

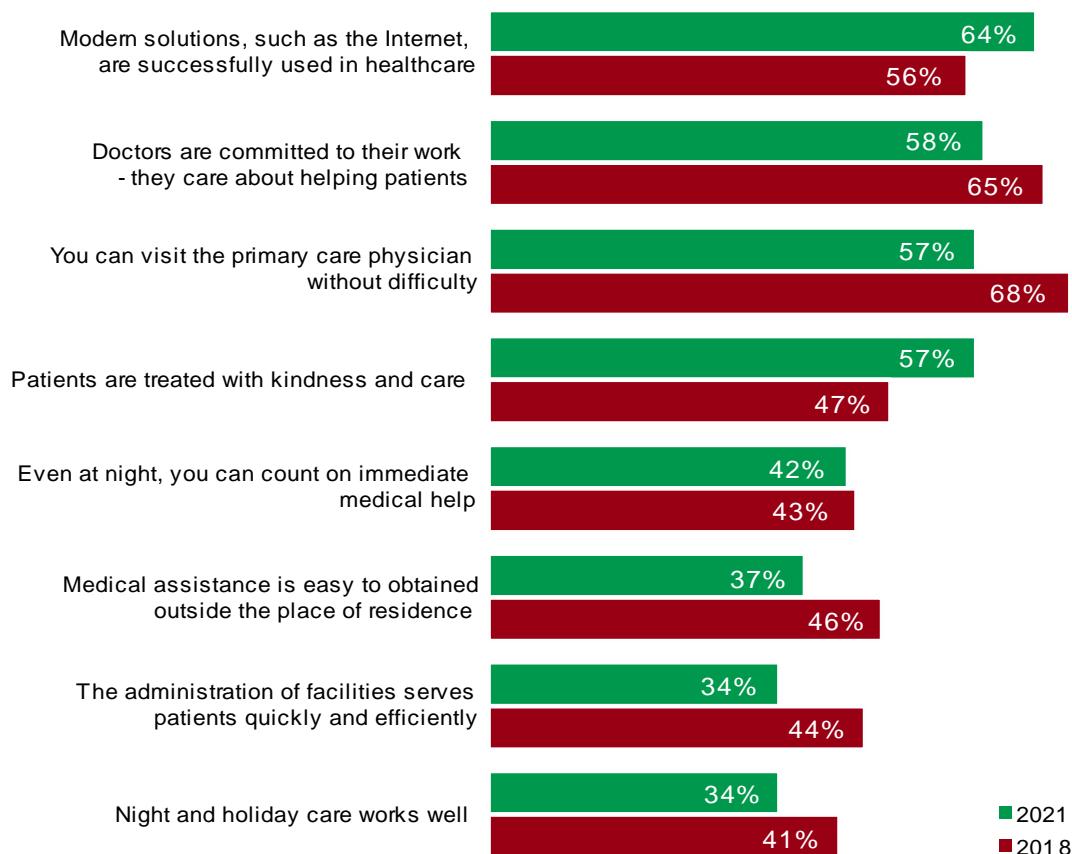
Strengths and weaknesses of public health service

Most respondents appreciate the professional level of doctors (66%) and their commitment to work (58%). More than a half are positive about the availability of primary care physicians (57%) and their diagnoses, claiming that they correctly recognize patients' problems and make appropriate decisions as to what to do next (55%). Most Poles are also positive about the use of modern solutions used in treatment, e.g. the Internet (64%), and the use of modern medical equipment (53%). Almost half believe that patients treated under the National Health Fund are treated with kindness and care (47%). Positive opinions prevail in the assessments of the availability of medical assistance outside the place of residence (37% positive, 25% negative), although a significant number of people do not have an opinion on this subject (38%). On the other hand, in the evaluation of the availability of night and holiday care and the availability of immediate assistance at night, opinions are divided: positive and negative opinions are formulated comparably often (34% versus 33% and 42% versus 42%, respectively). Negative opinions prevail in the evaluation of the remaining aspects of the functioning of the health care system. About half of Poles have reservations about the location of the facilities (51%) and the quick and efficient service of patients by the administration of the facilities (54%). Most respondents negatively assess the availability and the possibility to quickly perform diagnostic tests under the National Health Fund (66%). The vast majority are dissatisfied with the insufficient number of staff in hospitals (71%) and difficulties in accessing specialists (82%).

In comparison with 2018 (i.e. to the period before the pandemic), the assessments of most of the aspects of health care have deteriorated, and many of them are among the worst recorded in the history of CBOS surveys. The percentage of respondents positively assessing

night-time medical assistance (a decrease by 16 percentage points), positively perceiving the availability of primary health care physicians (a decrease by 11 points), believing that patients are treated with care and kindness (a decrease by 10 points), satisfied with the speed and efficiency of service by the administration (a decrease by 10 points), convinced that it is easy to obtain assistance outside their place of residence (a decrease by 9 points), and confident that medical care uses modern medical equipment (a decrease by 6 points) fell significantly. These aspects of healthcare system are among the worst assessed since we started monitoring them. Compared to 2018, the proportion of people convinced that doctors are involved in their work (a decrease by 7 points) and that doctors are competent (a decrease by 4 points) also fell. Compared to 2018, the percentage of people who believe that modern solutions, e.g. the Internet are successfully used in healthcare, increased by 8 points.

Do you agree with the following opinions on the medical services available under the general health insurance in the National Health Fund? Affirmative answers.



More information about this topic can be found in CBOS report in Polish: "Opinions about Healthcare System", October 2021. Fieldwork for national sample: September 2021, N=1218. The random sample is representative for adult population of Poland.