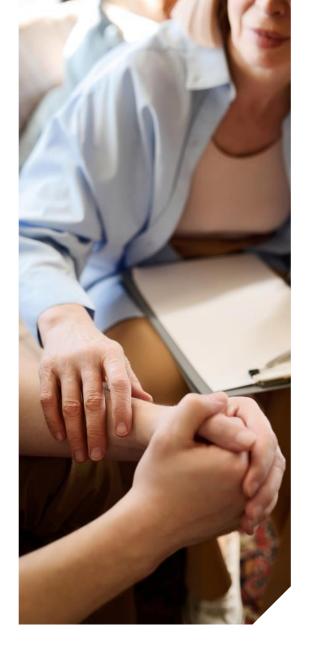
IPSOS HEALTH SERVICE -REPORT 2024

New Zealand Edition

September 2024





Introduction – Global Perspective

While the Covid-19 virus is a respiratory disease, perhaps the pandemic's biggest long-term effect on public health will be on mental

health. We have seen a fundamental shift in attitudes to mental health compared to 2018, when we first started the *Ipsos Health Service Report*, and today. Six years ago, 27% chose mental health as one of the biggest health problems, putting it third, today that figure is 45% on average across 31 countries, now first.

However, alongside looking at the global picture, we should also note the big differences in attitudes between countries and genders. In all but <u>two</u> <u>countries women are</u> more likely to choose mental health as a health concern.

The gender gap on mental health is much greater amongst young people.

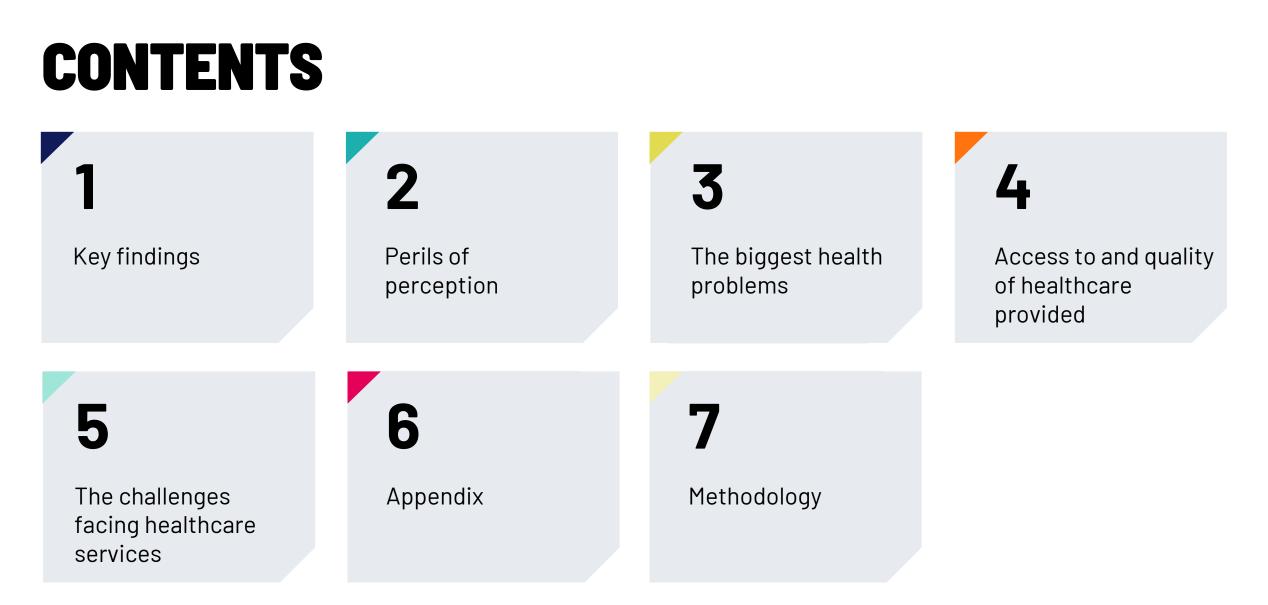
Fifty-five per cent of Gen Z women choose mental health as one of the biggest health problems, compared to 37% of Gen Z men. Amongst the oldest generation in this survey, the gap between <u>men and women is much</u> <u>smaller.</u>

Our surveys regularly tell us people see <u>mental and physical wellbeing as</u> <u>equally important</u>. However, they do not feel their health service views them the same way. People's attitudes to mental health have changed a lot in recent years and citizens feel their healthcare systems have not caught up with that change.

While mental health is the top health concern on average, it is not for Baby Boomers. Cancer, a disease which older people are more likely to get, is the number one health problem for Baby Boomers (46%). In this year's survey, we asked people to assess how likely they were to get cancer in their country, as well as how widespread obesity is. We found that people were much better at understanding their obesity risk than their cancer risk. With many countries seeing a fall in <u>cancer screenings</u> <u>during the pandemic</u>, and now <u>some</u> <u>cancers affecting more younger people</u> <u>than previously</u>, it is important for people to be able to understand what risk they have of getting the disease.

In the following pages we review the trends we are seeing in attitudes to health and explore how people's experience on the ground matches with their country's health spend. We look forward to discussing what this means in your country and for your work.







New Zealand at a glance



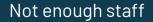


of New Zealanders say **mental health** is the biggest concern. This is significantly higher than the 31-country global average of 45%. Cancer and obesity follow as the #2 and #3 concerns.



say that the New Zealand healthcare system is **overstretched**. This is significantly higher than the global average and places New Zealand fifth among the 31 countries surveyed.

Perceived biggest healthcare problems:



62%

Access to treatment/waiting times

49%

Cost of accessing treatment

31%

Lack of investment

25%

Lack of investment in preventative health

23%







would rate the quality of healthcare they receive as **very good/good**. This is higher than the global average, but lower (by 3percentage points) compared to 2023.



expect the quality of the healthcare they receive to **improve** over the coming years. This is lower than the global average of 28%. Additionally, 32% expect the quality of healthcare to worsen.

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Key findings - New Zealand



Mental health is a bigger priority and more widespread

More than half of New Zealanders (58%) see mental health as one of the biggest health concerns. This is consistent with 2023 (59%). Additionally, New Zealanders' concern for stress (22% vs. 17% in 2023) and obesity (30% vs. 26% in 2023) have increased significantly.



Quality but unaffordable healthcare?

49% of New Zealanders describe the quality of the healthcare they have access to as very good/good (vs. 44% global average). However, 67% believe good healthcare is unaffordable to many in New Zealand (vs. 61% global average).



NZers more concerned about understaffing, less so about bureaucracy

Not enough staff (62%, vs. 45% global average) and long wait times (49%) were identified as the biggest issues facing the healthcare system in NZ. However, New Zealanders are significantly less concerned about the ageing population (20%), bureaucracy (16%), and poor treatment quality (10%).



Wait times, trust, and equity are growing issues

3 in 4 New Zealanders (73%) say that wait times for a doctor's appointment are too long – this is significantly higher than the global average (67%) and compared to 2023 (66%). Fewer people trust the system to provide them with the best treatment now (46% vs. 53% in 2023) and believe that the healthcare system provides the same care for everyone (38% vs. 43% in 2023).



Lower expectations that care will improve in the future

1 in 5 New Zealanders (20%, down from 23% in 2023) think the quality of their healthcare system will improve in the coming years, while a third (32%) think it will worsen. 62% said that understaffing is the biggest issue facing the system (vs. 45% global average), while concern about investment is also on the rise.



Better access to pharmacies and health information

83% of New Zealanders say they have good access to a pharmacy in their local area (vs. 77% global average). Despite a decline from 2023, more New Zealanders report that information on how to look after their health (60%) and about health services (57%) are readily available compared to the global average.

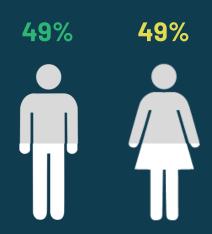


Gender breakdown - New Zealand

Quality of healthcare

How would you rate the quality of healthcare that you and your family have access to in your country?

(% very good/good)



Top health concerns

Men

2. Cancer

35%

3. Obesity

4. Drug abuse

5. Alcohol abuse

29%

26%

22%

1. Mental Health

51%

Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Women

2. Cancer

3. Obesity

30%

4. Stress **24%**

19%

1. Mental Health

41%

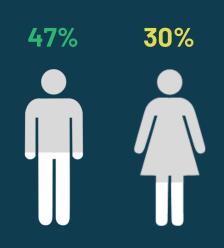
66%

5= Alcohol abuse & Drug abuse

Equality in care

The healthcare system in my country provides the same standard of care to everyone

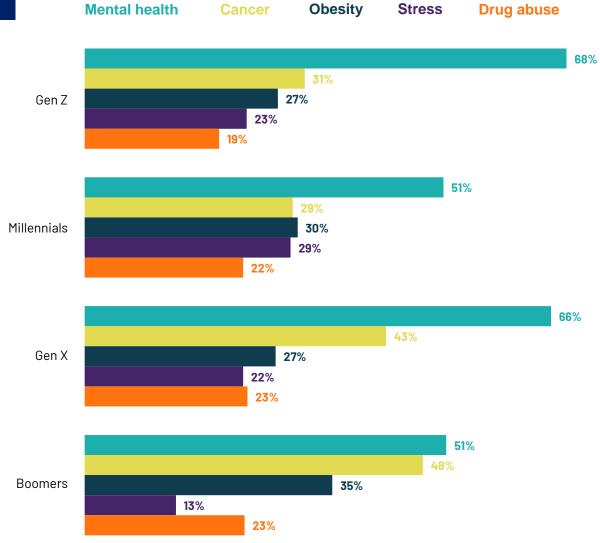
(% agree)







Top concerns by generation in New Zealand



Base: New Zealand (n=1,000)



The biggest health problems, global perspective

For the third consecutive year, mental health is seen as the number one problem, with 45% across 31 countries (and 58% of New Zealanders) mentioning it.

Belief in mental health as a problem has risen considerably since the Covid-19 pandemic started. In 2021, 70% cited Coronavirus as the biggest health issue facing their nation. In 2022, that figure fell to 47% and in 2023 it was 15%. In that same period, those mentioning mental health rose 13 percentage points (pp) from 31% to 44%.

When we look deeper into the data, we see that women are significantly more concerned about mental health. Across 31 countries, half (51%) of women seen it as one of the biggest health problems. This is 11pp higher than men and is greater still among young people. Gen Z women are the most likely to see it as a problem, with 55% voicing concern compared to 37% of their male counterparts.

Cancer is seen as the second biggest health problem (38%). While perception of mental health as a problem has risen since before the pandemic, perception about cancer as a problem is lower. In 2018, 52% choose it as one of the biggest health issues affecting their country. In five countries – Italy, France, Belgium, Netherlands and Spain – a majority see cancer as a major health problem.

It is also seen the number one health problem for the oldest generation in this survey. Forty-six per cent of Baby Boomers across 31 countries believe cancer is a concern. This generation is also the only one not to see mental health as the top problem.

Stress (31%), obesity (26%) and drug abuse (21%) make up the rest of the top five biggest health worries.

Notably, New Zealanders are significantly more likely to be worried about mental health (58%), obesity (30%), and alcohol abuse (20%), but less worried about drug abuse (22%), stress (22%), and diabetes (12%) than the global average.

