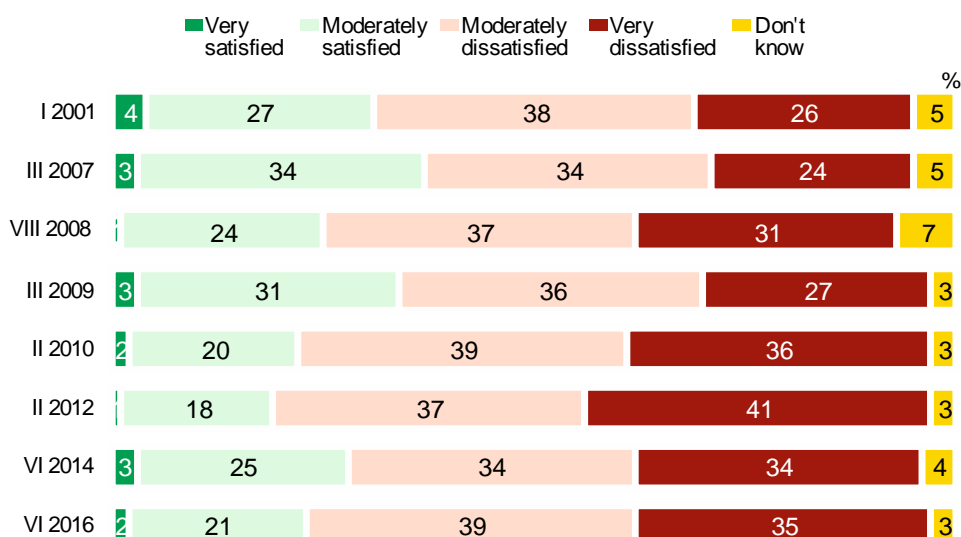


## Opinions about healthcare system

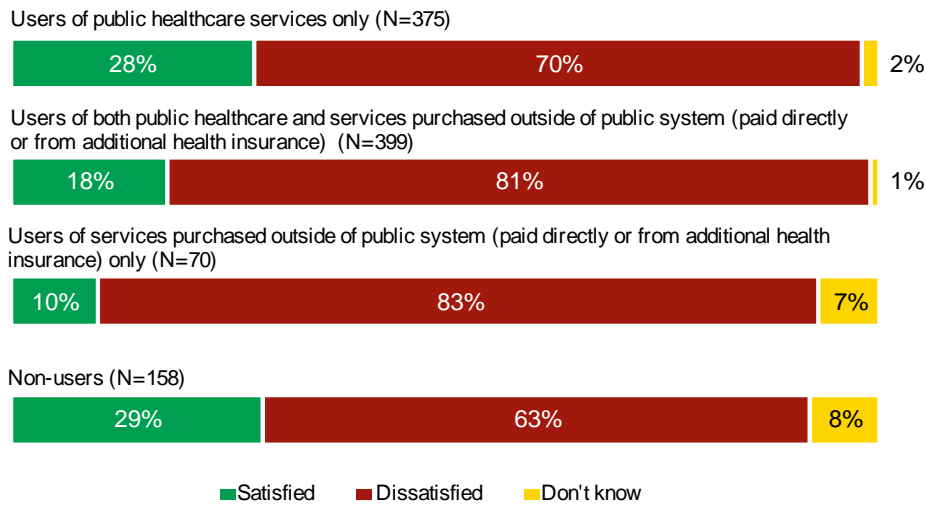
Only slightly less than a quarter of respondents (23%) are satisfied with the performance of public healthcare system in Poland. After noting a visible improvement in evaluations two years ago, we noted a deterioration in opinions this year.

### Are you satisfied with the performance of healthcare system in Poland?



Opinions about the performance of healthcare system are related to the way it is used. Satisfaction is higher among non-users and sole users of public healthcare services in the last six months than among people who used health services outside of the public system.

