

# IPSOS GLOBAL HEALTH SERVICE MONITOR 2020

**A Global Advisor survey**

November 2020

**GAME CHANGERS**



# GLOBAL HEALTH SERVICE MONITOR

*Our 27-country survey provides on-the-ground perspectives on what the public see as the major health challenges facing their country alongside their ratings of their health service now and in and future.*

## HEALTH CONCERNS

Coronavirus has stormed onto the scene this year as the “greatest health problem facing people in my country”. It is ranked #1 in **26 of the 27 countries** surveyed.

Almost **twice as many** select COVID-19 **than cancer**, which falls back to being the second most pressing health concern around the world in 2020.

**Mental health** remains a key health problem for the public and is ranked 3<sup>rd</sup> overall.

## HEALTH SERVICES

In 2020, people’s assessments of the health service in their country is generally **more positive than it was two years ago**. Overall, there is **greater trust** that patients will receive the best treatment.

**Australians are the most satisfied** with the quality of healthcare they have access to.

A majority worldwide (55%) say that their country’s healthcare system is **overstretched**.

## THE FUTURE

One in three expect healthcare in their country to **improve in the future**, with twice as many saying it will get better than get worse. Countries with **more established** healthcare systems tend to be **more pessimistic**.

**Access to treatment/waiting times** emerges as the biggest challenge associated with healthcare systems, followed by **understaffing**. **Cost** is also a key issue in many countries.



# KEY STATS



50% worldwide are satisfied with the quality of care offered by their country's health service.

Trust in healthcare systems to provide the public with the best care is up 9 points since 2018, to 50%.



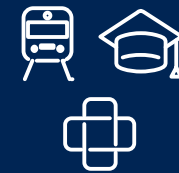
55% globally say their health system is overstretched, rising to 81% in Great Britain.

France and Sweden are most concerned about their health services not having enough staff.



Coronavirus is considered the top health problem today, followed by cancer, mental health, stress and obesity.

Generational differences show under-35s to be more likely to report mental health as an important health problem.



One in three expect healthcare in their country to improve in the future.

Cost of treatment is seen as the 3<sup>rd</sup> biggest issue for health services, with highest agreement in Chile and the US.



# HEALTH CONCERNS

# 1

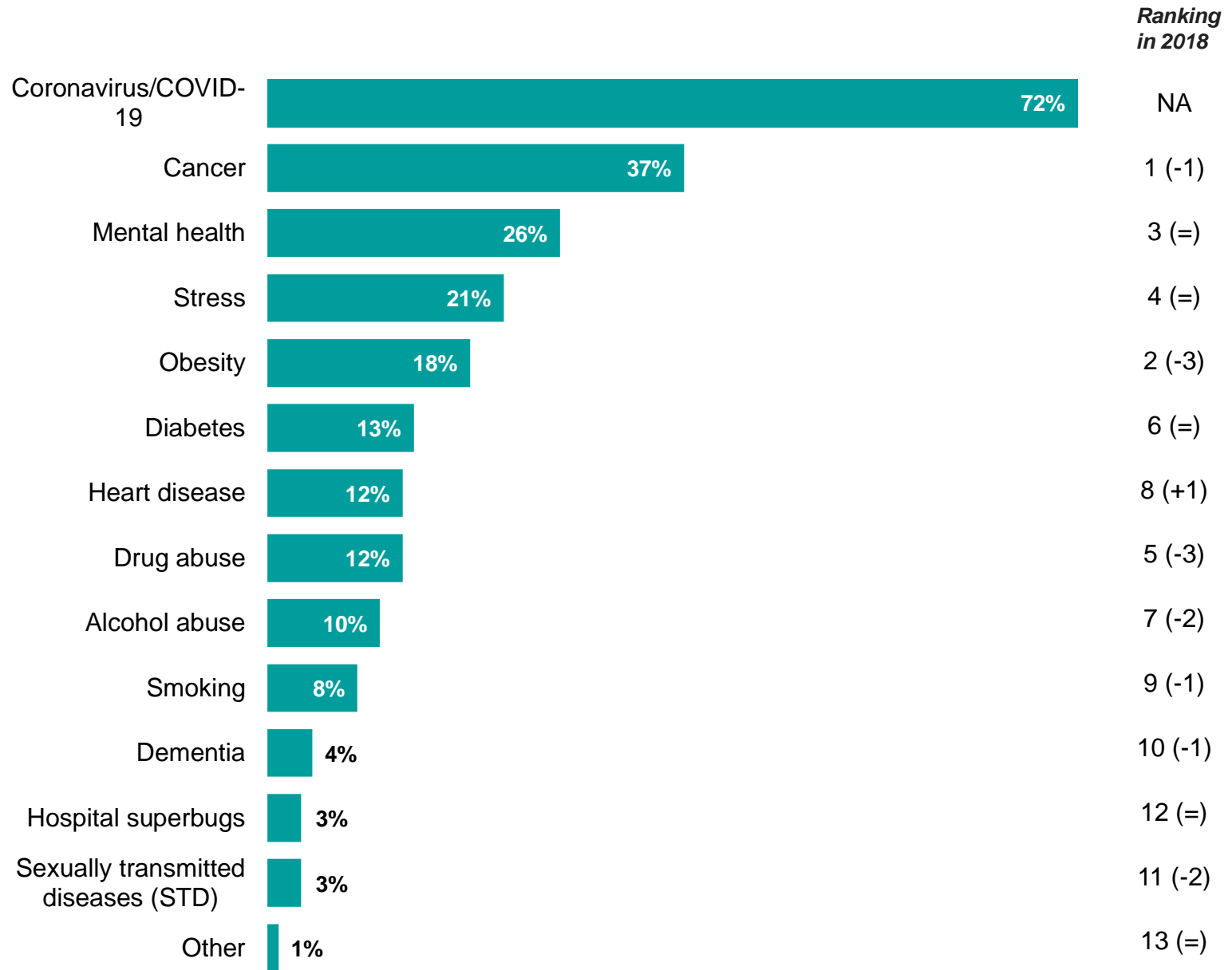


# HEALTH PROBLEMS: GLOBAL OVERVIEW

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

*In 2020, our survey finds COVID-19 is ranked by the public in 27 countries as the top health problem.*

*The top 5 issues remain the same as in 2018, however obesity has fallen to fifth spot after being the second biggest issue previously.*



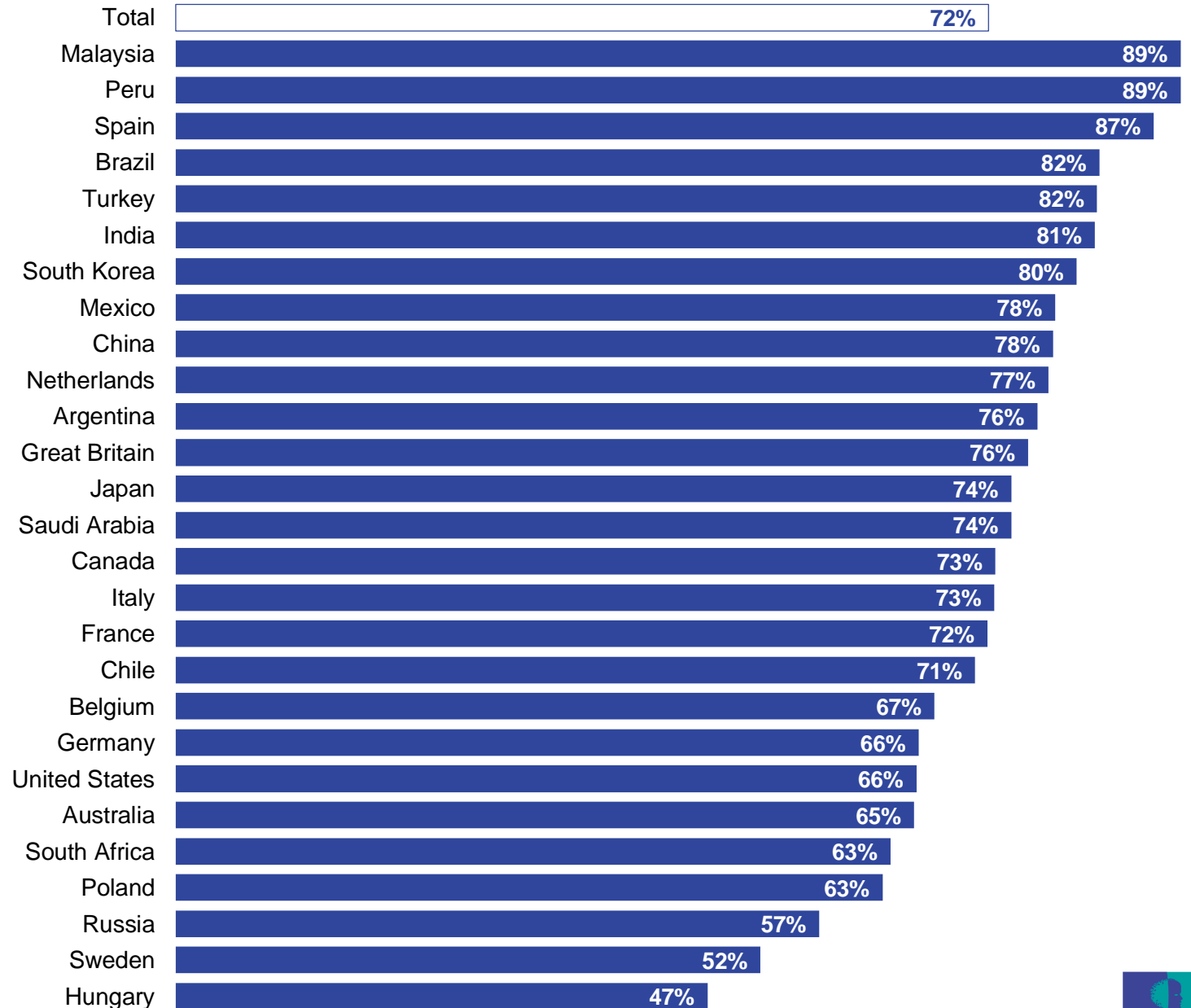
# CORONAVIRUS

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

*Coronavirus is considered the top health problem facing people in 26 of the 27 countries surveyed. The findings are in line with our What Worries the World survey.*

