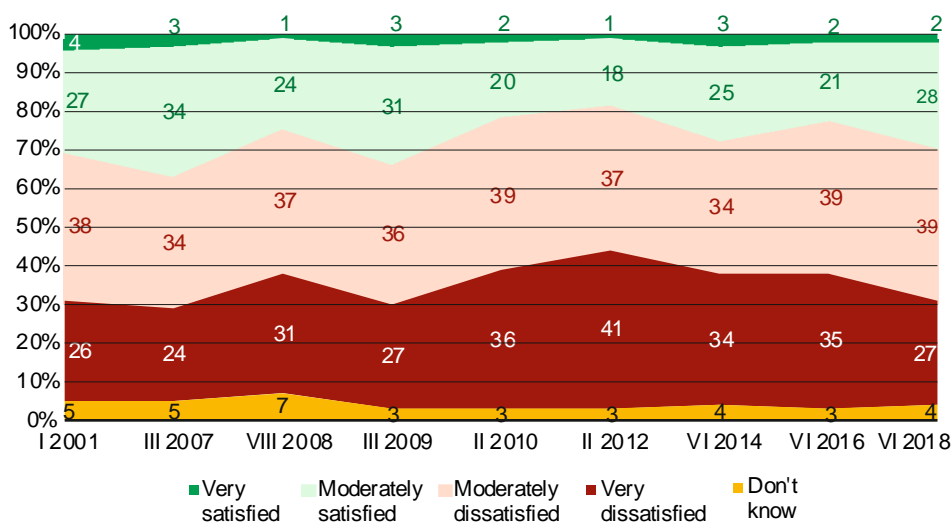


Evaluation of healthcare system

In total, 30% of respondents positively assess the functioning of healthcare system in Poland, and two-thirds rate it negatively (66%, including 27% who are very dissatisfied). In the last two years, we have noted an increase in satisfaction with the functioning of healthcare (by 7 percentage points), and a decrease in negative assessments (by 8 points).

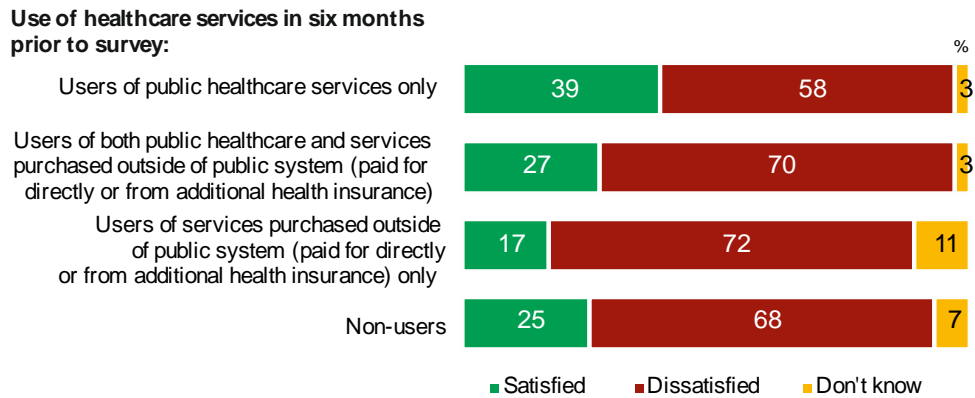
Are you satisfied with the performance of healthcare system in Poland?



The best assessments of the health service are given by respondents who during the last half of the year were treated only as part of public health insurance (note though that

negative opinions prevail in this group), while critical opinions prevail among those who were treated only outside the system of public health insurance.