For now, Covid-19 feels like it is in the past and it ranks tenth out 13 health problems, behind smoking, diabetes, heart disease, and alcohol abuse. Only 11% choose Covid-19 as one of the biggest health problems. However, this is slightly higher in Asia (Japan 31%, Malaysia 25%, and Thailand 22%).





Access and quality of healthcare provided

Across 31 countries, people's perceptions to the current and future quality of their healthcare system remains positive, albeit faltering somewhat.

This year, 44% say the quality of their countries healthcare system is either 'very good' or 'good' (vs. 21% who say it is poor). During the pandemic there was an increase in satisfaction with the healthcare people had access to and this peaked in 2021 when 53% described the care as good. Now that figure has fallen and returned to the level it was before the Covid-19 virus (44% in 2018).

In New Zealand, 49% say the quality of our healthcare system is 'very good' or 'good' – a drop by 3pp from 2023. The proportion that expect the quality of the healthcare they receive to get better in the future is declining. In 2018 34% on average said they expect the care they receive to improve in the coming years, that figure is now 28%. **New Zealand sits significantly below the global average at 20% (also a drop by 3pp from 2023).**

The reverse is true in Great Britain. In 2018 only 8% of Brits thought the quality of care would improve, that figure is 26% in 2024. However, 82% in Great Britain describe their health service as overstretched, the highest country in this survey and only 50% rate the current care they are receiving as good, down 23pp since 2018 and 8pp in the last 12 months. Hungary is the country least likely to rate the care they have access to as good. Only 12% say it is good and 58% describe it as poor. In our *What Worries the World* survey, which tracks what people see are the biggest problems affecting their country, Hungary is the most concerned about healthcare with 60% saying it is an issue.

Hungary is also pessimistic for the future with 47% saying they expect care to get worse. In France 42% think the healthcare system will decline in coming years. **In New Zealand, 32% believe that the healthcare system will decline in the coming years.**





The challenges facing healthcare services

Access to treatment/long waiting times is now the biggest issue facing healthcare systems across 31 countries.

For the first time in two years, access to treatment/long waiting times is no longer joint first with not enough staff as an issue. That said, the proportion mentioning it has stayed the same over the last year, with over two-fifths (46%) picking it as a major challenge.

This is not the case in Aotearoa as understaffing remained the biggest issue – picked by 62% of New Zealanders, while 49% selected long waiting time. Hungary is consistently worried about access to treatment and this year is no different, with 68% concerned. This is also reflected in our <u>What Worries the World</u> survey, where Hungarians put healthcare as their top worry.

Great Britain is a country to note when it comes to access to treatment and other challenges.

Since last year, the number of Brits picking this issue rose 8pp to 55%, this is the highest it has been for the nation in the six years of running this survey. They are also particularly worried about not having enough staff, with 54% citing it as an issue (although this is down slightly from last year).

In terms of ageing populations, the top three most worried nations are in Asia and have some of the lowest birth rates in the world. Singapore, Japan and South Korea all have over half saying this is one of the top challenges facing their country (53%, 52%, and 51%, respectively). South Korea has seen the biggest increase in worry since 2018 compared to the others – up 8pp.

New Zealand is in the top-10 countries worried about lack of investment, both generally (25%) and in preventative health (23%).





Perils of perception

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Perils of perception

For the last decade lpsos has been exploring the gap between people's perception and reality on a range of issues.

In this survey we see that in the majority of countries covered (17) people accurately perceive the quality of healthcare they receive according to data from the World Health Organisation (WHO).

This includes countries from Western Europe, North America and some wealthier countries in Asia Pacific. However, from our analysis we find <u>what a country spends on</u> <u>healthcare is not reflected in</u> people's satisfaction with what they receive in terms of care. Switzerland, Netherlands, Australia and Belgium are seeing a return in citizen satisfaction for the amount spent on health as a percentage of GDP.

We also find that people are better at assessing their <u>obesity risk</u> than their <u>cancer risk</u>. Not being able to accurately recognise how likely they are to get cancer, coupled with the proportion seeing cancer as one of the biggest health risks affecting their <u>country falling in</u> <u>recent years</u>, is a concern. Especially so as many countries are trying to increase cancer screenings after a <u>decline during</u> <u>the Covid-19 pandemic</u> and a rise in <u>diagnoses among younger</u> <u>people</u>.

Interestingly, New Zealanders believe that the country's obesity rate is considerably higher than reality (average guess of 44% vs. current adult obesity rate of 34%).



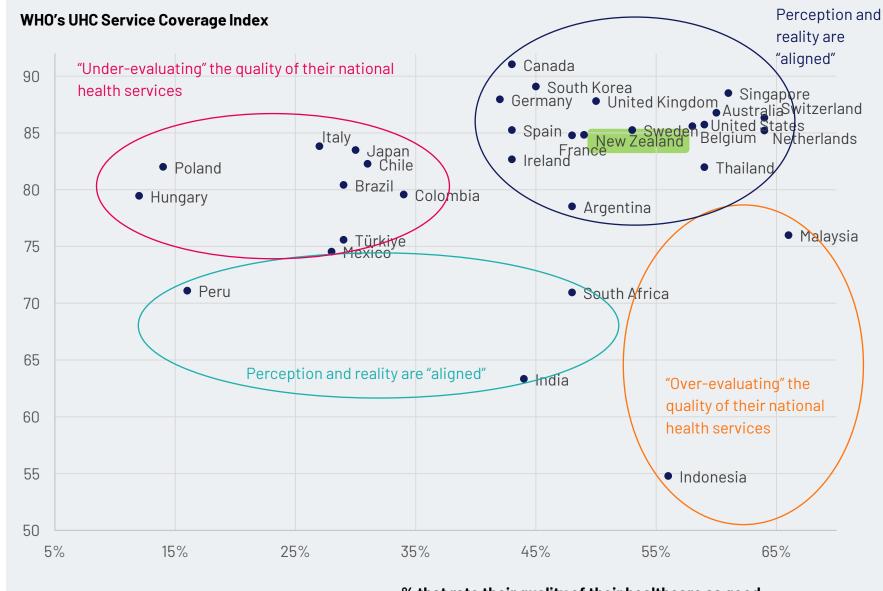


How would you rate the quality of healthcare that you and your family have access to in your country?

Across 31 countries, 17 nations accurately perceive the quality of their healthcare system, according to World Health Organisation (WHO) figures.

Source: WHO

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



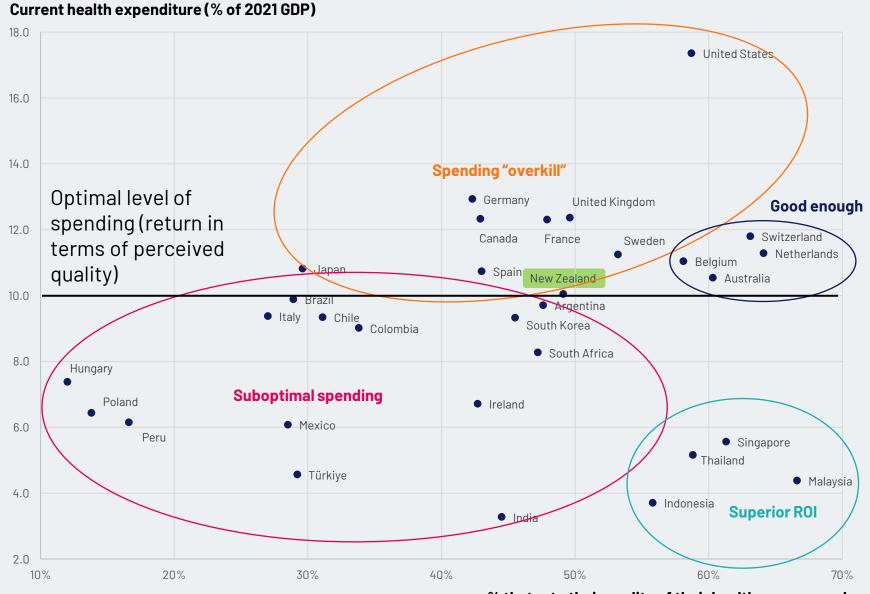
% that rate their quality of their healthcare as good



How would you rate the quality of healthcare that you and your family have access to in your country?

Across 31 countries, 15 nations spend a suboptimal amount on their healthcare, which is reflected in their perceived quality of healthcare.

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



% that rate their quality of their healthcare as good



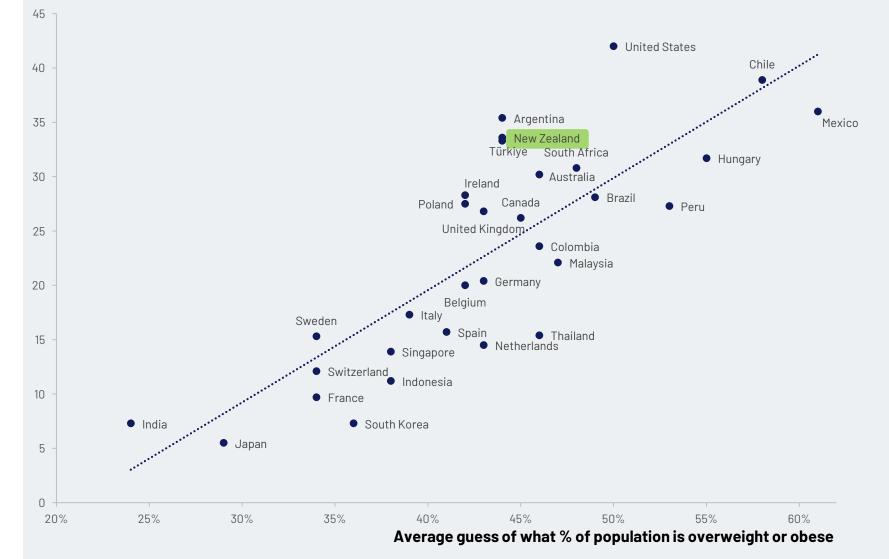
Out of every 100 people aged 20 years or over in ..., how many do you think are either overweight or obese?

While there is a slight gap between average guess and prevalence of obesity, people are **reasonably accurate** at knowing what proportion of their country is overweight or obese.

Source: <u>WHO</u>

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.





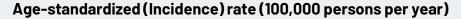


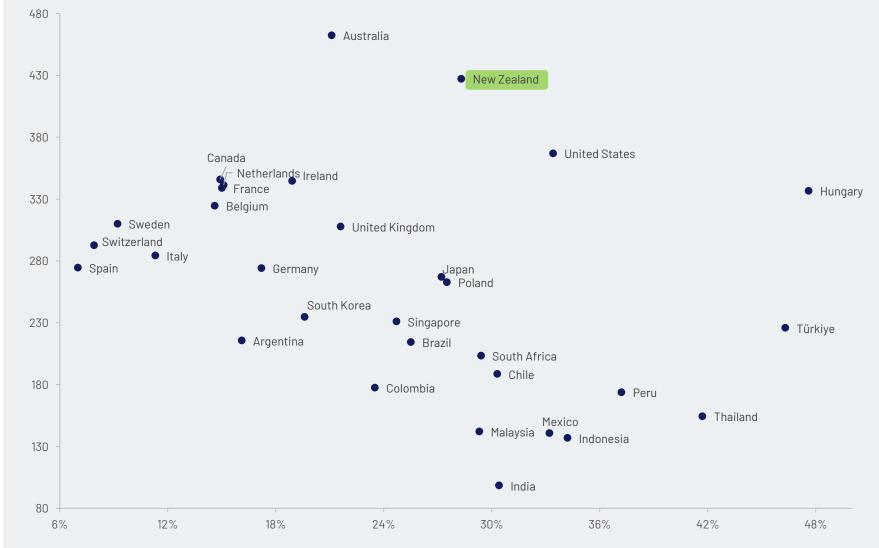
Are people in your country more, less, or neither more nor less likely to get cancer in your country than in any other comparably developed country?