*Concern is somewhat higher among 50-74 year olds (75%).*

*There are also regional differences, with people in Latin American countries more concerned by the health threat of COVID-19.*

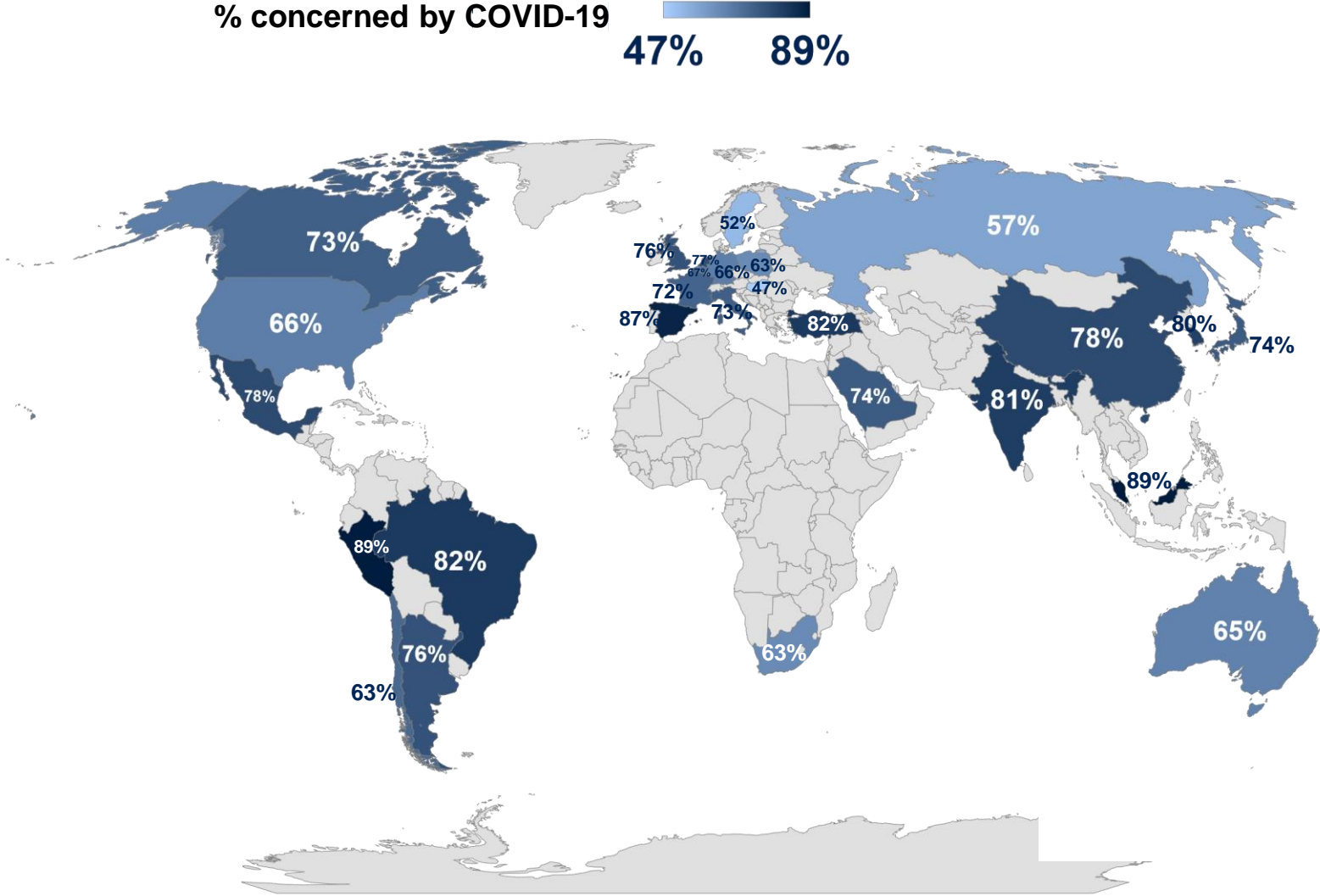


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# CORONAVIRUS

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

Total: 72%



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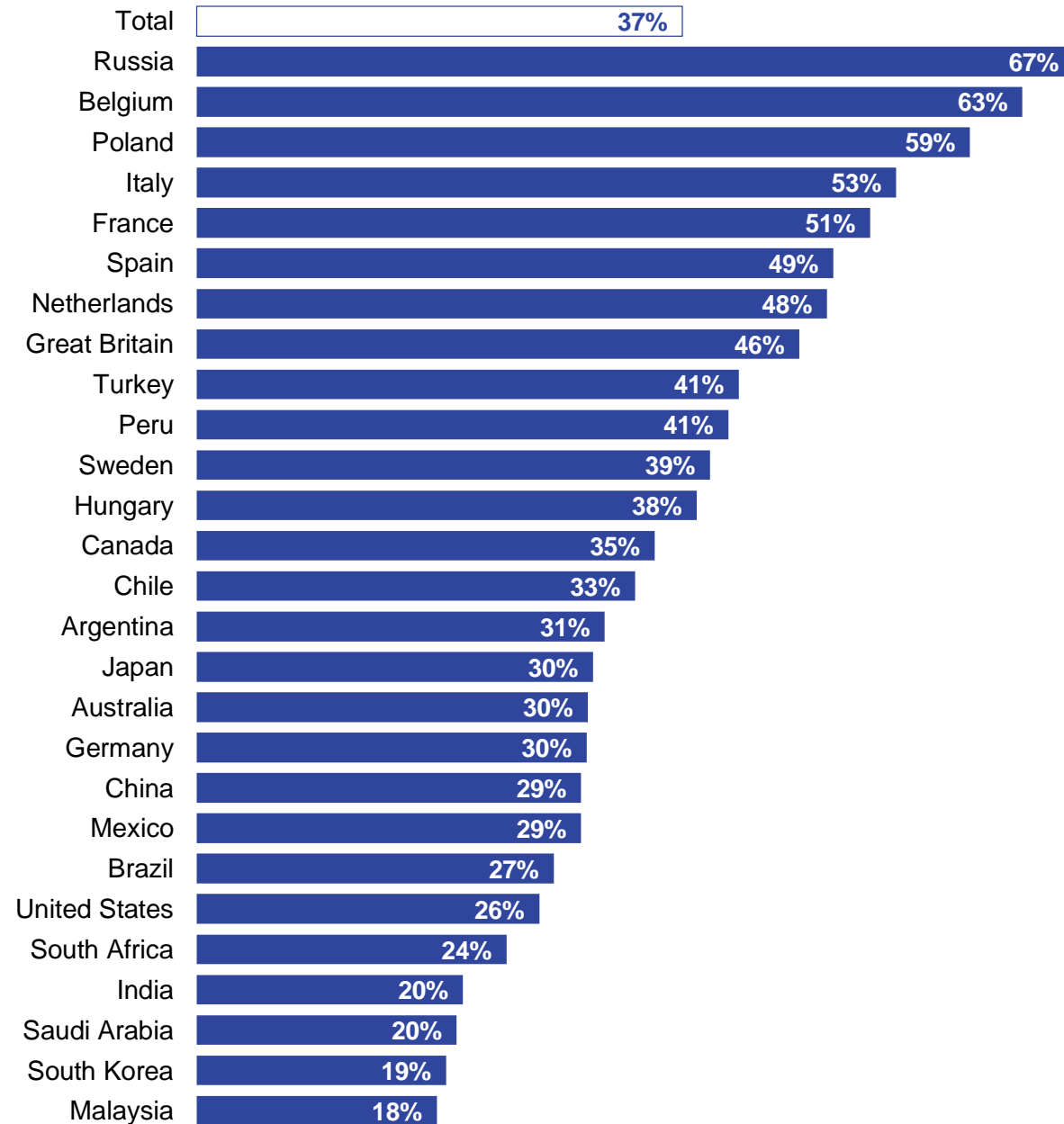
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# CANCER

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

*Cancer was the top health concern in our 2018 edition of this study. Fewer select this issue in the “pandemic year” that is 2020, and it falls from 52% to 37% today.*

