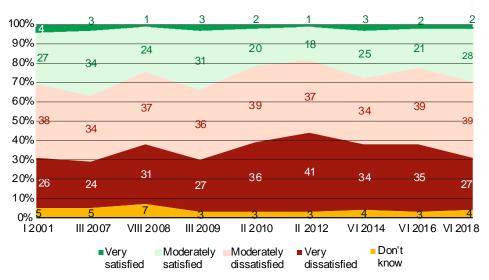


## POLISH PUBLICOPINION

Solid and Professional

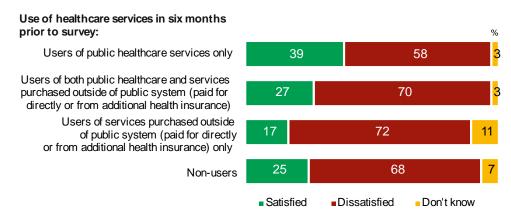
## **Evaluation of healthcare system**

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?

				%	
Physician are competent	70		2	21 9	
It is easy to visit the general practitioner	68		30 <mark>2</mark>		
Physicians are conscientious in their work	65		25 10		
Medical equipment is modern	59		24	17	
Emergency medical help is available at night	58		31 11		
General practitioners diagnose properly	57		28	15	
There is good information about available medical services	57		34	9	
Patients are treated with respect and care	57		32	11	
Medical institutions use modern tools, e.g. internet	56		23	3 21	
Treatment can be obtained outside of place of residence	46	18 36		36	
Administration is fast and efficient	44	49		7	
Specialist physicians and diagnostic laboratories are in convenient locations	43	52		<mark>5</mark>	
Night-time and holiday services function well	41	28 3 <sup>.</sup>		31	
All patients are equally, depending only on their health	39	49		12	
Treatment is free of charge	35	61		4	
It is easy to book a visit at convenient time to avoid taking time off work or school	34	58		8	
Taking necessary diagnostic tests is fast and easy to arrange	29	66		<mark>5</mark>	
There is sufficient medical personnel in hospitals	13	70		17	
It is easy to visit a specialist physician if there is such a need	13	83			
	Agree E	Disagree	Don't	know	

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.