While people in general are quite accurate at guessing their obesity rate, they are **less accurate** at assessing the risk of cancer.

Source: <u>WHO - Cancer Over Time</u>

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.





% saying whether they are more likely to get cancer in their country



Are people in your country more, less, or neither more nor less likely to get cancer in your country than in any other comparably developed country?

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

untry	More likely	Neither more or less likely	Less likely
Global Country Average	25%	50%	10%
Hungary	48%	38%	4%
Türkiye	46%	34%	10%
Thailand	42%	32%	15%
Peru	37%	37%	8%
Indonesia	34%	41%	12%
United States	33%	41%	9%
Mexico	33%	49%	4%
India	30%	38%	19%
Chile	30%	43%	5%
South Africa	29%	43%	14%
Malaysia	29%	53%	14%
New Zealand	28%	48%	7%
Poland	28%	46%	8%
Japan	27%	52%	9%
Brazil	26%	44%	8%
Singapore	25%	51%	11%
Colombia	24%	47%	7%
Great Britain	22%	49%	8%
Australia	21%	54%	10%
South Korea	20%	55%	14%
Ireland	19%	47%	12%
Germany	17%	59%	12%
Argentina	16%	44%	6%
Netherlands	15%	61%	8%
France	15%	64%	10%
Canada	15%	56%	9%
Belgium	15%	66%	8%
Italy	11%	62%	10%
Sweden	9%	66%	9%
Switzerland	8%	68%	14%
Spain	7%	65%	11%



Out of every 100 people aged 20 years or over in ..., how many do you think are either overweight or obese?

Average guess

*Prevalence of obesity among adults

Source: <u>WHO</u>

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

ountry	Obesity rate*	guess in 2017
Global Country Average 43%	N/A	39%
Mexico 61%	36%	53%
Chile 58%	40%	53%
Hungary 55%	36%	49%
Peru 53%	27%	41%
United States 50%	43%	50%
Brazil 49%	29%	47%
South Africa 48%	30%	47%
Malaysia 47%	22%	N/A
Australia 46%	32%	51%
Colombia 46%	35%	35%
Thailand 46%	15%	N/A
Canada 45%	27%	43%
Argentina 44%	36%	40%
New Zealand 44%	34%	47%
Türkiye 44%	34%	32%
Germany 43%	24%	40%
Great Britain 43%	29%	44%
Netherlands 43%	17%	40%
Belgium 42%	22%	36%
Ireland 42%	31%	44%
Poland 42%	31%	40%
Spain 41%	38%	38%
Italy 39%	19%	36%
Indonesia 38%	12%	N/A
Singapore 38%	14%	N/A
South Korea 36%	7%	32%
France 34%	11%	32%
Sweden 34%	16%	33%
Switzerland 34%	14%	N/A
Japan 29%	5%	32%
India 24%	7%	41%



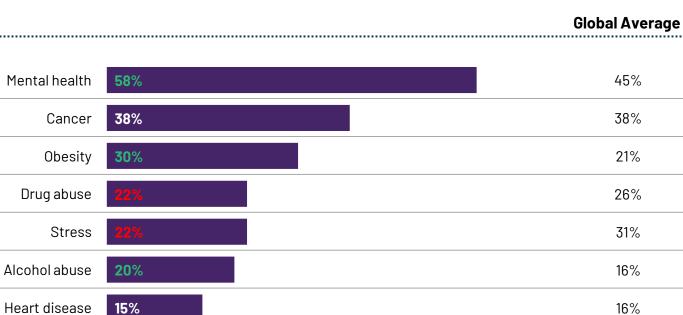
Avg.

The biggest health problems

......

New Zealand result

Base: New Zealand 2024 (n=1,000), Global (n=23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.)





Diabetes

Smoking

Dementia

Other

Coronavirus / COVID-19

Sexually transmitted diseases

Hospital superbugs

10%

10%

8%

3%

3%

2%

19%

12%

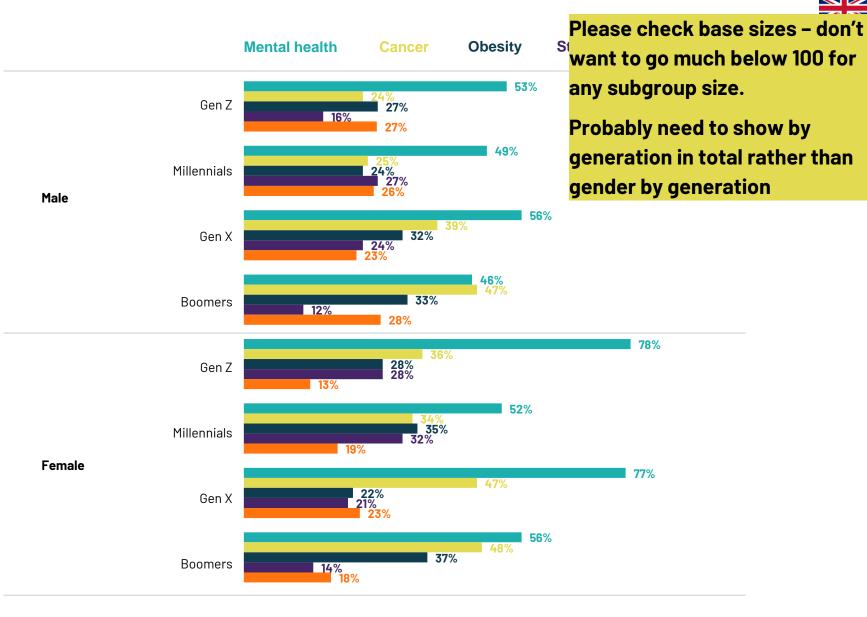
11%

9%

2%

3%

Top concerns by gender and generation in New Zealand

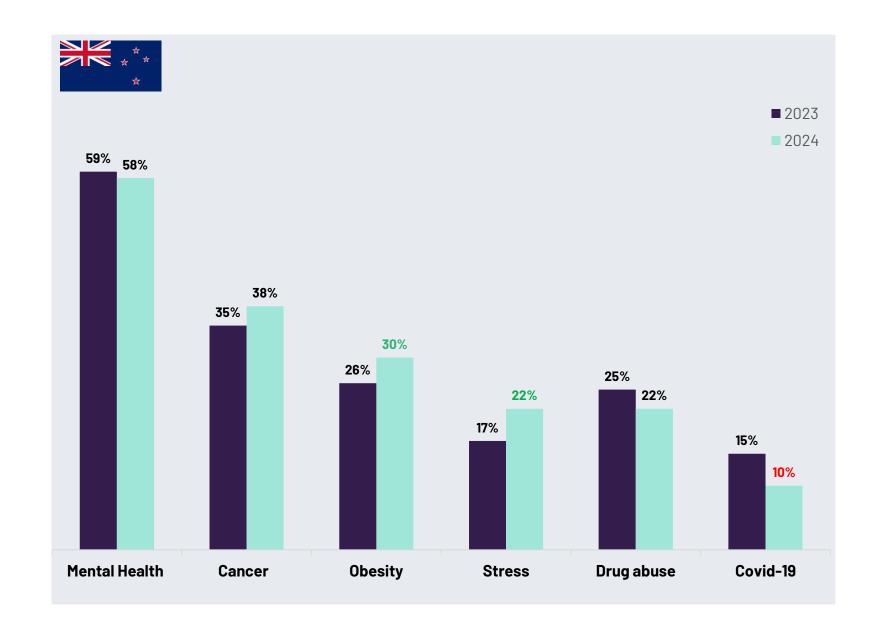


Base: New Zealand (n=1,000)

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Top concerns for New Zealanders over time

Base: New Zealanders 2024 (n=1,000), New Zealanders 2023 (n=1.003)





Mental Health

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

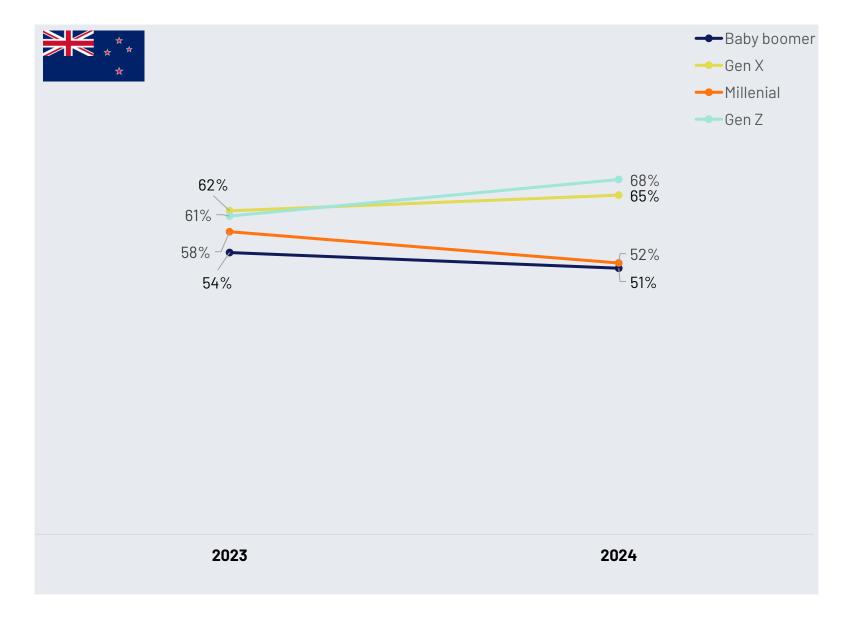
untry	2018 2020 2021 2022	2023
Global Country Average 45%	27% 26% 31% 36%	44%
Chile 69%	26% 50% 59% 62%	66%
Sweden 68%	59% 59% 63% 63%	67%
Australia 60%	50% 47% 44%	60%
Spain 59%	23% 16% 35% 51%	61%
New Zealand 58%	N/A N/A N/A N/A	59%
Canada 57%	49% 42% 43% 46%	61%
Colombia 54%	17% N/A 42% 46%	51%
Great Britain 54%	50% 43% 40% 43%	53%
Brazil 54%	18% 27% 40% 49%	52%
Ireland 53%	N/A N/A 58%	58%
United States 52%	44% 33% 35% 51%	53%
Germany 50%	37% 26% 32% 31%	52%
Argentina 49%	15% 25% 28% 37%	47%
Singapore 49%	N/A N/A N/A N/A	46%
Switzerland 48%	N/A N/A 28% 48%	48%
Netherlands 47%	N/A 27% 33% 33%	45%
Peru 46%	41% 36% 37% 39%	45%
South Korea 41%	48% 27% 27% 35%	44%
Poland 40%	19% 23% 30% 33%	41%
France 39%	10% 10% 12% 20%	35%
South Africa 39%	16% 22% 27% 37%	39%
Indonesia 38%	N/A N/A 32%	38%
Thailand 38%	N/A N/A 29%	35%
Belgium 37%	23% 22% 35% 33%	37%
Italy 35%	18% 10% 19% 28%	32%
Malaysia 35%	16% 22% 33% 31%	41%
Hungary 31%	14% 12% 18% 23%	24%
Türkiye 30%	17% 25% 19% 27%	32%
Japan 28%	24% 14% 9% 15%	18%
India 26%	18% 27% 25% 30%	19%
Mexico 25%	6% 8% 11% 15%	21%