*It is considered a greater health problem in Europe compared to other regions – almost one in two (48%) in European countries select cancer as one of the biggest problems.*



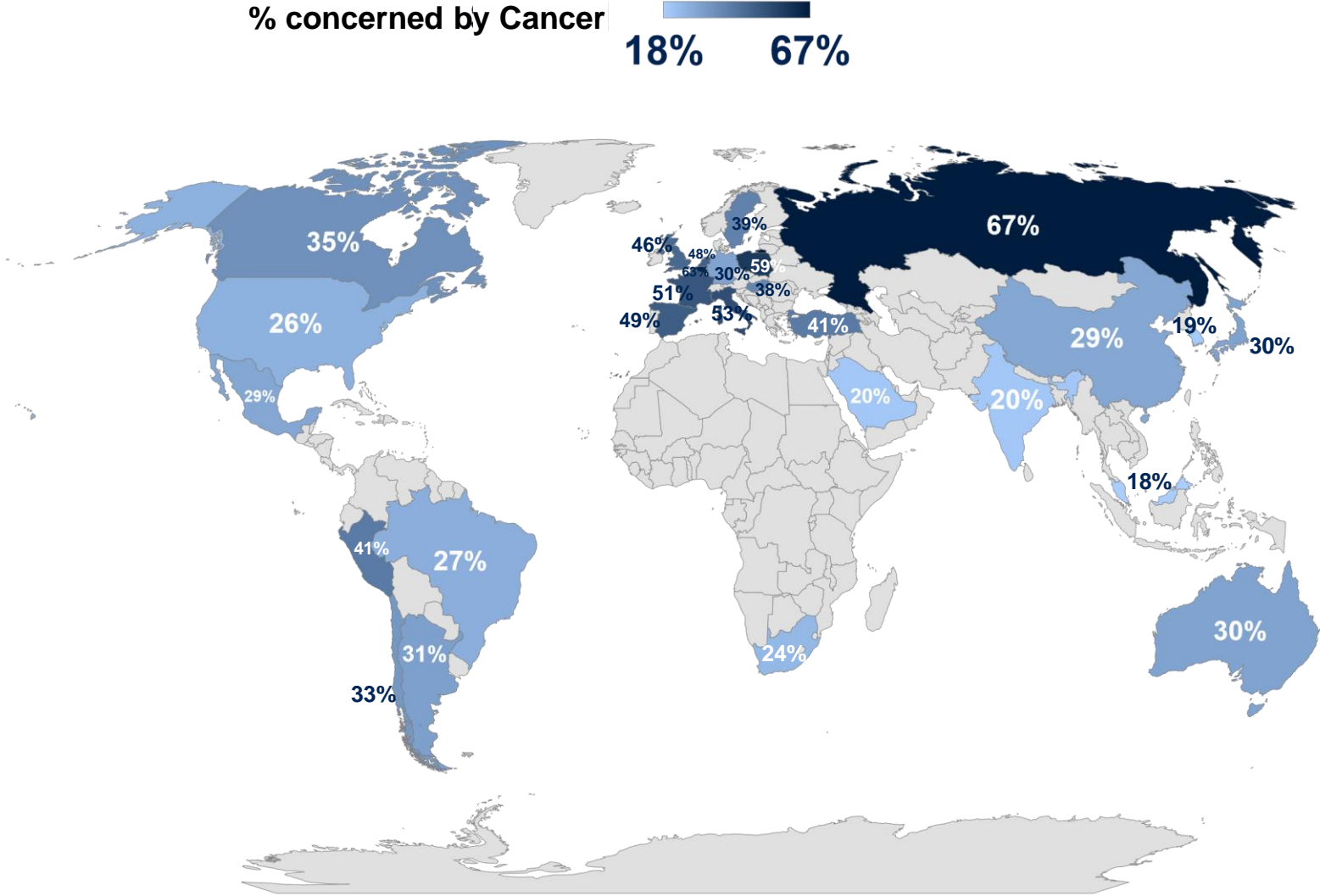
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



# CANCER

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

Total: 37%



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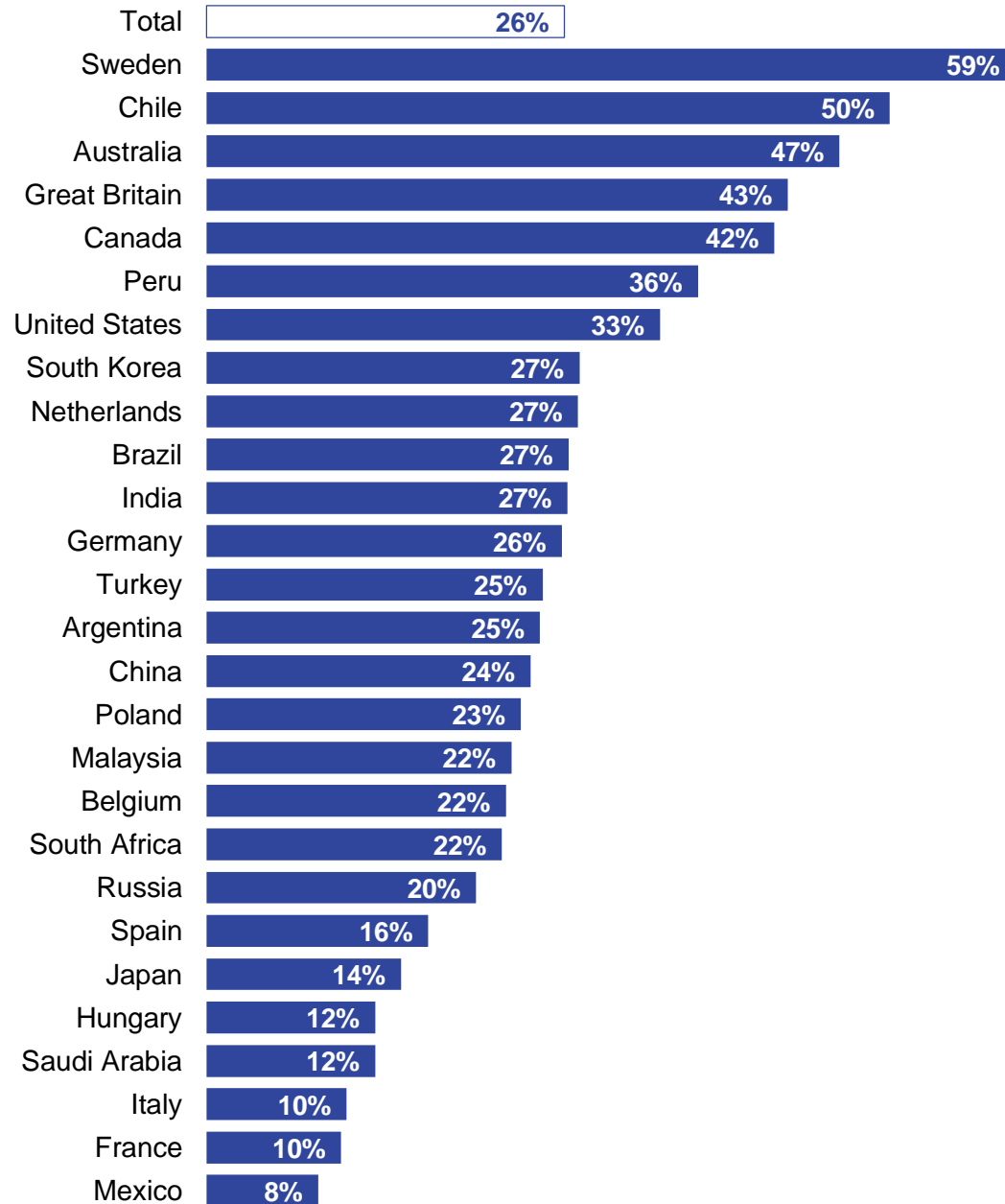
# MENTAL HEALTH

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

*26% across 27 countries say mental health is one of the top health problems facing people their country today. Scores for many illnesses have dropped this year due to coronavirus, but mental health is consistent with 2018's 27%.*

*Mental health appears to be a more prominent issue for younger people (31% of under-35s vs. 26% aged 35-49 and 21% aged 50-74).*

*Women are also more likely to highlight mental health as a big issue (31% vs. 22% of men).*