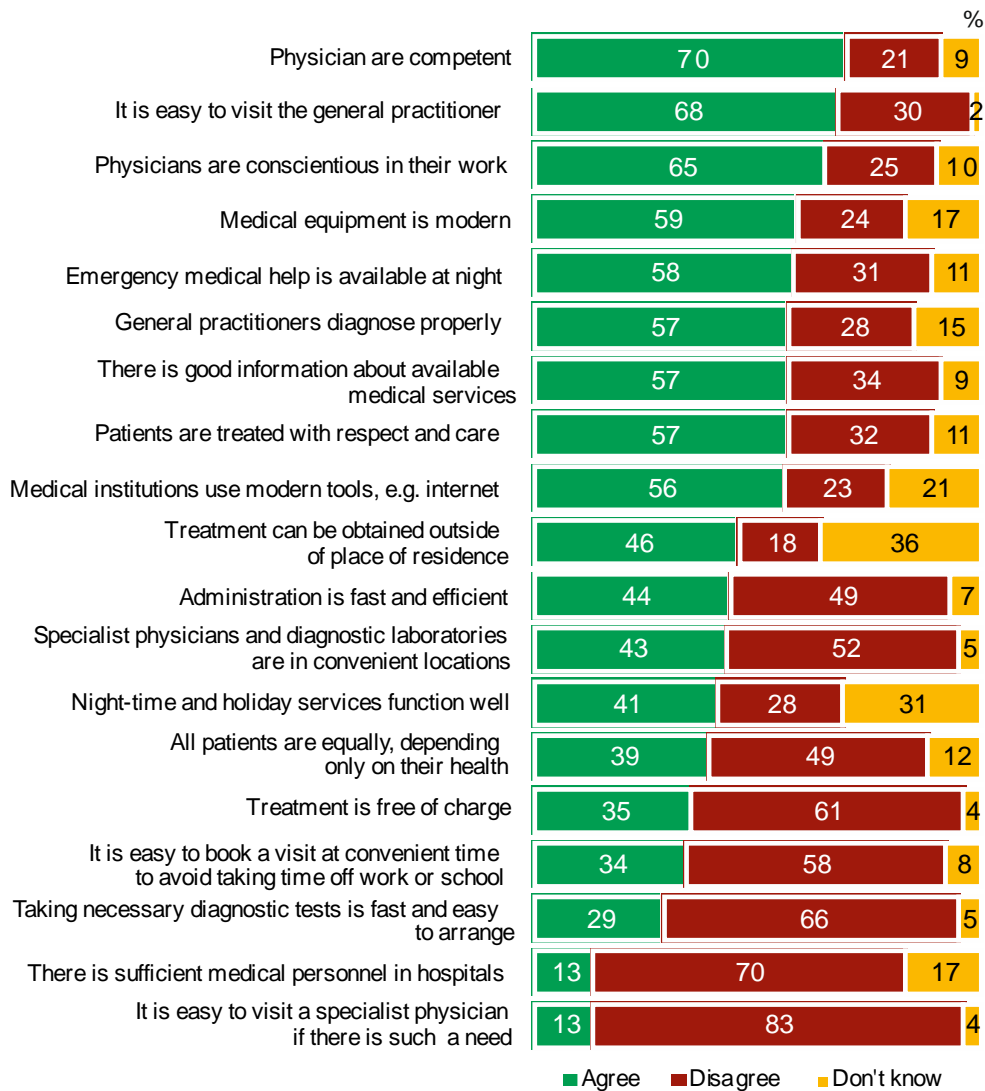
Are you satisfied with the performance of healthcare system in Poland?



Assessments of the functioning of the health care system in Poland, i.e. medical advice and services offered under the public health insurance, are complex. The vast majority of respondents appreciate the competence of doctors (70%), believe that doctors engage in their work, care for their patients (65%), and positively assess the availability of services of primary care physicians (68%). Over half of respondents believe that health care uses modern medical equipment (59%) and modern solutions (56%). Respondents are usually of the opinion that even at night they can count on immediate medical help (58%). Most also believe that primary care physicians properly diagnose patients' problems and make the right decisions on how to proceed (57%), assess doctors' attitude to patients well (believe patients are treated with kindness and care, 57%), and are satisfied with the quality of information on the possibility of obtaining medical advice (57%). A significant part of respondents have no opinion on the availability of medical care outside their place of residence (36%) and on the functioning of night and holiday care (31%); however, in evaluations of these aspects positive assessments outweigh the negative ones (46% vs. 18% and 41% vs. 28%, respectively). The other aspects are usually judged negatively. Approximately every second respondent has doubts about fast and efficient performance of the administration of healthcare institutions (49%), equal treatment of patients (49%), and the location of branches where benefits are offered (52%). More than half of respondents think that it is difficult to make an appointment for a convenient hour (58%) and disagree with the statement that treatment is free (61%). The vast majority express

dissatisfaction with the long waiting time for diagnostic tests (66%), insufficient number of medical staff in hospitals (70%), and difficulties in accessing specialists (83%).

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", July 2018. Fieldwork for national sample: June 2018, N=989. The random address sample is representative for adult population of Poland.