Mental health by generation

New Zealand average

Base: New Zealand; Baby boomer (2023 n=269, 2024 n=249), Gen X (2023 n=253, 2024 n=272), Millennial (2023 n=330,2024 n=348), Gen Z (2023 n=151, 2024 n=131)

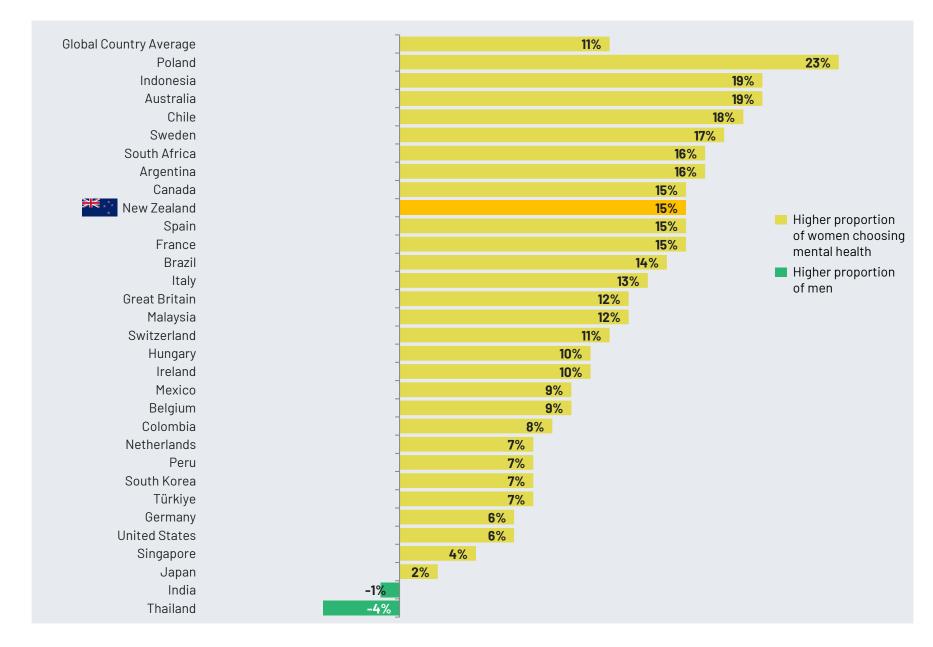




Mental health

Net difference between women and men

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.





Cancer

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

puntry	2018	2020	2021	2022	2023
Global Country Average 38%	52%	37%	34%	34%	40%
Italy 56%	75%	53%	53%	53%	57%
France 54%	69%	51%	45%	46%	57%
Belgium 53%	60%	63%	55%	59%	57%
Netherlands 52%	N/A	48%	43%	40%	53%
Spain 51%	68%	49%	53%	49%	53%
Great Britain 49%	50%	46%	41%	41%	47%
Türkiye 48%	61%	41%	37%	44%	44%
India 47%	38%	20%	18%	21%	59%
Ireland 46%	N/A	N/A	N/A	44%	50%
Poland 42%	68%	59%	53%	47%	49%
Singapore 41%	N/A	N/A	N/A	N/A	38%
Canada 40%	58%	35%	26%	30%	38%
Peru 40%	53%	41%	36%	43%	46%
Chile 39%	38%	33%	34%	33%	38%
Hungary 38%	56%	38%	41%	43%	40%
Japan 38%	59%	30%	22%	26%	42%
New Zealand 38%	N/A	N/A	N/A	N/A	35%
Sweden 35%	36%	39%	36%	35%	349
Brazil 34%	57%	27%	31%	29%	389
Colombia 34%	50%	N/A	31%	34%	41%
Australia 34%	39%	30%	24%	23%	31%
Germany 32%	45%	30%	25%	26%	37%
Switzerland 32%	N/A	N/A	29%	32%	38%
United States 31%	42%	26%	22%	29%	29%
Mexico 28%	38%	29%	30%	27%	29%
Thailand 26%	N/A	N/A	N/A	19%	27%
Malaysia 26%	35%	18%	16%	18%	24%
South Korea 26%	37%	19%	21%	21%	26%
Argentina 25%	37%	31%	27%	25%	24%
South Africa 25%	44%	24%	23%	20%	24%
Indonesia 20%	N/A	N/A	N/A	16%	22%



Stress

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

untry		2018	2020	2021	2022	202
Global Country Average	31%	25%	21%	22%	26%	30%
South Korea	43%	48%	35%	33%	35%	44%
Argentina	43%	34%	29%	34%	39%	39%
Sweden	41%	39%	33%	28%	35%	38%
Peru	41%	29%	26%	35%	35%	35%
Thailand	40%	N/A	N/A	N/A	27%	37%
Colombia	40%	35%	N/A	30%	34%	38%
Türkiye	40%	31%	31%	28%	34%	40%
Japan	39%	37%	33%	28%	31%	37%
France	37%	33%	23%	23%	28%	36%
Singapore	37%	N/A	N/A	N/A	N/A	35%
Switzerland	37%	N/A	N/A	31%	39%	39%
Poland	36%	25%	30%	26%	29%	37%
Chile	36%	23%	25%	27%	30%	33%
Spain	36%	25%	18%	19%	28%	33%
Italy	33%	26%	18%	21%	29%	31%
Belgium	32%	31%	26%	30%	31%	34%
Brazil	31%	19%	18%	22%	27%	29%
Germany	31%	24%	17%	16%	14%	29%
Hungary	30%	32%	25%	23%	27%	33%
Indonesia	29%	N/A	N/A	N/A	22%	28%
Netherlands	28%	N/A	19%	18%	23%	26%
Mexico	28%	18%	19%	15%	23%	27%
Canada	25%	14%	13%	16%	14%	22%
Australia	23%	9%	14%	12%	11%	21%
South Africa	23%	17%	18%	17%	24%	24%
New Zealand	22%	N/A	N/A	N/A	N/A	17%
United States	20%	13%	15%	14%	17%	18%
Malaysia	19%	14%	17%	18%	18%	21%
Great Britain	17%	12%	9%	11%	14%	15%
Ireland	16%	N/A	N/A	N/A	18%	18%
India	14%	26%	19%	20%	25%	15%



Obesity

Base: 23,667 online adults under the age of 75 across	
31 countries, interviewed 26 July – 9 August 2024.	

Global Country Average 26%	77.0/				
	33%	18%	19%	22%	25%
Mexico 59%	76%	52%	52%	55%	62%
Chile 43%	59%	36%	43%	38%	49%
Netherlands 41%	N/A	21%	28%	28%	36%
Great Britain 36%	50%	27%	28%	29%	34%
Malaysia 34%	52%	20%	18%	27%	29%
United States 33%	40%	25%	20%	23%	30%
Poland 32%	34%	11%	18%	25%	22%
France 31%	33%	17%	20%	23%	30%
Peru 30%	28%	26%	21%	25%	27%
New Zealand 30%	N/A	N/A	N/A	N/A	26%
India 28%	21%	7%	9%	10%	14%
Australia 26%	46%	22%	17%	19%	24%
Sweden 26%	30%	21%	23%	25%	29%
Türkiye 26%	44%	19%	22%	20%	20%
Ireland 25%	N/A	N/A	N/A	23%	26%
Spain 25%	43%	15%	22%	23%	28%
Belgium 25%	23%	22%	20%	24%	27%
Germany 23%	30%	14%	17%	18%	27%
Switzerland 22%	N/A	N/A	12%	16%	19%
Hungary 22%	29%	14%	22%	22%	24%
Argentina 21%	31%	20%	21%	25%	30%
Canada 20%	31%	12%	12%	17%	21%
South Korea 20%	20%	10%	11%	15%	16%
Colombia 19%	23%	N/A	16%	20%	21%
Brazil 18%	24%	11%	13%	15%	20%
Italy 17%	24%	8%	9%	13%	18%
Singapore 16%	N/A	N/A	N/A	N/A	15%
Indonesia 15%	N/A	N/A	N/A	6%	13%
South Africa 12%	21%	7%	7%	9%	9%
Thailand 9%	N/A	N/A	N/A	11%	12%
Japan 8%	12%	4%	4%	5%	7%



Drug abuse

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

untry		2018	2020	2021	2022	2023
Global Country Average	21%	23%	12%	13%	16%	22%
South Africa	54%	48%	34%	30%	50%	52%
Argentina	37%	48%	26%	34%	45%	41%
Colombia	36%	52%	N/A	30%	32%	39%
Thailand	33%	N/A	N/A	N/A	21%	23%
Brazil	32%	42%	14%	22%	24%	36%
United States	32%	37%	20%	20%	22%	34%
Ireland	29%	N/A	N/A	N/A	19%	28%
Indonesia	27%	N/A	N/A	N/A	26%	26%
Canada	27%	21%	16%	17%	17%	30%
Chile	26%	32%	19%	19%	25%	31%
Türkiye	24%	35%	11%	17%	17%	31%
New Zealand	22%	N/A	N/A	N/A	N/A	25%
Mexico	22%	26%	17%	14%	19%	23%
Australia	22%	35%	15%	12%	13%	21%
Germany	21%	16%	8%	8%	8%	17%
Belgium	20%	13%	13%	12%	14%	25%
Malaysia	18%	28%	18%	11%	19%	21%
Peru	18%	27%	7%	11%	13%	19%
France	18%	15%	7%	9%	11%	20%
Great Britain	18%	14%	6%	9%	8%	15%
Sweden	17%	11%	12%	13%	15%	18%
India	16%	17%	11%	10%	14%	14%
Spain	16%	19%	10%	11%	13%	15%
Switzerland	14%	N/A	N/A	9%	12%	16%
Hungary	13%	9%	12%	10%	11%	16%
Netherlands	12%	N/A	6%	6%	12%	17%
South Korea	12%	8%	2%	2%	4%	19%
Poland	11%	18%	10%	14%	9%	8%
Italy	7%	7%	3%	3%	5%	7%
Singapore	5%	N/A	N/A	N/A	N/A	4%
Japan	2	4%	3%	1%	3%	4%

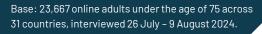


Access to and quality of healthcare provided

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How would you rate the
quality of healthcare that you
and your family have access
to in your country?