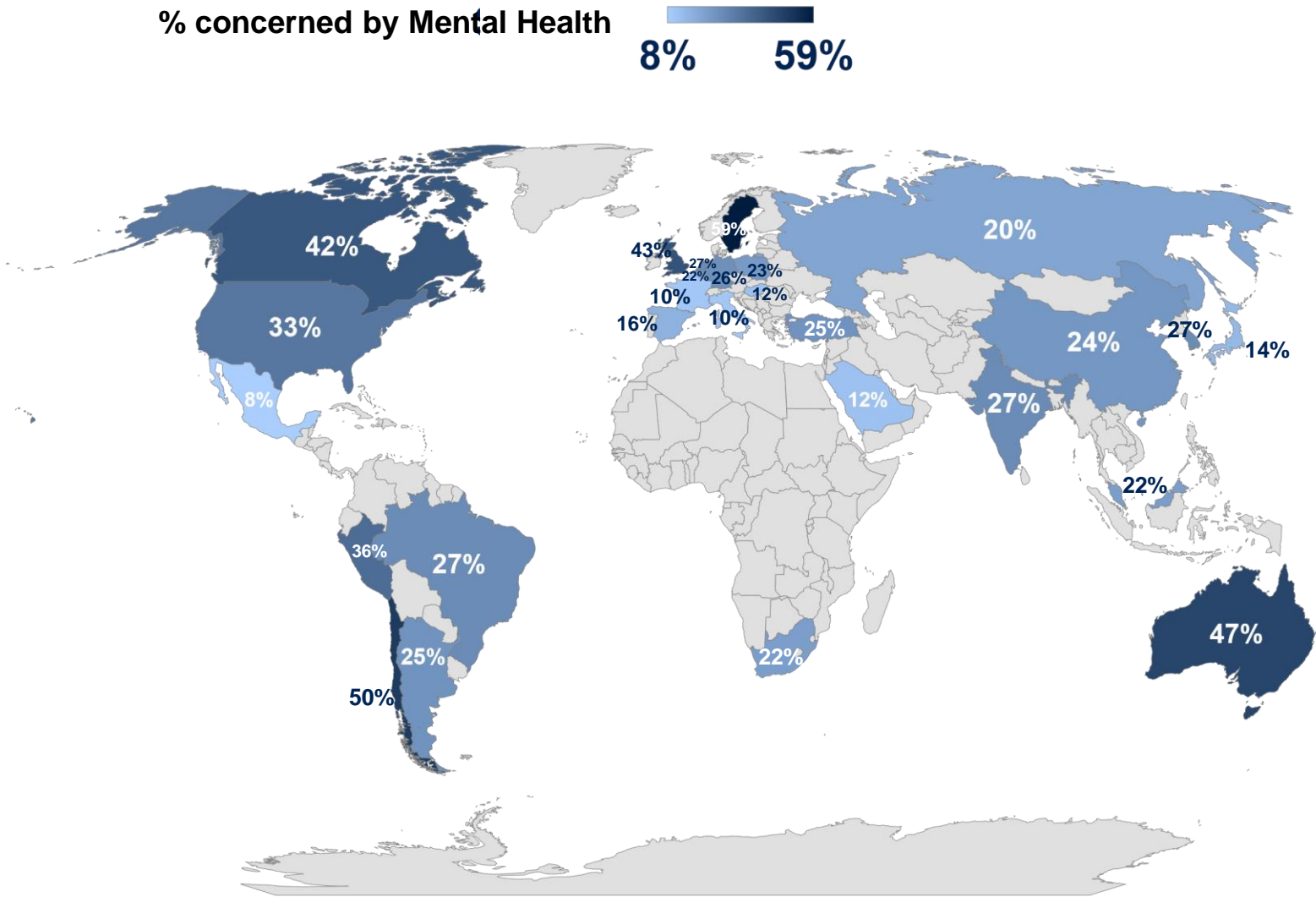


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# MENTAL HEALTH

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

Total: 26%



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Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

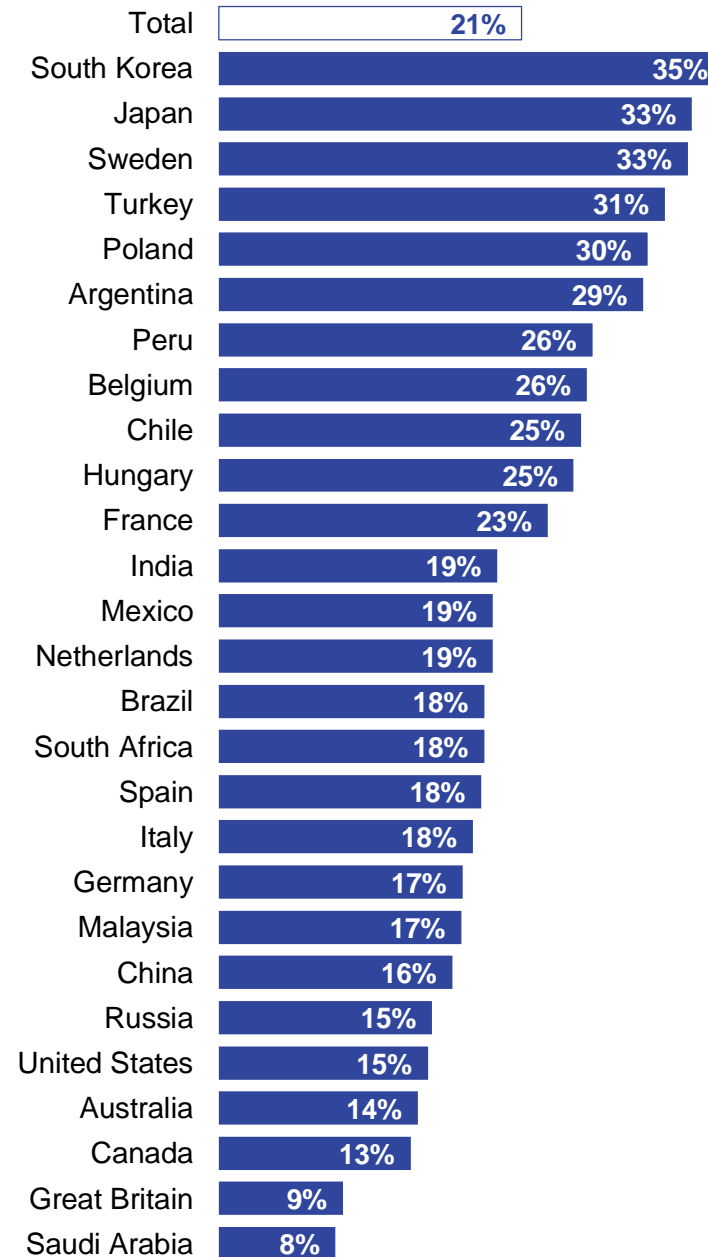


# STRESS

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

*One-third or more of people in South Korea, Japan and Sweden say that stress is one of the biggest health problems facing their country today.*

*Responses vary by age with 24% of our respondents aged 35-49 saying stress is a big health problem for their country, vs. 22% of those under 35 and 16% of those between 50-74.*

