
</tr>
<tr>
<td>Gastroscopy</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>21%</td>
</tr>
</tbody>
</table>
Q17. IN THE PAST 12 MONTHS, WHAT OUTPATIENT TESTS OR TREATMENTS HAVE YOU HAD AT AN NHS HOSPITAL, CLINIC OR OTHER FACILITY?

- A breakdown of text responses specifying operations in the “other” category

<table>
<thead>
<tr>
<th>Outpatient investigations (text answers in &quot;other&quot; category)</th>
<th>No. of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ultrasound</td>
<td>26</td>
</tr>
<tr>
<td>Lumbar puncture</td>
<td>8</td>
</tr>
<tr>
<td>Echocardiogram</td>
<td>7</td>
</tr>
<tr>
<td>Holter Monitor</td>
<td>6</td>
</tr>
<tr>
<td>EMG nerve conduction test</td>
<td>6</td>
</tr>
<tr>
<td>PET scan</td>
<td>4</td>
</tr>
<tr>
<td>endoscopy</td>
<td>4</td>
</tr>
<tr>
<td>DEXA bone density scan</td>
<td>4</td>
</tr>
</tbody>
</table>
Q17. IN THE PAST 12 MONTHS, WHAT OUTPATIENT TESTS OR TREATMENTS HAVE YOU HAD AT AN NHS HOSPITAL, CLINIC OR OTHER FACILITY?
Q18. IN THE PAST 12 MONTHS, WHICH BLOOD TESTS HAVE YOU HAD ON THE NHS?

- TOTAL tests = 1,658
- AVERAGE tests per person = 3.3
- Download full list [Q18 Outpatient procedures](#)

Percentage of survey respondents having this test in past 12 months:

- Full blood count: 71%
- TSH (thyroid hormone): 52%
- Iron levels (for anaemia): 45%
- Lyme disease: 42%
- Other hormones: 23%
- Other tests: 22%
- Cholesterol: 22%
- Other infections: 17%
- Epstein Barr: 14%
- Herpes: 9%
- None: 15%
Q19. WHICH MEDICATIONS ARE YOU CURRENTLY PRESCRIBED ON THE NHS?

% of survey respondents prescribed this drug by NHS doctor

- Paracetamol: 14%
- Codeine: 12%
- Propranolol: 10%
- Pregabalin/Lyrica: 8%
- Dexamethasone: 7%
- Doxycycline: 6%
- Levothyroxine: 5%
- Naproxen: 4%
- Zopiclone: 3%
- Valium/Diazepam: 2%
- Mirtazapine: 2%
- Naltrexone: 2%
- Zopiclone: 2%
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PART 3
TREATMENT

Caudwell Lyme Disease charity
Patient survey results
Q20. PLEASE ENTER THE TOTAL NUMBER OF WEEKS THAT YOU HAVE BEEN PRESCRIBED ANTIBIOTICS BY THE NHS TO TREAT YOUR LYME DISEASE.
Q20. PLEASE ENTER THE TOTAL NUMBER OF WEEKS THAT YOU HAVE BEEN PRESCRIBED ANTIBIOTICS BY THE NHS TO TREAT YOUR LYME DISEASE.

- There were peaks in patient numbers treatment lengths of 2 and 4 weeks, as recommended by current PHE treatment guidelines
- Only 18% of patients were treated with antibiotics for these guideline-specified periods of time
- Over one third of survey respondents diagnosed with Lyme disease received no antibiotic therapy at all from their NHS doctor
- 17% of respondents said they had received more than 8 weeks of antibiotics prescribed by their NHS doctor
  - Many reported being prescribed long term antibiotics for periods of many
- 5% of respondents have been prescribed antibiotics for a year or more
Q20. PLEASE ENTER THE TOTAL NUMBER OF WEEKS THAT YOU HAVE BEEN PRESCRIBED ANTIBIOTICS BY THE NHS TO TREAT YOUR LYME DISEASE.

PATIENTS ON LONG TERM ANTIBIOTICS

<table>
<thead>
<tr>
<th>Months of antibiotics prescribed by NHS doctor</th>
<th>No. of patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>20</td>
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<td>4</td>
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Months prescribed antibiotics by NHS doctor

Number of patients
Q21. IF YOU ARE NOT TAKING NHS PRESCRIPTION ANTIBIOTICS TO TREAT YOUR LYME DISEASE, PLEASE EXPLAIN WHY.

- 48% of survey respondents are not taking antibiotics because their NHS doctor refuses to prescribe them.
- 37% are paying for antibiotic treatment privately, because their NHS doctor refuses to prescribe antibiotics.
- 10% of respondents said they had tried antibiotics and found they did not help.
- 6% of respondents said they did not want antibiotic treatment.
- 45% of respondents • EITHER answered that they ARE taking NHS prescribed antibiotics
  • OR gave spoiled answers.
Q23. CAN YOU THINK OF ANY OTHER NHS SERVICES YOU HAVE USED IN THE PAST 12 MONTHS, NOT ALREADY MENTIONED IN THIS SURVEY?

- A range of services was entered in free text answers
- The commonest responses were physiotherapy, the 111 telephone service and dental services
Caudwell Lyme Disease charity
Patient survey results
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

- 434 text responses were received
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

I have zero quality of life. This is a living death. I am in agony 24/7, month after month, year after year, decade after decade.

I am 95% bedridden and 5% housebound.
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

I am 10 and I can’t do sports, and I can’t keep up with my friends when they play outside. My legs hurt pretty much all the time. Sometimes when they run around out of doors I just sit and play computer games or watch TV by myself, and then sometimes that makes me cry when I get home afterwards.