Country	Very goo	d Good		her good poor	Poor	Ver	y poor	2018	2020	2021	2022	2023
Global Country Average	10%	34%		36%		15%	6%	44%	50%	53%	50%	48%
Malaysia	15%		51%		24	*%	8%2%	72%	71%	67%	66%	66%
Netherlands	14%		50%		26%		8%2%	N/A	76%	77%	68%	65%
Switzerland	20%		44%		28%	6	7%2%	N/A	N/A	78%	68%	68%
Singapore	15%		46%		30%	,	6%3 <mark>%</mark>	N/A	N/A	N/A	N/A	71%
Australia	16%		44%		26%		10% 3 <mark>%</mark>	71%	81%	78%	69%	64%
Thailand	11%	48	3%		35%		6%	N/A	N/A	N/A	53%	62%
United States	16%		43%		30%		8% 3 <mark>%</mark>	63%	71%	67%	66%	57%
Belgium	18%		40%		31%		7% 4%	64%	70%	76%	69%	62%
Indonesia	12%	44	•%		36%		7%%	N/A	N/A	N/A	57%	55%
Sweden	13%	40'	%		30%	11	% 5%	51%	64%	64%	63%	60%
Great Britain	12%	38%		319	6	13%	6%	73%	74%	68%	63%	58%
New Zealand	17%	329	%	28%		18%	5%	N/A	N/A	N/A	N/A	52%
France	9%	39%		30%		16%	7%	55%	59%	62%	55%	50%
Argentina	10%	38%		34%	/ 0	13%	5%	58%	49%	58%	55%	50%
South Africa	14%	34%		365	%	12	% 5%	46%	47%	50%	46%	50%
South Korea	6%	39%		4	3%		9% 2%	50%	55%	58%	57%	51%
India	11%	33%		41%	6	1	D% <mark>5%</mark>	55%	52%	56%	60%	53%
Spain	7%	36%		35%		16%	6%	58%	52%	60%	50%	55%
Canada	8%	35%		34%		16%	7%	62%	72%	64%	54%	47%
Ireland	8%	35%		32%		18%	8%	N/A	N/A	N/A	42%	39%
Germany	9%	33%		37%		16%	5%	56%	66%	60%	54%	46%
Colombia	8%	26%		46%		16%	5%	25%	N/A	34%	38%	42%
Chile	3%	28%		39%	2	21%	10%	30%	32%	29%	35%	35%
Japan	4%	26%		57%			9% 4%	34%	33%	36%	41%	38%
Türkiye	6%	23%		42%		21%	8%	46%	41%	45%	37%	37%
Brazil	6%	23%	4	0%	21	1%	10%	18%	31%	30%	29%	31%
Mexico	5%	23%	4	0%	2	3%	9%	26%	29%	32%	29%	34%
Italy	<mark>3</mark> % 24	4%	399	%	25	%	9%	33%	42%	46%	34%	33%
Peru	2% 14%		49%		22%	,	13%	20%	18%	19%	21%	16%
Poland	3% 11%	L	4%		28%		14%	14%	9%	12%	14%	14%
Hungary	3%9%	30%		33%		25%	, >	20%	21%	16%	14%	15%





Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same, or get worse?

ountry	Improve	Stay the same		Get worse	2018	2020	2021	2022	2023
Global Country Average	28%	51%		21%	34%	32%	34%	33%	30%
Colombia	65%		21%	14%	66%	N/A	66%	71%	65%
Argentina	63%		28%	10%	53%	56%	60%	52%	58%
Peru	60%		35%	5%	63%	68%	59%	59%	60%
Brazil	59%		31%	9%	61%	64%	66%	62%	61%
Thailand	55%		42%	3%	N/A	N/A	N/A	44%	55%
Mexico	51%		39%	11%	47%	58%	56%	52%	55%
Indonesia	50%		47%	3 <mark>%</mark>	N/A	N/A	N/A	52%	49%
South Africa	47%	3	8%	15%	35%	41%	39%	39%	44%
Chile	39%	47%	,)	14%	55%	54%	58%	54%	48%
Malaysia	39%	Ę	55%	6%	49%	45%	41%	33%	37%
Singapore	33%	58%		9%	N/A	N/A	N/A	N/A	40%
Spain	29%	51%		21%	44%	45%	38%	29%	38%
Great Britain	26%	47%		27%	8%	14%	13%	18%	20%
India	26%	63%		11%	53%	52%	56%	53%	44%
United States	20%	67%		13%	18%	21%	17%	21%	17%
New Zealand	20%	49%		32%	N/A	N/A	N/A	N/A	23%
Belgium	19%	54%		27%	22%	19%	20%	17%	14%
Australia	18%	60%		22%	22%	28%	27%	23%	19%
Sweden	18%	51%		31%	28%	19%	25%	19%	19%
Ireland	17%	59%		25%	N/A	N/A	N/A	15%	17%
Poland	16%	63%		21%	18%	10%	16%	10%	15%
Türkiye	15%	54%		31%	44%	31%	27%	24%	23%
Switzerland	14%	64%		22%	N/A	N/A	24%	19%	15%
Canada	12%	58%		30%	15%	17%	17%	16%	13%
Germany	12%	50%		39%	10%	16%	11%	15%	11%
South Korea	12%	68%		21%	24%	17%	21%	18%	15%
Hungary	11%	43%		47%	12%	12%	10%	8%	9%
Italy	10%	53%		37%	14%	18%	17%	9%	12%
France	9%	49%		42%	14%	13%	11%	15%	10%
Japan	9%	72%		20%	15%	11%	11%	9%	10%
Netherlands	8%	57%		35%	N/A	15%	15%	13%	12%





	* *		Global Average	NZ 2023
To what extent do you agree or disagree with the following	The healthcare system in my country is overstretched	76%	64%	75%
statements?	Waiting times to get an appointment with doctors are too long in my country	73%▲	67%	66%
% New Zealanders agree	Many people in my country cannot afford good healthcare	67%	61%	64%
	Vaccinating against serious infectious diseases should be compulsory	53%	59%	51%
	In my country, information about how to look after my health is readily available when I need it	60% v	55%	68%
	In my country, information about healthcare services is readily available when I need it	57%	53%	65%
	l trust the healthcare system in my country to provide me with the best treatment	46%	48%	539
	I find it easy to get an appointment with doctors in my local area	41%	44%	493
	The healthcare system in my country provides the same standard of care to everyone	38% 🔻	38%	432
	I find it easy to get access to a pharmacy in my local area	83%	77%	N/#
Base: New Zealand 2024 (n=1,000), Global 2024 (n=23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024), New Zealand 2023 (n=1,003).	In my country, individuals often take health decisions (over the counter drugs, home remedies etc.) independently without consulting a doctor or a medical professional	61%	59%	N//
	l am concerned that my personal data will be made available to third parties (government, private companies) without my consent	43%	54%	N//

Ipso

▲ / ▼ indicates significantly higher / lower compared to New Zealand's 2023 result

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The challenges facing healthcare services



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

New Zealand result

Base: New Zealand 2024 (n=1,000), Global 2024 (n=23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024), New Zealand 2023 (n=1,003).

green / red indicates significantly higher / lower compared to the Global Average

▲ / ▼ indicates significantly higher / lower compared to New Zealand's 2023 result

Not enough staff	62%	45%	64%
Access to treatment/ long waiting times	49%	46%	50%
Cost of accessing treatment	31%	32%	33%
Lack of investment	25%▲	20%	18%
Lack of investment in preventative health	23%▲	20%	16%
Ageing population	20%	23%	20%
Bureaucracy	16%	22%	15%
Poor quality of treatment	10%	17%	11%
Lack of choice	9% 🔺	9%	6%
Poor safety	5%	9%	4%
Low standards of cleanliness	4%	7%	3%
Other	2%	2%	2%



Methodology

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METHODOLOGY

These are the results of a 31-country survey conducted by Ipsos on its Global Advisor online platform and, in India, on its IndiaBus platform, between Friday, July 26 and Friday, August 9, 2024. For this survey, Ipsos interviewed a total of 23,667 adults aged 18 years and older in India, 18-74 in Canada, Republic of Ireland, Malaysia, South Africa, Türkiye, and the United States, 20-74 in Thailand, 21-74 in Indonesia and Singapore, and 16-74 in all other countries.

The sample consists of approximately 1,500 individuals each in Germany and Brazil, and 1,000 individuals each in Australia, Canada, France, Great Britain, Italy, Japan, New Zealand, Spain, and the U.S., and 500 individuals each in Argentina, Belgium, Chile, Colombia, Hungary, Indonesia, Ireland, Malaysia, Mexico, the Netherlands, Peru, Poland, Singapore, South Africa, South Korea, Sweden, Switzerland, Thailand, and Türkiye. The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online.

Samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, New Zealand, Poland, South Korea, Spain, Sweden, Switzerland, and the U.S. can be considered representative of their general adult populations under the age of 75. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Türkiye are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population.

India's sample represents a large subset of its urban population — social economic classes A, B and C in metros and tier 1-3 town classes across all four zones.

The data is weighted so that the composition of each country's sample best reflects the demographic profile of the adult population according to the most recent census data. "The Global Country Average" reflects the average result for all the countries and markets in which the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

When percentages do not sum up to 100 or the 'difference' appears to be +/-1 percentage point more/less than the actual result, this may be due to rounding, multiple responses, or the exclusion of "don't know" or not stated responses.

The precision of Ipsos online polls is calculated using a credibility interval with a poll where N=1,000 being accurate to +/- 3.5 percentage points and of where N=500 being accurate to +/- 5.0 percentage points. For more information on Ipsos' use of credibility intervals, please visit the Ipsos website.

The publication of these findings abides by local rules and regulations.



For more information

Carin Hercock

Managing Director Ipsos New Zealand carin.hercock@ipsos.com +64 21 394 508 Amanda Dudding Research Director Ipsos New Zealand amanda.dudding@ipsos.com +64 21 612 264



Appendix

PISO

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ASCENSOR
SANITARIO
BANCO DE SANGRE
TERAPIA NEONATAL
TERAPIA ADULTOS

The healthcare system in my country is overstretched

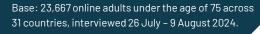
ountry	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	64%	12%	54%	55%	56%	61%	62%
Great Britain	82%	6%	85%	81%	85%	83%	81%
Sweden	80%	6%	74%	77%	76%	82%	79%
France	79%	6%	70%	73%	66%	78%	82%
Hungary	78%	9%	80%	77%	73%	76%	79%
New Zealand	76%	7%	N/A	N/A	N/A	N/A	75%
Ireland	74%	9%	N/A	N/A	N/A	78%	77%
Italy	74%	8%	64%	61%	63%	70%	73%
Canada	74%	7%	67%	64%	74%	73%	74%
Netherlands	73%	7%	N/A	65%	67%	74%	73%
Poland	73%	9%	32%	22%	25%	27%	27%
Spain	71%	8%	70%	75%	71%	71%	72%
Belgium	70%	8%	33%	57%	57%	64%	65%
Brazil	69%	12%	66%	69%	71%	67%	74%
Germany	66%	12%	55%	35%	44%	59%	70%
Peru	66%	13%	60%	75%	72%	69%	74%
Australia	65%	11%	60%	52%	58%	72%	65%
Chile	65%	11%	70%	65%	67%	70%	70%
Argentina	62%	12%	60%	67%	59%	59%	67%
Thailand	61%	16%	N/A	N/A	N/A	63%	64%
Colombia	61%	11%	69%	N/A	75%	65%	59%
Mexico	60%	11%	57%	51%	52%	53%	57%
India	60%	20%	46%	51%	54%	58%	68%
Türkiye	58%	21%	46%	46%	53%	59%	56%
South Africa	57%	11%	57%	62%	64%	59%	61%
Switzerland	56%	15%	N/A	N/A	39%	46%	53%
United States	52%	12%	48%	48%	55%	51%	51%
Indonesia	49%	20%	N/A	N/A	N/A	47%	48%
Malaysia	49%	24%	42%	39%	44%	42%	49%
Singapore	45%	15%	N/A	N/A	N/A	N/A	44%
Japan	43%	12%	15%	12%	13%	15%	16%
South Korea	25%	27%	24%	27%	29%	30%	24%