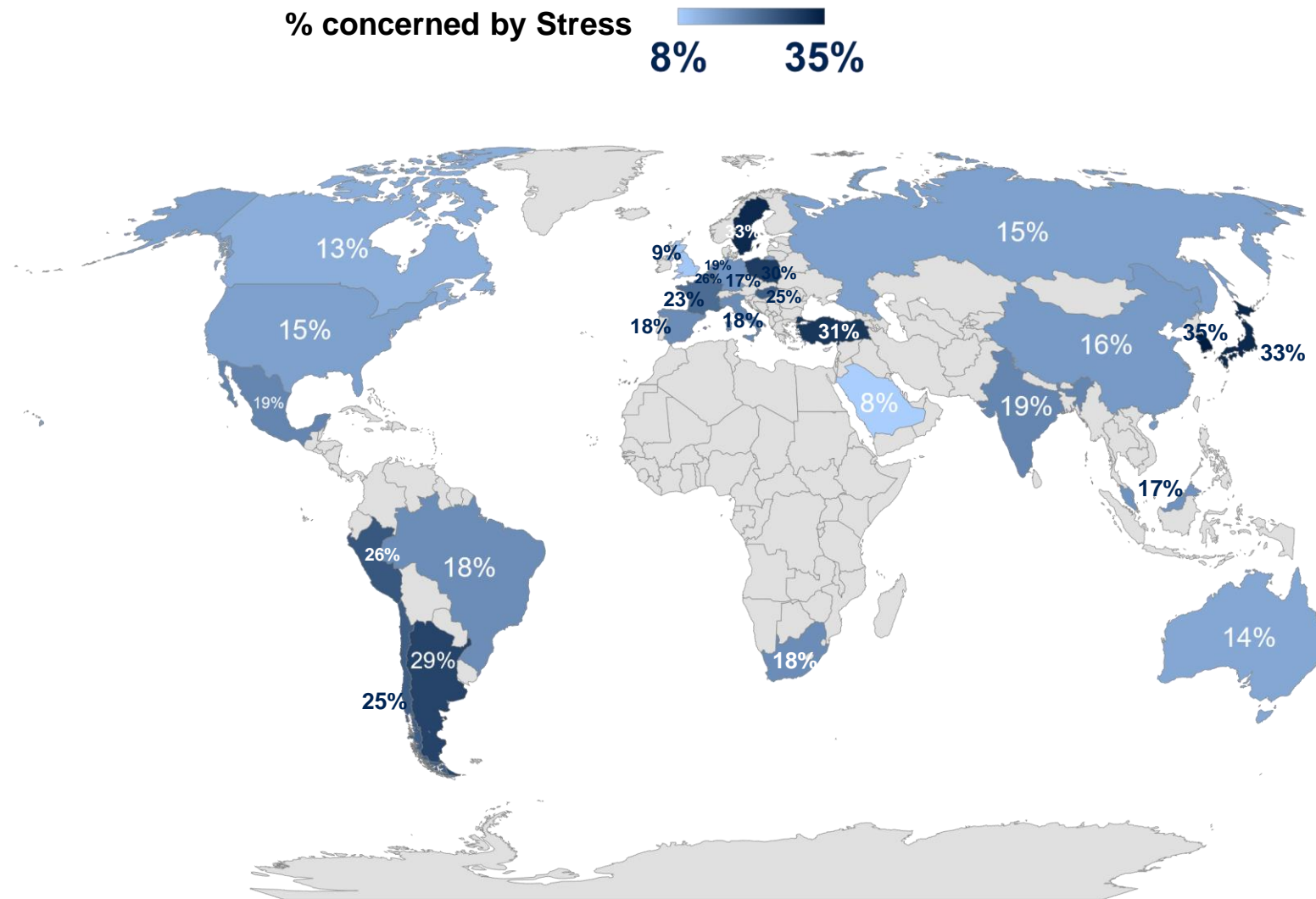


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# STRESS

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

Total: 21%



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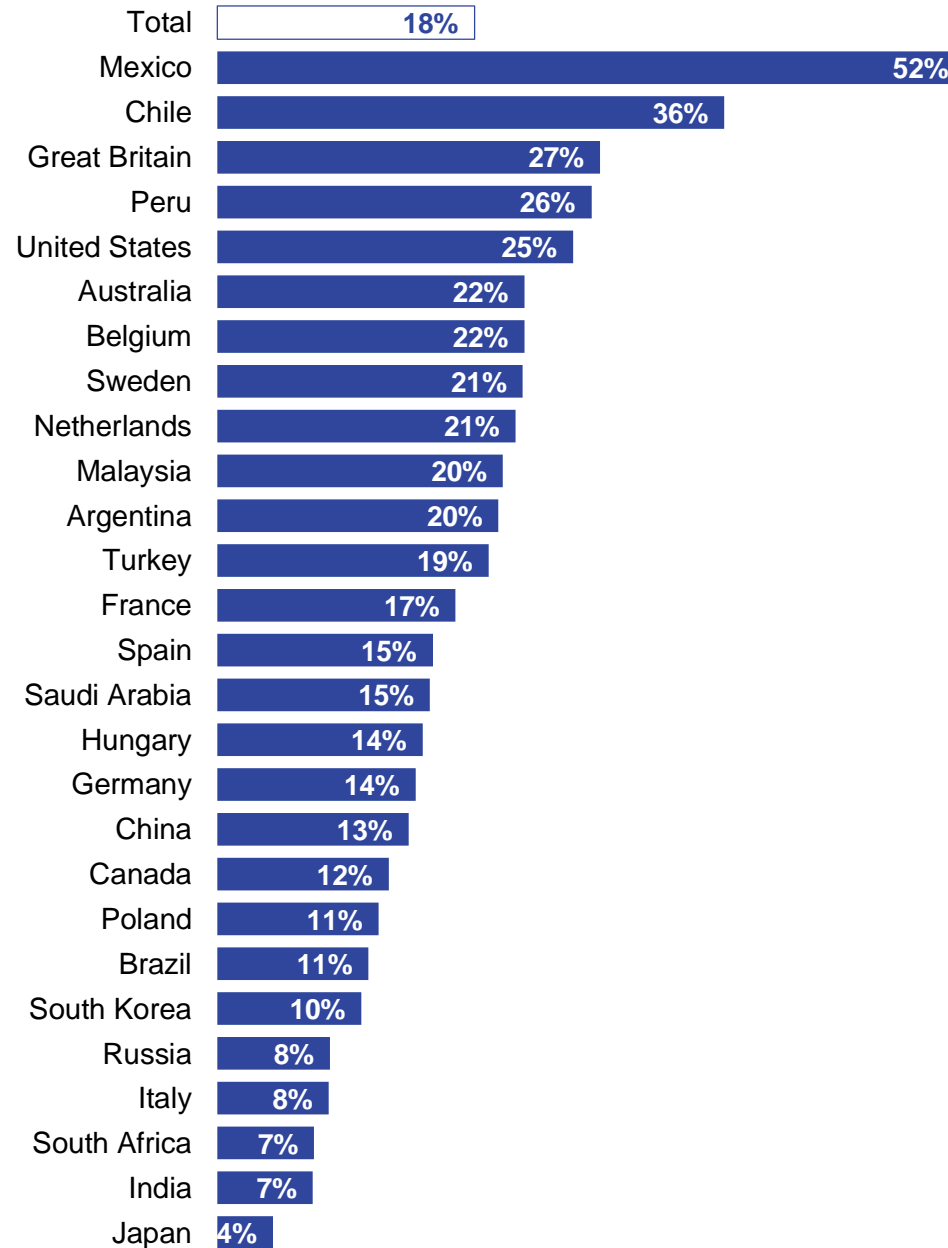
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# OBESITY

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

*Overall concern about obesity has fallen 15-points since 2018, perhaps due to the Coronavirus pandemic drawing focus away from other health problems.*

*In 2018, we found the public saying that obesity was the top health problem in Chile, Great Britain, Mexico and Malaysia.*



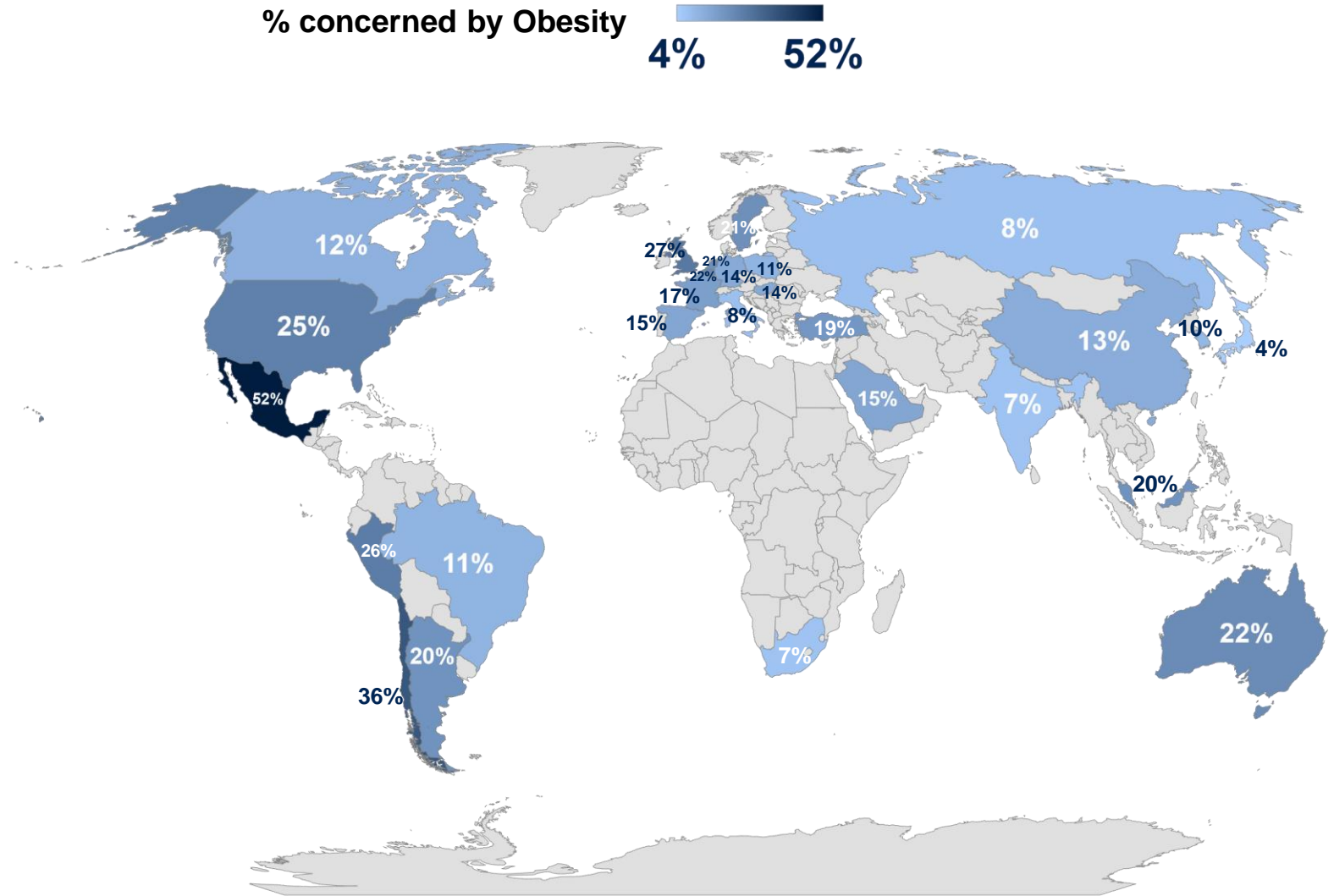
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