I often get headaches, or else my eyes and brain go funny and I can’t do my schoolwork. I find it so hard doing maths, I am good at it sometimes like I used to be but other times I am so stupid I want to punch myself in my stupid brain. And I hate myself.
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

It has totally destroyed my life and that of my family. I am unable to function normally in any way and sleep all the time, even during meals. Prior to being bitten I was enjoying a full, very active life and motorcycling around the USA for 3 weeks with my wife (who has to type this as I am unable to). I cannot walk more than a few yards without collapsing, when before I was bitten I used to run 2 miles every lunchtime at work. My wife is my carer and has to help me to eat my food sometimes, when I am too weak to hold the fork, and she has to deal with all my medications/appointments and daily routine as my memory is so bad. We would not allow our pets to suffer this way yet nobody takes us seriously when we ask for help. Thank you so much for allowing us all to have a voice.
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

- It is hard to find the words to describe the extent of the impact this has had on every aspect of my life. I went from being a fit and healthy teenager to needing help to get to the bathroom. 11 years later I am still fighting to get my life back. I dread to think how I would have coped if I hadn’t been lucky enough to have the emotional and financial support given to me by my family.
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

My whole life has been turned upside down. I have a husband and two beautiful children. I feel so guilty that I cannot take my children to the park or even have fun time with them as I am in **excruciating pain**.

I feel a complete emotional wreck. **My self esteem has gone** as I just want to be in bed all day and prefer to be left alone. Psychologically I feel my children are suffering too and finding it hard to cope with as mummy is always asleep.

I have given up work because I could not take the pain and literally felt like a zombie all day. **I sometimes lose the will to live** and feel so depressed by the pain and the other effects of Lyme.
Q23. HOW HAS YOUR QUALITY OF LIFE CHANGED AS A RESULT OF CATCHING LYME DISEASE?

When I was 8, I was very depressed and I wanted to be dead. I told my mummy I thought it would be better if I killed myself.

I can’t remember what it was like when I was smaller than that, except I was in hospital a lot, and I don’t even want to talk about that.

- Download PDF of complete answers Q23. Quality of life
Q24. WHAT DO YOU WANT THE NHS TO DO TO HELP PEOPLE WITH LYME DISEASE?

- 440 text responses were received

**How could The NHS has tested me repeatedly for anaemia, thyroid function, arthritis, and also for ankylosing spondylitis, but never for Lyme, even when I suggested it. Could it please just be considered rather than ignored?!**

**The NHS needs to adopt a scientific attitude towards Lyme disease, rather than one which is castrated by the politics of healthcare in the USA.**

**The NHS also needs to address the fact that thousands of people with this disease are being treated as second class citizens in this country: denied the healthcare they need just as people with AIDS were 30 years ago.**
Q24. WHAT DO YOU WANT THE NHS TO DO TO HELP PEOPLE WITH LYME DISEASE?

How could the NHS help you better?

In the last 3 years (so not covered by this survey) I have had 5 MRIs, lumber puncture, evoke testing, bladder scan, bladder camera investigation, 3 days IV steroids, ultrasounds and multiple trips to my GP and A&E. I also had 8 consultantations with 4 different consultants (2 neurologists, urogynaecologist, microbiologist).

I was unable to work for 18 months...

It makes financial sense to embrace the German testing and treatment protocols to end human misery and get people off sick benefits and contributing to the economy, to say nothing of the huge cost saving of mis-diagnosing people.

My own diagnosis was neurological that might one day prove to be MS. An accurate blood test 3 years ago would have saved so much heart ache and worry for me and my family...
Q24. WHAT DO YOU WANT THE NHS TO DO TO HELP PEOPLE WITH LYME DISEASE?

Get better testing.
Train Doctors better to recognise the EM rash and symptoms.
Recognise the existence of Chronic Lyme, and that a few weeks of antibiotics is not enough.

I want doctors to be able to treat with longer courses of antibiotics if symptoms are still present at the end of the recommended 2-3 weeks course.

They have to recognise the bullseye rash, and treat immediately with antibiotics - not wait around for blood test results to prove it. They must be made aware that EM rash = Lyme disease! No blood test necessary!
Q25. PLEASE ENTER YOUR QUESTION HERE.

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<tbody>
<tr>
<td>Why is chronic Lyme disease not taken seriously and why are people left to suffer horribly?</td>
<td>![Image](740x31 to 834x117)</td>
<td>Why do good, honest, hard working people get ditched whilst at their lowest point?</td>
<td>![Image](135x151 to 197x234)</td>
<td>What is the UK government going to do to stop our suffering?</td>
<td>![Image](445x140 to 515x234)</td>
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<td>How can you be sure that Borrelia does not cause chronic Lyme disease when so many patients are testifying the same issues?</td>
<td>![Image](733x155 to 841x227)</td>
<td>Why is it that doctors are so against helping people who think they may have Lyme disease?</td>
<td>![Image](293x45 to 355x117)</td>
<td>Surely it is cheaper to diagnose and treat Lyme at the outset rather than leave it until multiple consultants are required to treat all the symptoms?</td>
<td>![Image](294x264 to 354x343)</td>
</tr>
<tr>
<td>Why do doctors in the UK get struck off when prescribing long term antibiotics for Lyme patients?</td>
<td>![Image](603x263 to 663x343)</td>
<td>Why is Lyme disease dismissed when there is positive serology from accredited labs?</td>
<td>![Image](603x263 to 663x343)</td>
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Q25. PLEASE ENTER YOUR QUESTION HERE.

- Download PDF of complete answers Q25. Patients’ questions
Q5. Additional diagnoses
Q9. GP visits
Q12: Operations
Q18. Outpatient procedures
Q19. Prescribed drugs
Q23. Quality of life
Q24. What do you want the NHS to do?
Q25. Patients’ questions