psos

Waiting times to get an appointment with doctors are too long in my country

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	67%	12%	62%	62%	60%	64%	67%
Hungary	85%	6%	78%	80%	83%	86%	86%
Poland	83%	7%	77%	83%	81%	81%	81%
Colombia	77%	9%	74%	N/A	78%	75%	76%
Italy	76%	7%	70%	72%	73%	70%	74%
Germany	75%	8%	65%	60%	61%	67%	77%
Great Britain	75%	8%	62%	68%	73%	75%	74%
Brazil	75%	8%	73%	79%	84%	78%	81%
Chile	75%	8%	77%	77%	76%	76%	74%
Peru	74%	13%	75%	84%	74%	81%	77%
Thailand	74%	9%	N/A	N/A	N/A	64%	68%
Mexico	74%	10%	74%	71%	73%	70%	73%
Argentina	74%	10%	64%	68%	70%	71%	72%
Spain	73%	9%	70%	74%	72%	73%	75%
New Zealand	73%	10%	N/A	N/A	N/A	N/A	66%
Belgium	72%	10%	38%	56%	57%	65%	63%
Canada	71%	8%	62%	61%	65%	68%	68%
Türkiye	70%	13%	51%	66%	69%	75%	69%
Ireland	70%	11%	N/A	N/A	N/A	67%	68%
France	66%	12%	53%	57%	51%	66%	70%
Malaysia	64%	14%	61%	62%	56%	63%	63%
Sweden	64%	10%	59%	60%	59%	62%	65%
Indonesia	61%	13%	N/A	N/A	N/A	58%	60%
Singapore	60%	11%	N/A	N/A	N/A	N/A	57%
India	59%	20%	55%	55%	55%	57%	70%
Japan	59%	9%	47%	58%	57%	57%	54%
Netherlands	57%	15%	N/A	47%	46%	53%	59%
Australia	56%	18%	43%	41%	43%	56%	58%
South Africa	56%	21%	54%	56%	55%	50%	57%
United States	49%	20%	41%	36%	40%	43%	47%
Switzerland	42%	30%	N/A	N/A	28%	34%	38%
South Korea	41%	25%	38%	37%	35%	37%	43%

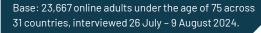




Many people in my country cannot afford good healthcare

ountry	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	61%	17%	59%	59%	58%	61%	61%
Hungary	86%	7%	77%	83%	80%	83%	82%
Brazil	82%	6%	74%	83%	90%	80%	83%
South Africa	79%	10%	83%	88%	83%	85%	81%
Colombia	78%	9%	78%	N/A	83%	77%	77%
Chile	78%	6%	81%	85%	81%	82%	78%
Poland	77%	10%	73%	83%	74%	73%	74%
Peru	76%	11%	77%	86%	81%	82%	81%
Argentina	75%	10%	70%	81%	80%	78%	79%
Mexico	75%	9%	75%	76%	80%	77%	74%
Thailand	74%	8%	N/A	N/A	N/A	72%	76%
United States	71%	9%	75%	69%	67%	69%	72%
Indonesia	70%	13%	N/A	N/A	N/A	69%	68%
Türkiye	69%	13%	57%	64%	63%	67%	64%
Ireland	68%	9%	N/A	N/A	N/A	70%	69%
New Zealand	67%	15%	N/A	N/A	N/A	N/A	64%
Italy	63%	11%	54%	53%	55%	53%	56%
India	62%	20%	72%	73%	73%	70%	74%
France	61%	15%	60%	58%	49%	55%	62%
Malaysia	58%	20%	51%	50%	56%	51%	56%
Spain	57%	20%	52%	58%	57%	57%	57%
Australia	56%	20%	46%	42%	43%	50%	55%
Belgium	55%	18%	32%	55%	54%	51%	54%
Great Britain	49%	26%	30%	28%	37%	50%	48%
Japan	47%	16%	44%	48%	53%	50%	45%
Canada	46%	23%	27%	29%	33%	38%	42%
Germany	45%	25%	40%	37%	37%	39%	47%
Switzerland	43%	24%	N/A	N/A	42%	45%	45%
Singapore	40%	27%	N/A	N/A	N/A	N/A	40%
Netherlands	40%	29%	N/A	29%	33%	39%	40%
Sweden	27%	45%	25%	24%	19%	24%	22%
South Korea	25%	35%	28%	25%	26%	24%	24%

Ipsos



Country

Global Country Average

Agree

FOS

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Vaccinating against serious infectious diseases should be compulsory

	Global Country Average	59%		17%	67%	64%	62%	59%	59%
a	Mexico	76%		7%	74%	76%	76%	75%	75%
	Indonesia	75%		%	N/A	N/A	N/A	78%	79%
	Argentina	73%		11%	82%	74%	72%	72%	77%
	Colombia	72%		9%	80%	N/A	72%	71%	73%
	Brazil	71%		13%	75%	78%	77%	72%	74%
	Thailand	69%		11%	N/A	N/A	N/A	63%	72%
	South Korea	66%		10%	71%	74%	65%	60%	62%
	India	65%		18%	74%	76%	74%	74%	77%
	Malaysia	65%		11%	76%	86%	81%	64%	72%
	Peru	64%		12%	77%	81%	72%	72%	67%
	Chile	63%		13%	73%	77%	73%	72%	67%
	Belgium	62%		15%	56%	58%	54%	54%	52%
	South Africa	62%		20%	78%	66%	46%	48%	53%
	Spain	62%		15%	66%	65%	58%	58%	68%
	Poland	62%		20%	62%	50%	51%	54%	55%
	Great Britain	60%		18%	67%	59%	60%	60%	55%
	Sweden	60%		17%	56%	60%	56%	56%	55%
	Netherlands	59%		20%	53%	47%	48%	48%	47%
	Türkiye	57%		21%	81%	72%	71%	66%	64%
	Australia	56%		19%	72%	62%	61%	61%	54%
	France	55%		17%	50%	55%	53%	53%	55%
	Italy	55%		17%	63%	55%	67%	57%	58%
	Singapore	54%		14%	N/A	N/A	N/A	N/A	64%
	New Zealand	53%		22%	N/A	N/A	N/A	N/A	51%
	Ireland	52%		23%	N/A	N/A	N/A	46%	48%
	Canada	51%		21%	60%	61%	63%	56%	50%
	Germany	51%		26%	54%	47%	52%	52%	49%
	Hungary	47%		27%	52%	42%	41%	41%	46%
ss	United States	42%		20%	53%	50%	50%	44%	40%
	Switzerland	40%		32%	N/A	49%	45%	45%	41%
	Japan	33%		24%	52%	49%	43%	43%	34%

Disagree

2018

67%

2020

C1.0/

2021

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60%

2022 2023

In my country, information about how to look after my health is readily available when I need it

ountry	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	55%	16%	50%	55%	57%	56%	57%
Malaysia	73%	7%	59%	74%	68%	66%	70%
Singapore	71%	5%	N/A	N/A	N/A	N/A	73%
Thailand	68%	14%	N/A	N/A	N/A	64%	65%
Great Britain	67%	10%	73%	77%	75%	69%	68%
Switzerland	66%	9%	N/A	74%	65%	65%	65%
Sweden	66%	10%	31%	67%	72%	70%	67%
Belgium	66%	9%	54%	56%	60%	60%	62%
Netherlands	66%	7%	N/A	66%	64%	66%	67%
Australia	64%	9%	78%	76%	68%	68%	66%
India	63%	16%	56%	56%	57%	63%	73%
Germany	63%	12%	66%	67%	61%	61%	60%
United States	61%	12%	54%	66%	65%	62%	58%
South Korea	61%	8%	56%	59%	60%	66%	63%
New Zealand	60%	11%	N/A	N/A	N/A	N/A	68%
South Africa	59%	17%	N/A	N/A	N/A	57%	57%
Argentina	57%	18%	50%	50%	49%	49%	57%
Canada	56%	16%	66%	62%	59%	59%	57%
Spain	56%	16%	55%	59%	58%	58%	61%
Ireland	55%	16%	46%	46%	56%	56%	53%
France	55%	15%	56%	61%	60%	60%	57%
Indonesia	51%	15%	53%	57%	53%	57%	57%
Japan	47%	11%	N/A	N/A	N/A	56%	56%
Poland	47%	21%	35%	38%	45%	45%	45%
Türkiye	47%	25%	63%	54%	59%	51%	57%
Mexico	43%	24%	42%	47%	51%	51%	49%
Brazil	43%	32%	37%	43%	41%	41%	45%
Peru	42%	25%	27%	36%	37%	37%	35%
Chile	40%	21%	32%	40%	39%	39%	44%
Colombia	40%	25%	N/A	39%	46%	46%	46%
Italy	37%	25%	35%	43%	42%	42%	42%
Hungary	32%	32%	36%	32%	35%	35%	33%



In my country, information about healthcare services is readily available when I need it

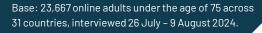
ountry	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	53%	18%	47%	52%	55%	55%	56%
Malaysia	75%	5%	N/A	76%	66%	66%	70%
Singapore	69%	6%	N/A	N/A	N/A	N/A	75%
Netherlands	68%	8%	N/A	69%	67%	66%	66%
Sweden	67%	11%	58%	70%	72%	70%	70%
Thailand	66%	14%	N/A	N/A	N/A	64%	67%
Belgium	66%	11%	62%	63%	61%	61%	64%
Switzerland	65%	11%	63%	71%	70%	66%	67%
Great Britain	64%	11%	69%	73%	70%	68%	67%
India	62%	19%	50%	52%	60%	65%	71%
Australia	61%	11%	77%	71%	70%	70%	64%
South Korea	59%	8%	54%	61%	63%	66%	66%
United States	58%	12%	61%	63%	62%	58%	54%
New Zealand	57%	13%	N/A	N/A	N/A	N/A	65%
Spain	55%	16%	64%	62%	55%	55%	61%
Germany	55%	16%	54%	62%	61%	61%	57%
France	54%	18%	50%	56%	56%	56%	58%
Indonesia	54%	17%	N/A	N/A	N/A	55%	58%
South Africa	53%	21%	45%	47%	51%	51%	55%
Canada	51%	17%	50%	58%	55%	55%	56%
Türkiye	51%	26%	66%	63%	59%	52%	57%
Argentina	48%	22%	47%	52%	48%	51%	52%
Ireland	48%	22%	N/A	N/A	N/A	54%	49%
Japan	44%	10%	42%	42%	50%	50%	53%
Poland	42%	32%	34%	41%	39%	39%	38%
Mexico	40%	22%	31%	41%	45%	45%	43%
Chile	39%	25%	35%	36%	43%	43%	42%
Colombia	39%	31%	N/A	33%	42%	42%	42%
Brazil	38%	36%	30%	33%	37%	37%	42%
Peru	35%	34%	24%	29%	35%	35%	33%
Italy	34%	29%	24%	33%	39%	39%	40%
Hungary	30%	34%	35%	29%	31%	31%	33%