# OBESITY

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

Total: 18%

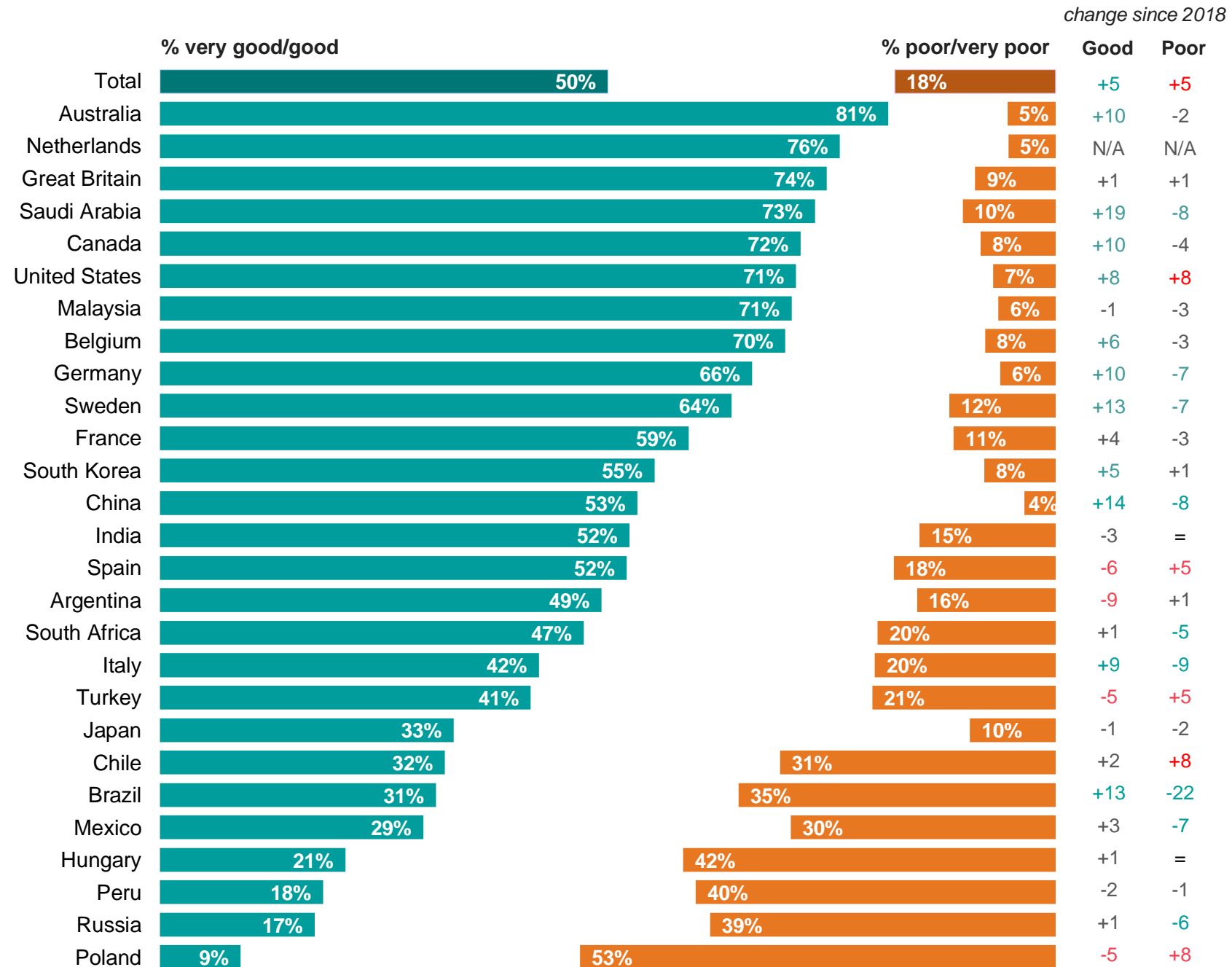


# HEALTHCARE PERCEPTIONS

# QUALITY OF HEALTHCARE

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

By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments

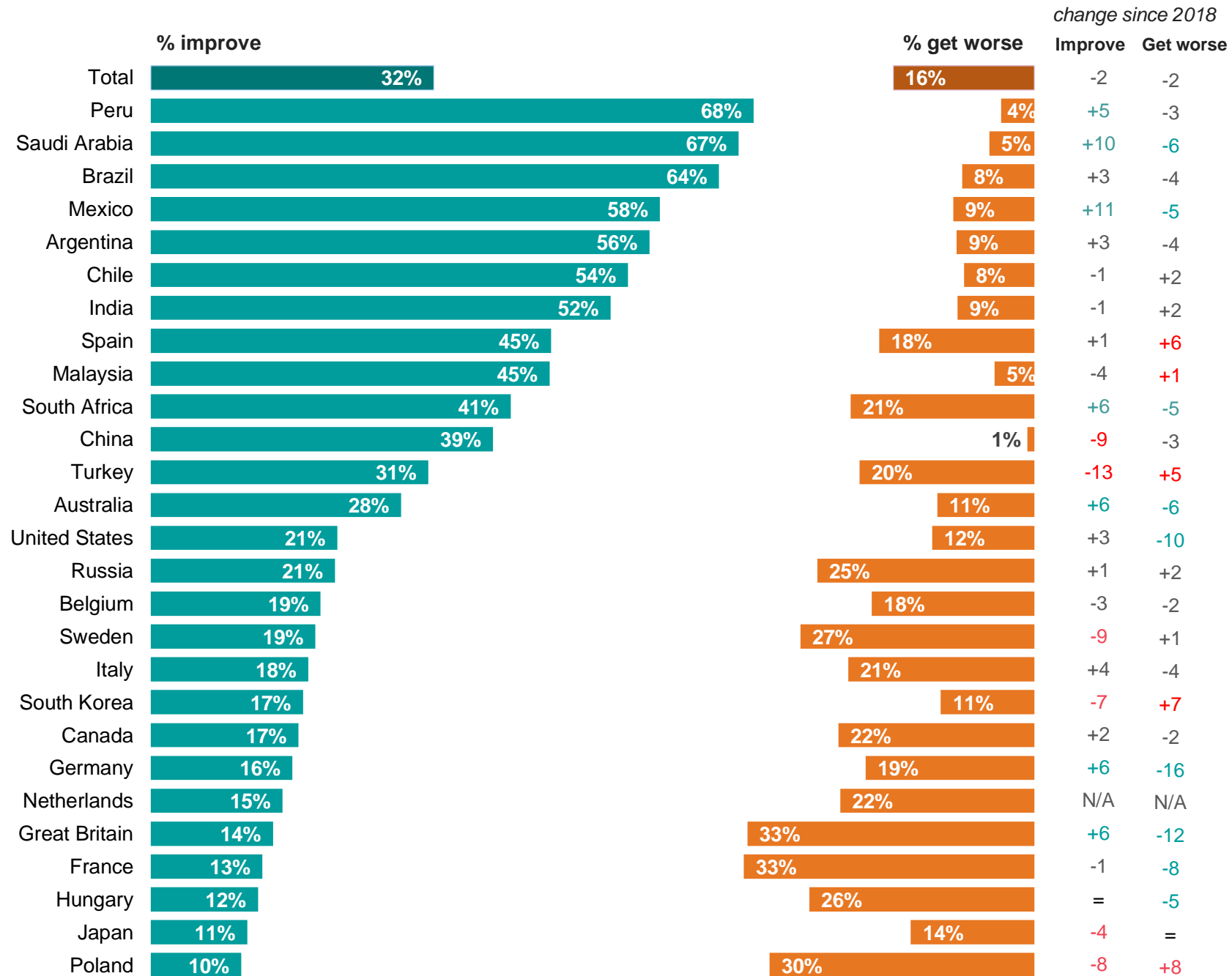


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



# FUTURE QUALITY OF HEALTHCARE

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?



Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# FUTURE QUALITY OF HEALTHCARE