## Are you satisfied with the performance of healthcare system in Poland?

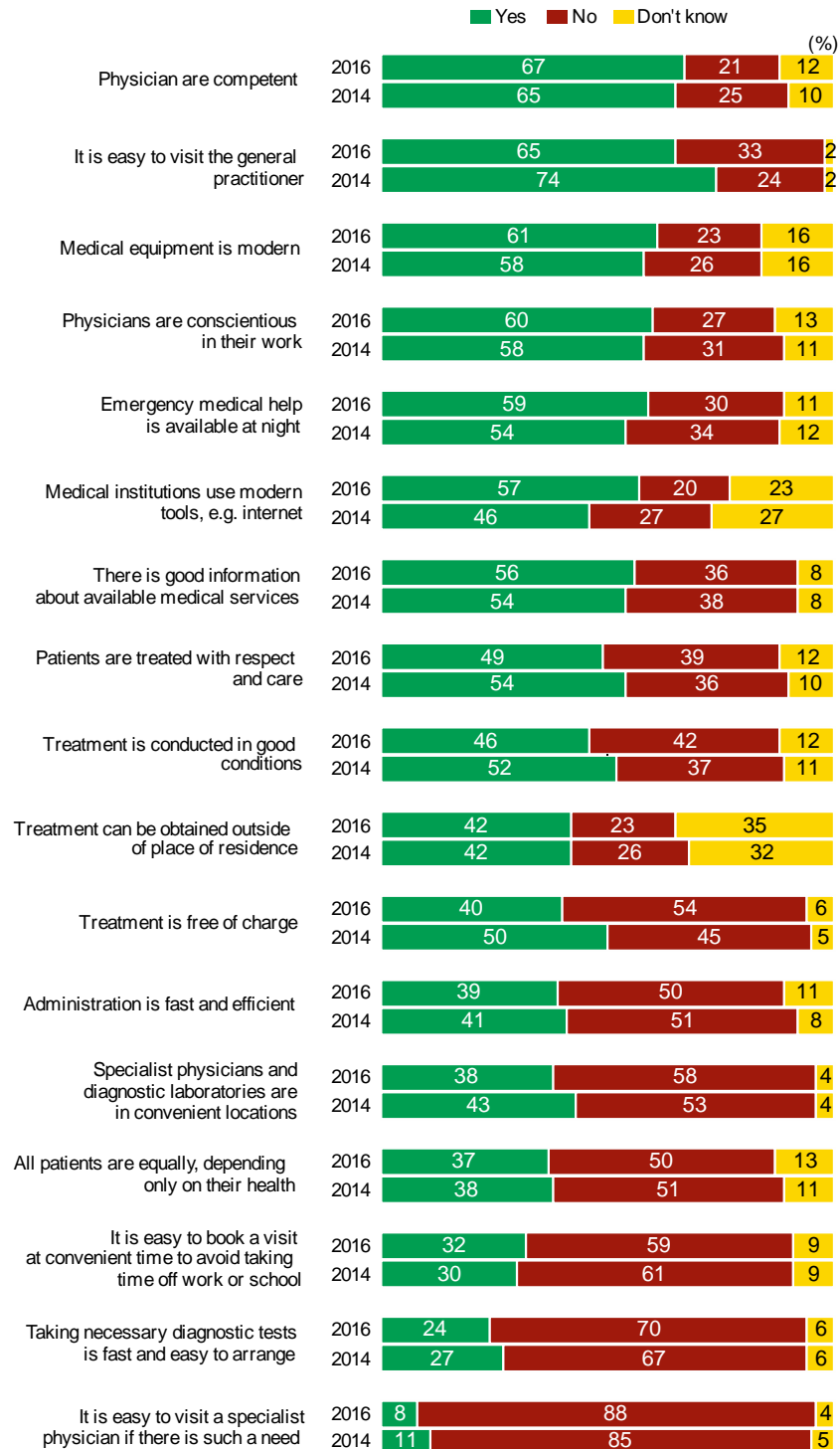


Evaluations of the performance of healthcare system in Poland (services offered within the national health insurance) are complex. About two-thirds of respondents appreciate doctors' skills and a slightly smaller proportion think that a GP is readily available. Most respondents agree that doctors use modern equipment and solutions. Opinions about doctors' work ethics are usually good. Most people think that nighttime emergency medical services are available and there is good information about medical services. Almost half of respondents think that patients in the system funded by the National Health Fund are treated with respect and compassion, while a slightly smaller group have a good opinion about the conditions in which treatment is administered. About two-fifths have a positive opinion about availability of medical help outside of the place of residence. For the above-mentioned aspects of functioning of the healthcare system positive opinions are more common than negative, whereas the other dimensions are evaluated critically by most people. Half of respondents have doubts about equal treatment of all patients and a similar group question the efficiency of administration. The majority do not think that treatment within the public system is free. Most respondents have a negative opinion about the location of units offering specialized treatment and diagnostic tests, and about time arrangements for visits. A vast majority are dissatisfied with waiting time for diagnostic tests and complain about availability of specialized physicians.

In the last two years there has been a decrease in the proportion of people convinced about the availability of general practitioners and in the number of respondents convinced that treatment within the public healthcare system is in fact free of charge. The other aspects for which there has been a deterioration of evaluations are: conditions of treatment funded by the National Health Fund, doctors' attitude to patients, location of units offering specialized treatment and diagnostic tests. On the other hand, there has been an increase in the

number of people noting modern solutions in treatment and availability of nighttime medical help.

**Do you agree with the following statements about medical services offered in public healthcare system funded by National Health Fund?**



More information about this topic can be found in CBOS report in Polish: "Opinions about Healthcare System", August 2016. Fieldwork for national sample: June 2016, N=1002. The random address sample is representative for adult population of Poland.