I trust the healthcare system in my country to provide me with the best treatment

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	48%	24%	40%	50%	51%	53%	51%
Malaysia	72%	7%	63%	75%	68%	64%	68%
Thailand	65%	13%	N/A	N/A	N/A	62%	62%
Singapore	64%	10%	N/A	N/A	N/A	N/A	69%
India	63%	19%	51%	54%	59%	66%	75%
Switzerland	61%	16%	N/A	N/A	74%	65%	65%
Belgium	61%	12%	54%	59%	59%	61%	57%
Netherlands	61%	16%	N/A	67%	67%	66%	61%
Indonesia	60%	10%	N/A	N/A	N/A	60%	58%
Spain	59%	15%	64%	62%	65%	64%	69%
Australia	57%	18%	61%	74%	69%	60%	58%
France	56%	18%	50%	58%	57%	60%	57%
Sweden	52%	26%	48%	59%	56%	61%	59%
Great Britain	51%	19%	63%	68%	65%	61%	57%
Argentina	51%	19%	47%	50%	55%	53%	59%
South Korea	49%	13%	36%	54%	55%	53%	53%
South Africa	48%	26%	37%	42%	42%	46%	47%
United States	48%	22%	43%	52%	49%	48%	44%
Germany	47%	27%	45%	58%	55%	51%	46%
New Zealand	46%	28%	N/A	N/A	N/A	N/A	53%
Ireland	44%	32%	N/A	N/A	N/A	50%	43%
Japan	44%	14%	37%	48%	49%	53%	49%
Canada	43%	23%	56%	64%	59%	53%	46%
Brazil	40%	32%	20%	33%	37%	41%	43%
Colombia	38%	30%	26%	N/A	36%	41%	45%
Türkiye	37%	38%	43%	43%	45%	42%	40%
ltaly	37%	29%	36%	45%	52%	45%	44%
Mexico	36%	32%	31%	38%	40%	40%	40%
Chile	32%	33%	34%	30%	33%	37%	38%
Poland	31%	41%	22%	18%	25%	31%	32%
Peru	30%	38%	24%	28%	28%	27%	27%
Hungary	9%	76%	13%	16%	11%	10%	15%

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I find it easy to get an appointment with doctors in my local area

ountry	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	44%	31%	41%	46%	48%	48%	46%
Malaysia	70%	11%	53%	60%	59%	59%	61%
South Korea	61%	11%	55%	62%	67%	65%	64%
Thailand	61%	18%	N/A	N/A	N/A	57%	57%
India	60%	21%	61%	63%	65%	70%	70%
Switzerland	59%	16%	N/A	N/A	70%	58%	59%
South Africa	59%	24%	52%	61%	53%	61%	61%
Singapore	56%	14%	N/A	N/A	N/A	N/A	60%
Netherlands	55%	20%	N/A	60%	61%	58%	56%
Australia	51%	24%	63%	72%	63%	53%	48%
United States	50%	21%	58%	61%	58%	56%	53%
Indonesia	50%	17%	N/A	N/A	N/A	53%	48%
Spain	49%	28%	64%	45%	51%	54%	59%
Belgium	46%	32%	45%	55%	59%	51%	50%
Mexico	43%	29%	37%	41%	41%	47%	50%
Chile	41%	30%	37%	35%	35%	42%	41%
New Zealand	41%	37%	N/A	N/A	N/A	N/A	49%
Poland	41%	44%	30%	25%	34%	40%	40%
Ireland	40%	39%	N/A	N/A	N/A	49%	38%
Colombia	40%	34%	31%	N/A	35%	44%	46%
Argentina	39%	37%	41%	45%	40%	43%	39%
Brazil	37%	41%	24%	37%	41%	38%	42%
Sweden	36%	35%	34%	42%	49%	43%	37%
Japan	35%	22%	27%	35%	37%	41%	38%
France	34%	43%	36%	35%	36%	35%	32%
Germany	32%	45%	32%	46%	44%	43%	33%
Great Britain	32%	45%	40%	37%	33%	35%	35%
Canada	32%	41%	43%	45%	42%	36%	33%
Peru	31%	43%	26%	23%	27%	31%	32%
Italy	28%	42%	27%	30%	42%	34%	34%
Türkiye	27%	53%	59%	53%	49%	32%	38%
Hungary	24%	58%	23%	25%	24%	24%	25%



The healthcare system in my country provides the same standard of care to everyone

ountry	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	38%	36%	31%	37%	39%	42%	41%
Malaysia	67%	11%	57%	62%	59%	59%	65%
India	61%	20%	40%	41%	45%	56%	70%
Thailand	54%	20%	N/A	N/A	N/A	52%	53%
Singapore	54%	17%	N/A	N/A	N/A	N/A	61%
Spain	54%	21%	52%	51%	61%	54%	64%
Indonesia	46%	29%	N/A	N/A	N/A	44%	46%
Netherlands	45%	27%	N/A	52%	47%	46%	43%
Great Britain	45%	33%	54%	63%	56%	55%	49%
Belgium	44%	27%	34%	34%	35%	43%	43%
Switzerland	44%	32%	N/A	N/A	51%	45%	49%
South Korea	44%	21%	33%	49%	49%	49%	47%
Australia	43%	30%	47%	53%	50%	49%	44%
Sweden	42%	32%	40%	40%	50%	47%	44%
Argentina	41%	31%	34%	32%	34%	35%	39%
Canada	40%	30%	50%	54%	53%	49%	43%
France	39%	36%	30%	38%	42%	46%	42%
New Zealand	38%	39%	N/A	N/A	N/A	N/A	43%
Italy	33%	38%	28%	36%	44%	39%	39%
Japan	32%	24%	26%	35%	35%	41%	44%
South Africa	31%	50%	17%	20%	23%	27%	30%
Mexico	31%	38%	24%	22%	25%	34%	31%
Germany	30%	49%	23%	37%	33%	36%	28%
Ireland	30%	47%	N/A	N/A	N/A	31%	29%
Türkiye	30%	48%	35%	36%	41%	34%	39%
United States	30%	45%	24%	24%	27%	28%	28%
Peru	28%	48%	19%	18%	19%	25%	28%
Brazil	27%	49%	18%	23%	23%	29%	35%
Poland	24%	57%	17%	13%	19%	23%	23%
Colombia	23%	52%	17%	N/A	19%	27%	28%
Chile	22%	53%	19%	13%	16%	19%	24%
Hungary	14%	73%	13%	19%	14%	15%	14%
5. 5							



I find it easy to get access to a pharmacy in my local area

ountry	Agree	Disagre
Global Country Average	77%	8'
Indonesia	88%	
Sweden	87%	4
Netherlands	86%	
Belgium	84%	
France	84%	5
New Zealand	83%	5
Malaysia	82%	-5
Switzerland	82%	6
South Korea	81%	4
Germany	81%	8
Hungary	80%	10
Canada	80%	5
Poland	80%	10
Ireland	80%	7
Australia	79%	
Great Britain	79%	7
Spain	78%	8
Singapore	77%	
United States	77%	8
Türkiye	77%	10
Italy	76%	
South Africa	75%	13
Argentina	73%	14
Brazil	73%	1
Colombia	71%	14
Mexico	71%	1
Peru	68%	10
Chile	68%	1
Thailand	68%	13
India	63%	19
Japan	61%	11

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In my country, individuals often take health decisions (over the counter drugs, home remedies etc.) independently without consulting a doctor or a medical professional

Base: 23,667 online adults under the age of 75 across	
31 countries, interviewed 26 July – 9 August 2024.	

Country	Agree	Disagree
Global Country Average	59%	13%
Brazil	75%	8%
Poland	73%	9%
Colombia	73%	9%
Argentina	72%	11%
Mexico	72%	9%
Hungary	69%	10%
Peru	69%	13%
South Africa	67%	13%
Thailand	66%	12%
Indonesia	66%	13%
Chile	65%	11%
New Zealand	61%	9%
India	61%	21%
Germany	60%	8%
Ireland	60%	10%
Great Britain	59%	10%
Belgium	56%	11%
Italy	56%	12%
Malaysia	56%	15%
United States	56%	11%
Spain_	55%	15%
France	54%	12%
Australia	54%	11%
Canada	54%	11%
Switzerland	50%	16%
South Korea	48%	16%
Türkiye	46%	27%
Singapore	45%	17%
Netherlands	45%	16%
Sweden	43%	14%
Japan	34%	16%



I am concerned that my personal data will be made available to third parties (government, private companies) without my consent

untry	Agree	Disagree
Global Country Average	54%	19%
Thailand	69%	8%
Malaysia	65%	12%
Peru	65%	17%
Colombia	65%	12%
Brazil	64%	14%
Türkiye	63%	15%
Chile	62%	16%
Argentina	62%	16%
Mexico	61%	13%
India	60%	20%
Indonesia	60%	14%
South Korea	59%	12%
Spain	58%	17%
Poland	56%	18%
Singapore	55%	14%
Hungary	55%	22%
United States	54%	19%
Australia	54%	18%
South Africa	53%	21%
Ireland	52%	18%
France	49%	20%
Great Britain	49%	21%
Canada	47%	18%
Belgium	47%	22%
Germany	45%	27%
New Zealand	43%	25%
Japan	43%	17%
Switzerland	41%	27%
Sweden	38%	34%
Netherlands	38%	34%
Italy	37%	25%



Access to treatment/long waiting times

untry		2018	2020	2021	2022	2023
Global Country Average	46%	41%	40%	41%	42%	46%
Hungary	68%	65%	59%	61%	65%	65%
Poland	64%	70%	68%	68%	63%	66%
Chile	63%	64%	64%	61%	65%	63%
Sweden	59%	52%	55%	51%	58%	58%
Italy	58%	59%	60%	55%	56%	57%
Great Britain	55%	32%	43%	52%	46%	47%
Ireland	53%	N/A	N/A	N/A	51%	51%
Türkiye	53%	38%	46%	45%	58%	51%
Spain	52%	52%	43%	52%	51%	51%
Canada	51%	49%	47%	48%	47%	51%
Colombia	50%	59%	N/A	52%	57%	60%
Mexico	50%	48%	51%	55%	50%	50%
Thailand	49%	N/A	N/A	N/A	46%	46%
Peru	49%	46%	48%	51%	52%	50%
New Zealand	49%	N/A	N/A	N/A	N/A	50%
Germany	47%	37%	35%	39%	39%	45%
Malaysia	45%	43%	53%	43%	47%	50%
Australia	45%	37%	36%	38%	37%	449
Brazil	45%	35%	37%	45%	42%	44%
South Africa	44%	41%	39%	40%	42%	43%
Argentina	44%	35%	38%	45%	43%	49%
Indonesia	44%	N/A	N/A	N/A	41%	46%
Belgium	42%	26%	32%	36%	40%	45%
Singapore	41%	N/A	N/A	N/A	N/A	40%
France	40%	29%	29%	29%	29%	39%
Netherlands	36%	N/A	36%	34%	34%	37%
South Korea	30%	26%	20%	24%	25%	28%
United States	29%	22%	21%	24%	22%	27%
India	25%	22%	17%	22%	23%	27%
Japan	25%	20%	23%	24%	23%	24%
Switzerland	20%	N/A	N/A	12%	18%	17%