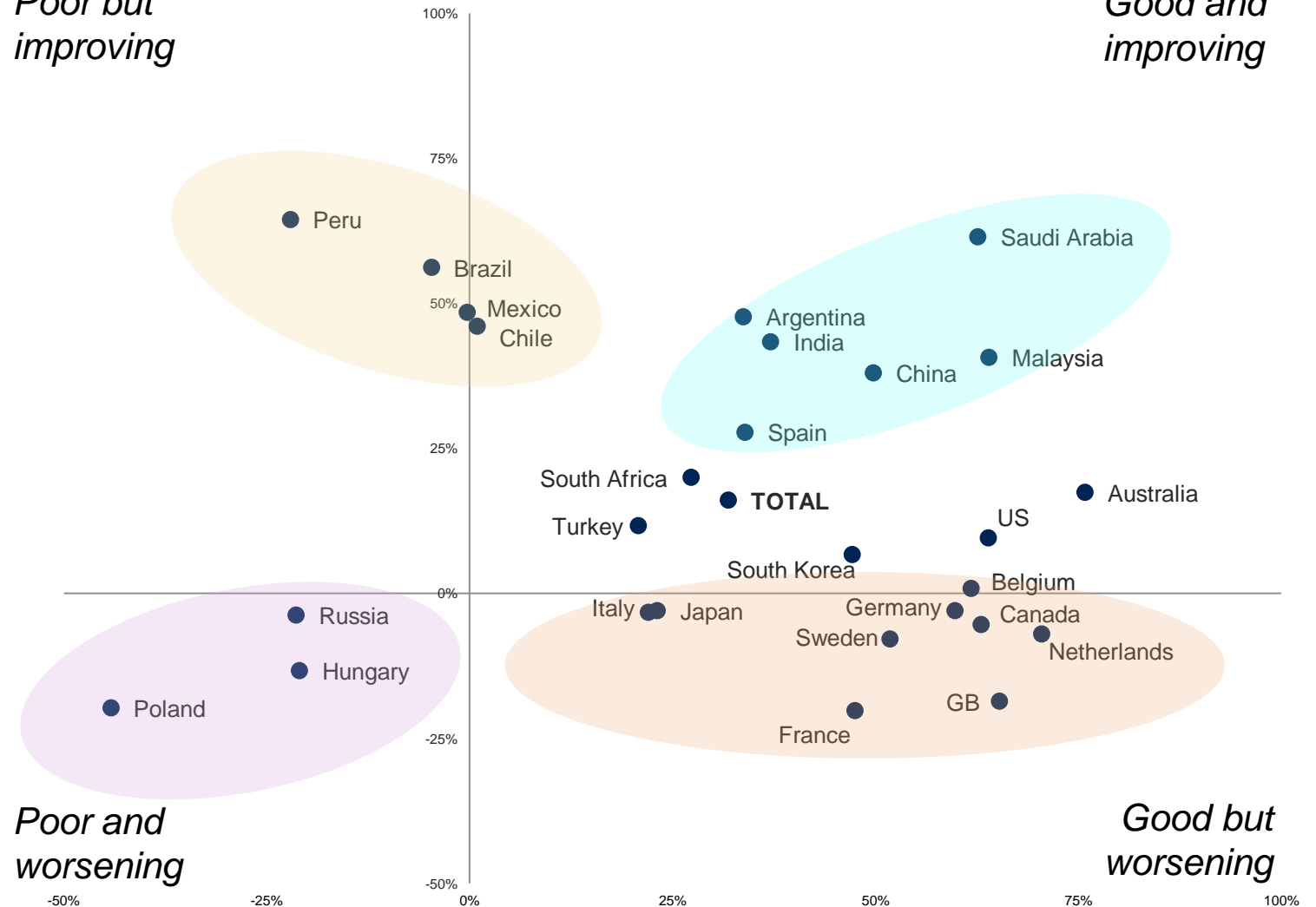
Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same, or get worse?

We have mapped the responses to public ratings of their country's health services and future expectations of quality of care along the axes of good/poor and improving/worsening to show four distinct clusters.

**Net improve**

*Poor but improving*

*Good and improving*



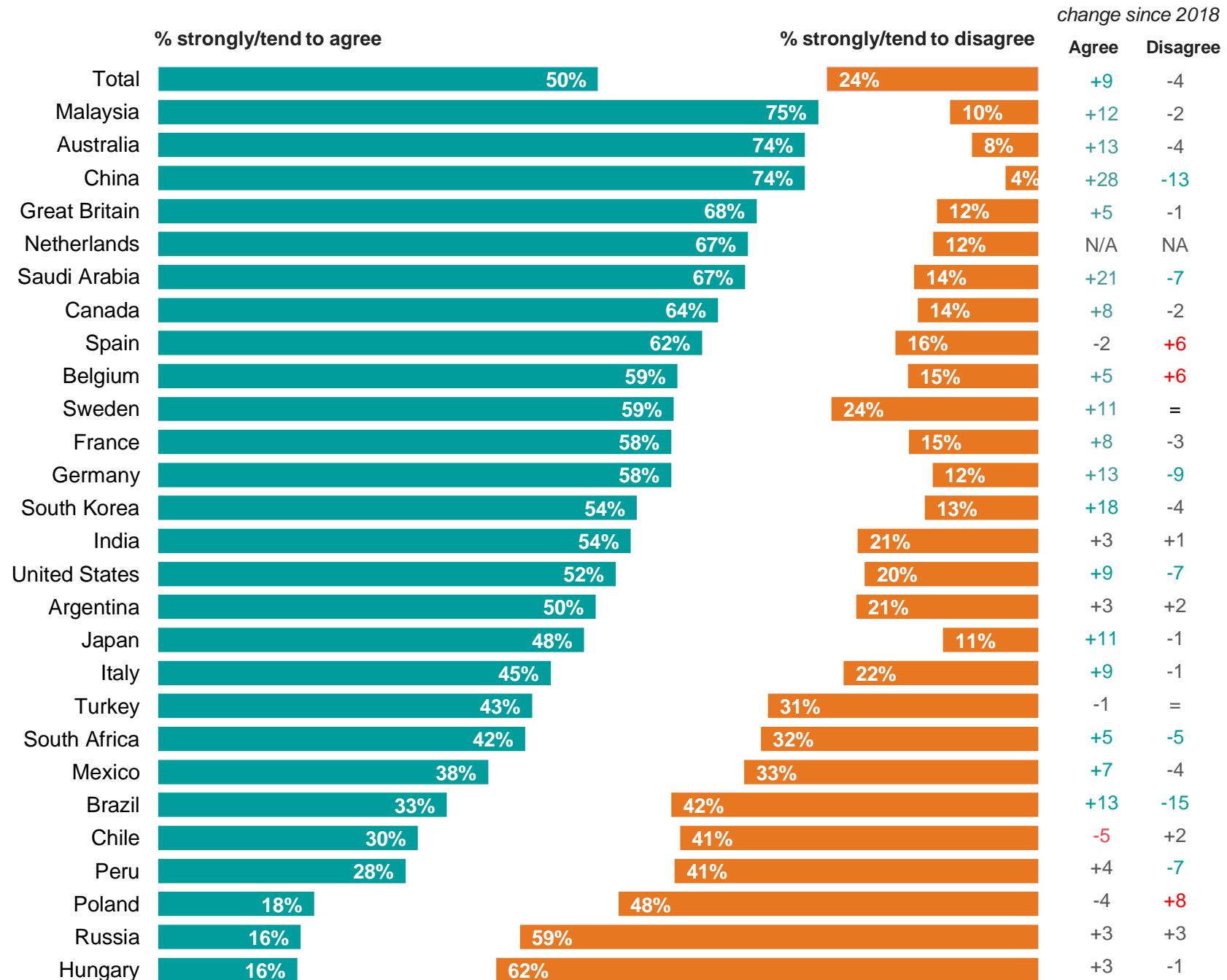
**Net good**

Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# TRUST IN HEALTHCARE

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

To what extent do you agree or disagree with this statement?



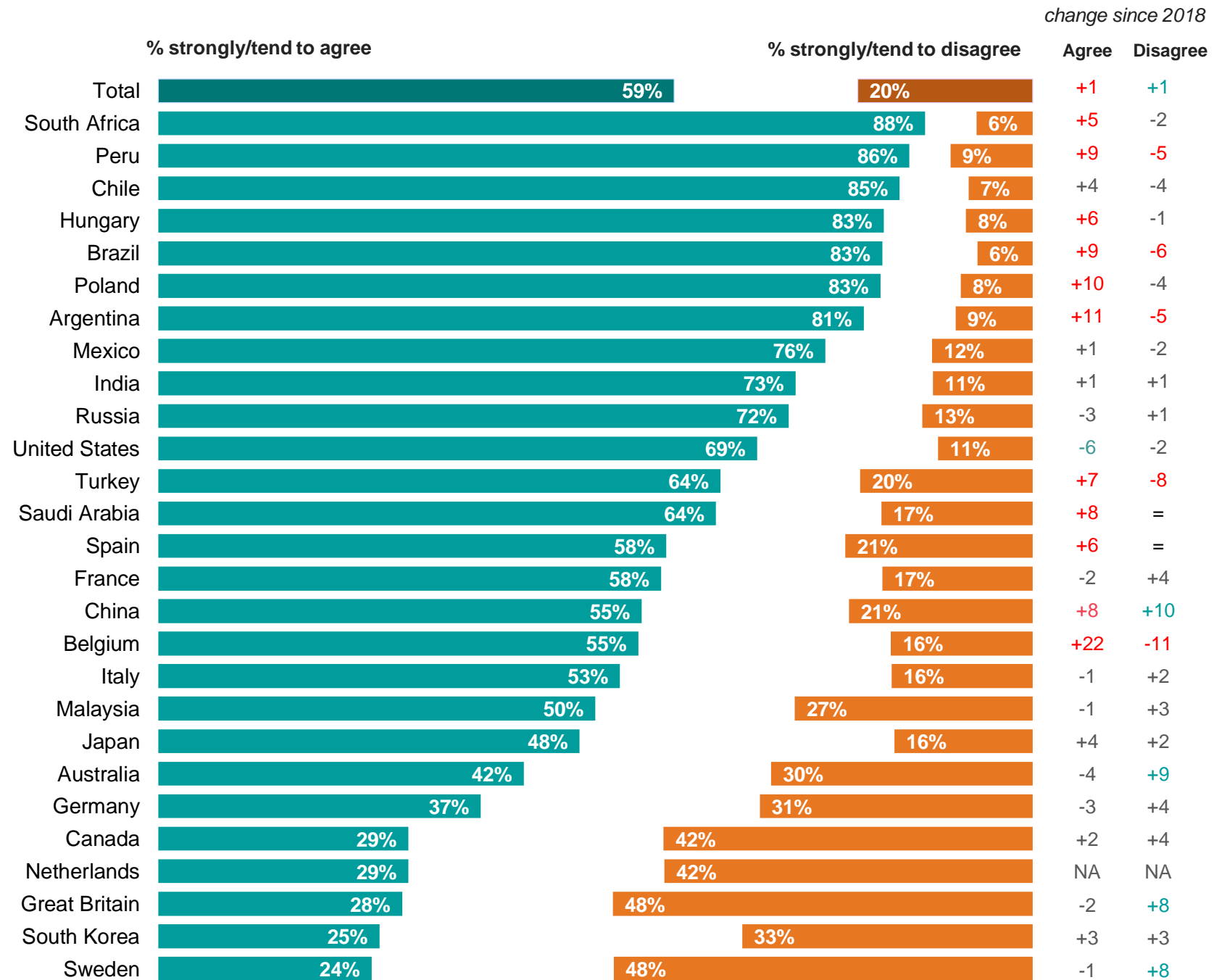
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



# COST OF HEALTHCARE

Many people in my country cannot afford good healthcare.

