

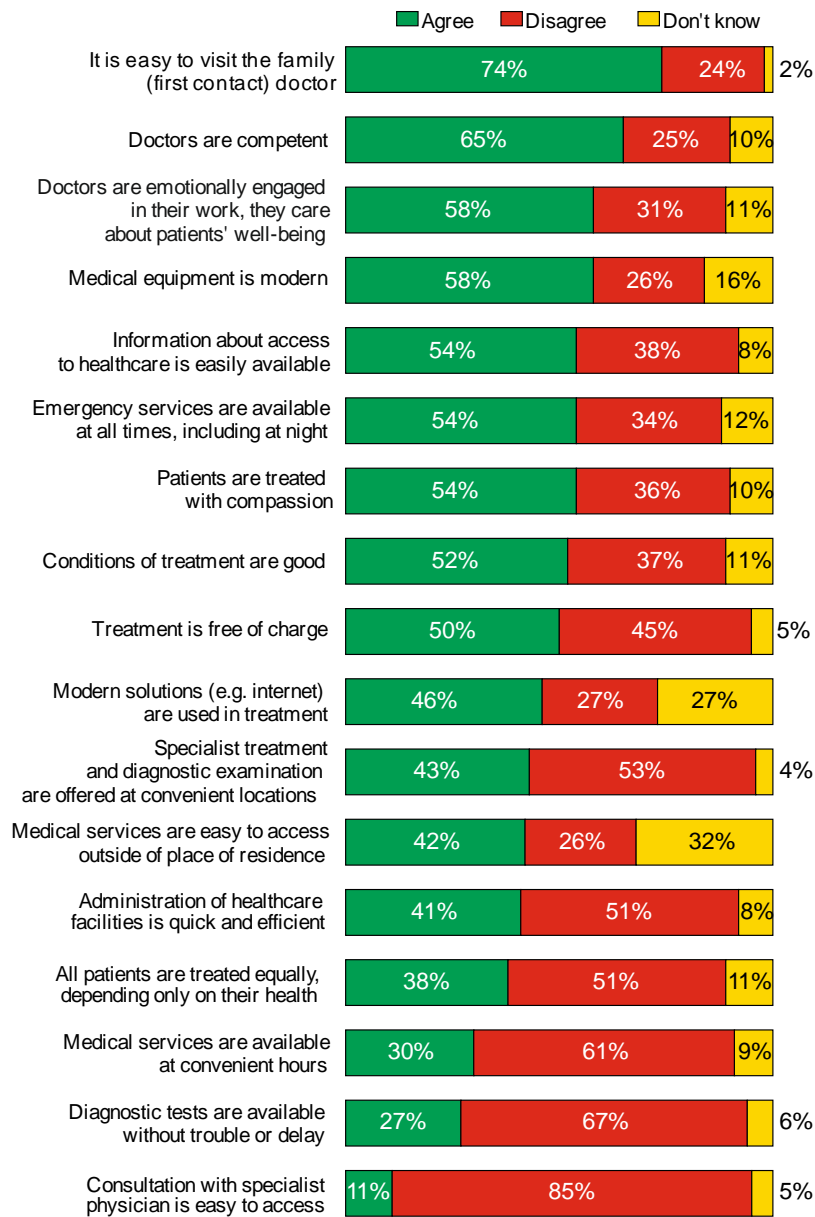
FUNCTIONING OF THE HEALTHCARE SYSTEM

In public opinion, the healthcare system in Poland has both strong and weak sides. Three quarters of Poles appreciate easy access to their family (first contact) physician. Two-thirds consider doctors as competent. Three-fifths of respondents think that physicians are emotionally engaged in their work (they care about their patients' well-being) and that they use modern medical equipment. The majority of respondents have a positive opinion about the level of information about healthcare services, night-time service, doctors' attitude to patients and conditions of treatment. A prevailing group believe that modern solutions (e.g. internet) are used during treatment, and that medical care can be easily obtained outside of the place of residence.

Opinions about fees for medical services are divided. Half of respondents think that treatment within the framework of national health insurance is indeed free of additional charges (patients do not have to pay anything beyond the monthly contribution). However, only a slightly smaller proportion of respondents have an opposite opinion.

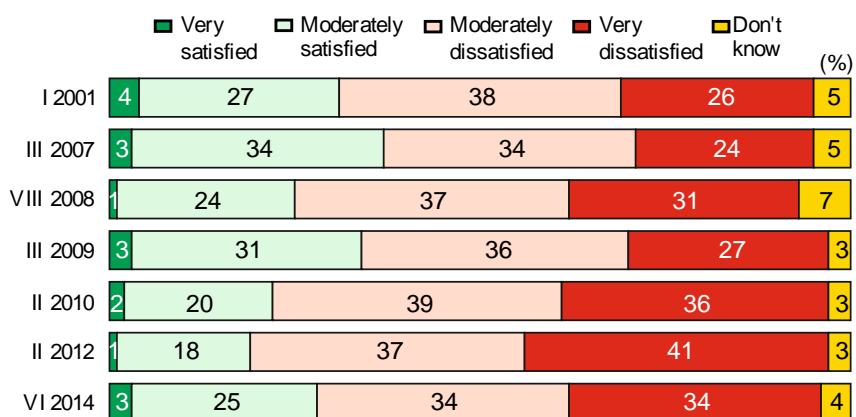
The majority of respondents have a negative opinion about the efficiency of administration. They note unequal and unfair treatment of different patients. Criticism is levelled at the location of facilities offering specialist treatment and timing of consultation. The most critically evaluated aspects are: long waiting time for diagnostic tests and difficulties in access to specialist physicians.

DO YOU AGREE WITH THE FOLLOWING STATEMENTS ABOUT THE TREATMENT RECEIVED WITHIN THE FRAMEWORK OF NATIONAL HEALTH FUND?



Analyses indicate that perceived access to specialist physicians and diagnostic tests are the most important factors in determining the subjective perception of efficiency of the healthcare system. Long waiting lists for specialist consultation and medical tests determine the negative opinion about the public healthcare system as a whole. Two-thirds (68%) of respondents are dissatisfied with the functioning of the healthcare system in Poland. In the last two years, the proportion of respondents critical about the health services significantly decreased, with a corresponding increase in the number of people satisfied with the system. However, they remain a minority (28%).

SATISFACTION WITH THE HEALTHCARE SYSTEM IN POLAND



More information about this topic can be found in CBOS report in Polish: *"Opinions about the functioning of the healthcare system in 2014"*, July 2014. Fieldwork for national sample: June 2014, N=1044. The random address sample is representative for adult population of Poland.