Country

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Not enough staff

Global Country Average 45% 36% 39% 42% 46% 39% 69% 68% 68% Sweden 71% 76% 72% 68% 67% 69% 63% 69% 75% France Netherlands 66% N/A 61% 66% 67% 65% 64% 54% 54% 61% 63% 60% Canada 63% Belgium 38% 57% 57% 67% 61% New Zealand 62% 64% N/A N/A N/A N/A 62% 64% Germany 61% 58% 58% 59% 58% Hungary 63% 54% 58% 61% 60% 58% Spain 49% 55% 51% 56% 57% 56% Switzerland 53% N/A N/A 44% 58% Great Britain 54% 54% 49% 56% 56% 57% 52% Ireland N/A N/A N/A 51% 58% 52% Italy 38% 41% 45% 49% 50% Japan 51% 43% 33% 47% 52% 46% 51% 37% 40% 47% 58% Australia 52% Thailand 44% N/A N/A N/A 36% 44% 42% Malaysia 37% 38% 34% 37% 45% 42% South Korea 27% 30% 33% 31% 41% South Africa 40% 41% 39% 38% 46% 41% Singapore 40% N/A N/A 45% N/A N/A Türkiye 39% 27% 42% 36% 30% 39% Chile 37% 27% 39% 30% 35% 40% United States 33% 34% 14% 16% 28% 34% 30% Poland 23% 28% 26% 30% 29% 27% Argentina 25% 28% 24% 25% 34% 26% Mexico 20% 21% 19% 23% 28% Peru 24% 27% 21% 25% 25% 25% 24% India 22% 17% 19% 18% 26% 21% Brazil 23% 17% 19% 24% 25% 18% Indonesia N/A N/A N/A 16% 19% 17% 22% 21% Colombia 18% N/A 17%

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Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

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2020

2018

2021

2022 2023

Cost of accessing treatment

untry		2018	2020	2021	2022	2023
Global Country Average	32%	32%	31%	31%	31%	31%
Indonesia	57%	N/A	N/A	N/A	68%	59%
United States	55%	64%	59%	52%	55%	54%
Chile	47%	46%	62%	58%	52%	47%
Singapore	46%	N/A	N/A	N/A	N/A	46%
Switzerland	45%	N/A	N/A	37%	38%	43%
Malaysia	43%	49%	42%	41%	38%	45%
Australia	40%	38%	29%	25%	25%	38%
Argentina	39%	35%	34%	40%	39%	35%
Türkiye	39%	32%	39%	32%	37%	38%
Japan	38%	44%	32%	28%	31%	35%
Poland	37%	34%	35%	34%	37%	33%
South Africa	36%	39%	32%	37%	38%	29%
Colombia	35%	37%	N/A	35%	37%	35%
Peru	35%	29%	37%	37%	36%	35%
Belgium	34%	27%	39%	36%	34%	35%
Mexico	31%	26%	36%	40%	33%	33%
New Zealand	31%	N/A	N/A	N/A	N/A	33%
Ireland	30%	N/A	N/A	N/A	30%	32%
Thailand	28%	N/A	N/A	N/A	27%	28%
India	28%	44%	45%	44%	40%	29%
Netherlands	27%	N/A	26%	24%	23%	27%
South Korea	26%	32%	27%	25%	26%	23%
Hungary	26%	18%	20%	21%	24%	22%
France	25%	34%	28%	24%	21%	25%
Italy	24%	28%	20%	18%	19%	20%
Brazil	23%	18%	22%	24%	25%	24%
Germany	18%	19%	17%	17%	16%	19%
Canada	14%	10%	11%	10%	12%	16%
Great Britain	13%	8%	9%	9%	9%	12%
Spain	11%	15%	8%	10%	9%	11%
Sweden	10%	11%	11%	11%	9%	8%



Bureaucracy

untry		2018	2020	2021	2022	2023
Global Country Average	23%	26%	26%	26%	26%	23%
Mexico	37%	46%	42%	38%	41%	34%
Germany	36%	32%	36%	36%	29%	36%
Chile	33%	36%	34%	34%	31%	31%
Argentina	32%	39%	40%	43%	43%	38%
Indonesia	31%	N/A	N/A	N/A	38%	32%
Brazil	31%	26%	28%	31%	28%	29%
Netherlands	30%	N/A	32%	32%	30%	32%
Peru	30%	38%	45%	39%	39%	38%
Colombia	29%	40%	N/A	36%	36%	34%
Sweden	27%	28%	29%	29%	29%	25%
Switzerland	24%	N/A	N/A	28%	32%	24%
Italy	24%	33%	34%	35%	31%	26%
United States	23%	33%	35%	30%	23%	21%
Poland	22%	32%	28%	27%	26%	27%
Thailand	22%	N/A	N/A	N/A	31%	27%
Canada	22%	21%	25%	23%	20%	22%
India	21%	17%	16%	14%	16%	15%
France	21%	20%	25%	23%	22%	21%
Spain	21%	23%	23%	28%	26%	25%
Ireland	20%	N/A	N/A	N/A	26%	20%
Australia	19%	19%	23%	21%	18%	16%
Great Britain	18%	26%	28%	23%	21%	19%
South Korea	18%	21%	22%	15%	16%	17%
New Zealand	16%	N/A	N/A	N/A	N/A	15%
Hungary	16%	19%	19%	19%	17%	17%
Türkiye	14%	23%	18%	21%	17%	18%
Belgium	13%	20%	20%	20%	16%	13%
Malaysia	12%	17%	17%	19%	16%	16%
South Africa	11%	14%	14%	16%	11%	10%
Japan	10%	7%	10%	15%	13%	9%
Singapore	7%	N/A	N/A	N/A	N/A	7%



Ageing population

Intry		2018	2020	2021	2022	202
Global Country Average	23%	20%	18%	21%	19%	22
Singapore	53%	N/A	N/A	56%	N/A	51
Japan	52%	52%	53%	48%	52%	53
South Korea	51%	43%	46%	47%	51%	53
Netherlands	41%	N/A	35%	27%	30%	37
Switzerland	32%	N/A	N/A	34%	31%	30
Great Britain	32%	37%	31%	26%	27%	28
France	31%	28%	23%	22%	26%	28
Canada	31%	38%	36%	30%	29%	30
Australia	30%	37%	41%	31%	27%	27
Belgium	30%	28%	30%	29%	28%	30
Germany	28%	29%	24%	27%	22%	23
Poland	27%	22%	21%	19%	24%	25
India	25%	16%	14%	15%	17%	28
Thailand	25%	N/A	N/A	N/A	15%	17
Spain	23%	22%	15%	20%	22%	24
Sweden	22%	19%	26%	20%	17%	22
Italy	21%	16%	16%	12%	20%	21
New Zealand	20%	N/A	N/A	N/A	N/A	20
United States	20%	16%	17%	16%	15%	16
Malaysia	19%	12%	15%	13%	14%	15
Ireland	18%	N/A	N/A	N/A	17%	20
Türkiye	16%	16%	15%	12%	11%	15
Hungary	15%	16%	14%	13%	12%	15
Chile	11%	9%	10%	8%	7%	9
Brazil	10%	4%	5%	5%	6%	9
Indonesia	9%	N/A	N/A	N/A	3%	5
South Africa	7%	5%	7%	6%	5%	8
Colombia	4%	2%	N/A	3%	6%	4
Mexico	4%	3%	4%	5%	5%	3
Argentina	3%	4%	2%	3%	4%	4
Peru	2%	2%	1%	2%	2%	3



Lack of choice

Country	
Global Country Average	9%
India	23%
Thailand	15%
Mexico	14%
Malaysia	14%
Chile	12%
South Korea	11%
Peru	11%
United States	11%
Poland	10%
New Zealand	9%
Indonesia	9%
Hungary	9%
Colombia	9%
France	8%
Canada	8%
Ireland	8%
Australia	8%
Spain	8%
Singapore	7%
Great Britain	7%
Argentina	7%
Brazil	7%
Germany _	7%
Italy _	7%
South Africa	6%
Belgium _	6%
Japan _	6%
Türkiye _	5%
Sweden	5%
Switzerland	4%
Netherlands	4%



Country

Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Lack of investment

obuildly	
	~
Global Country Average	20%
Argentina	_ 43%
Brazil	_ 40%
Spain	_ 40%
Colombia	33%
Great Britain	32%
Mexico	31%
Italy	27%
India	26%
Peru	25%
New Zealand	25%
France	24%
Ireland	22%
Chile	21%
Canada	19%
South Africa	18%
Belgium	17%
Türkiye	17%
Hungary	17%
Germany	16%
Australia	15%
Sweden	13%
Indonesia	11%
Malaysia	11%
Netherlands	10%
Thailand	10%
Switzerland	10%
Poland	9%
Singapore	8%
South Korea	_7%
Japan	7%
United States	7%
	-



Country

Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Lack of investment in preventative health

Global Country Average	20%
Brazil	42%
Colombia	37%
Argentina	34%
Mexico	33%
Peru	32%
Spain	27%
New Zealand	23%
Chile	22%
Indonesia	22%
India	21%
Poland	21%
South Africa	19%
United States	19%
Australia	18%
Ireland	18%
Italy	18%
Sweden	18%
Germany	17%
Türkiye	17%
Canada	16 %
Great Britain	16%
Netherlands	16 %
Hungary	15%
Belgium	14%
France	13 %
Malaysia	13%
Japan	12%
South Korea	10%
Switzerland	9%
Singapore	
Thailand	_ 7%



Country

Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Poor quality treatment

Global Country Average	17%
South Africa	- 39%
Türkiye	35%
Indonesia	34%
Poland	31%
India	29%
Peru	27%
Colombia	24%
Mexico	24%
Thailand	22%
Brazil	22%
Hungary	22%
Malaysia	21%
United States	18%
Italy	18%
Sweden	14%
Ireland	14%
Chile	14%
Great Britain	14%
Australia	13%
Germany	13%
Canada	11%
New Zealand	10%
Argentina	10%
Belgium	10%
Singapore	9%
Netherlands	8%
Switzerland	8%
France	8%
Spain	6%
Japan	6%
South Korea	_ 5% _



Poor safety

•••••	
Global Country Average	9%
India	25%
South Africa	17%
Indonesia	13%
Mexico	12%
Malaysia	11%
Peru	11%
Thailand	11%
Türkiye	11%
Brazil	10%
France	10%
Argentina	9%
Belgium	8%
Colombia	8%
Germany	8%
Switzerland	8%
Italy	8%
Spain	7%
United States	7%
Poland	7%
Ireland	7%
Australia	6%
Japan	6%
Chile	6%
South Korea	6%
New Zealand	5%
Singapore	5%
Sweden	5%
Great Britain	5%
Canada	4%
Netherlands	4%
Hungary	31

Country



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Low standards of cleanliness

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	
Global Country Average	7%
India	26%
South Africa	22%
Indonesia	13%
Hungary	12%
Malaysia	11%
Türkiye	9%
Thailand	9%
Peru	8%
Mexico	7%
Belgium	6%
Brazil	6%
Ireland	6%
Argentina	6%
Italy	6%
Australia	6%
France	5%
United States	5%
Poland	5%
Spain	5%
Great Britain	5%
Singapore	5%
New Zealand	4%
South Korea	4%
Germany	4%
Sweden	4%
Colombia	4%
Canada	_ 4%
Netherlands	
Chile	3%
Switzerland	39
Japan	_