To what extent do you agree or disagree with this statement?

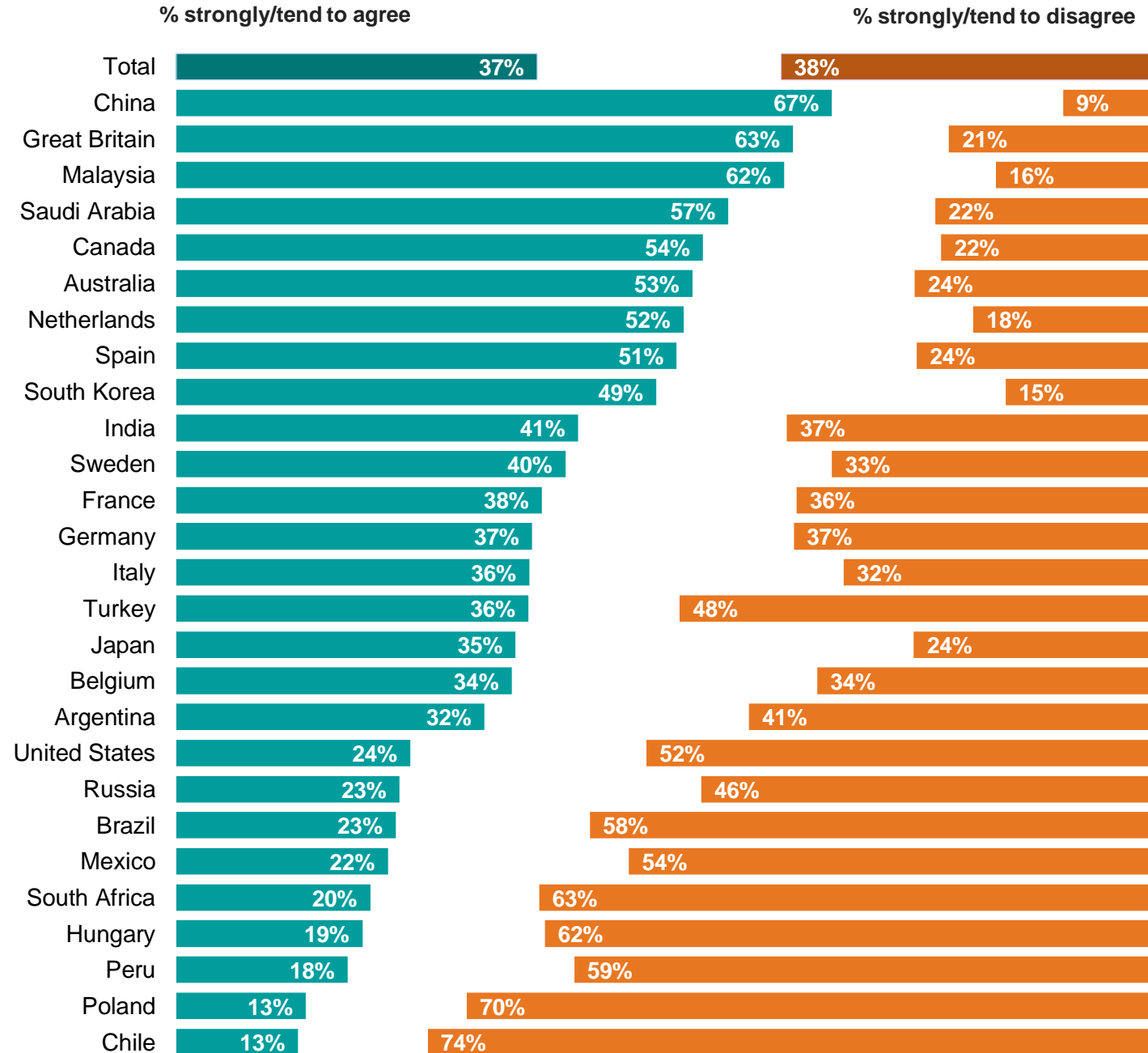


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# EQUALITY OF CARE

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

To what extent do you agree or disagree with this statement?

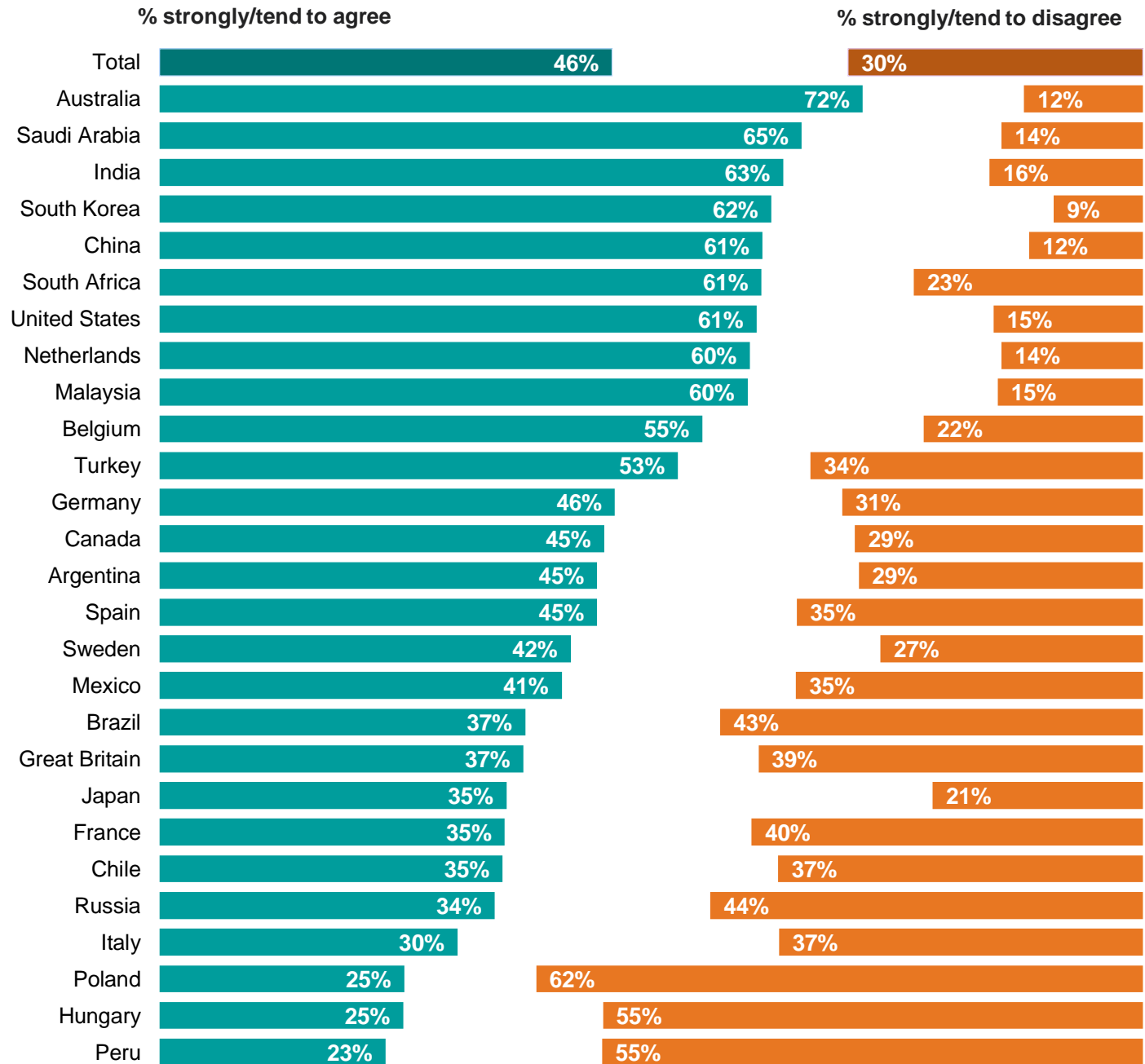


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# GETTING AN APPOINTMENT

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

To what extent do you agree or disagree with this statement?

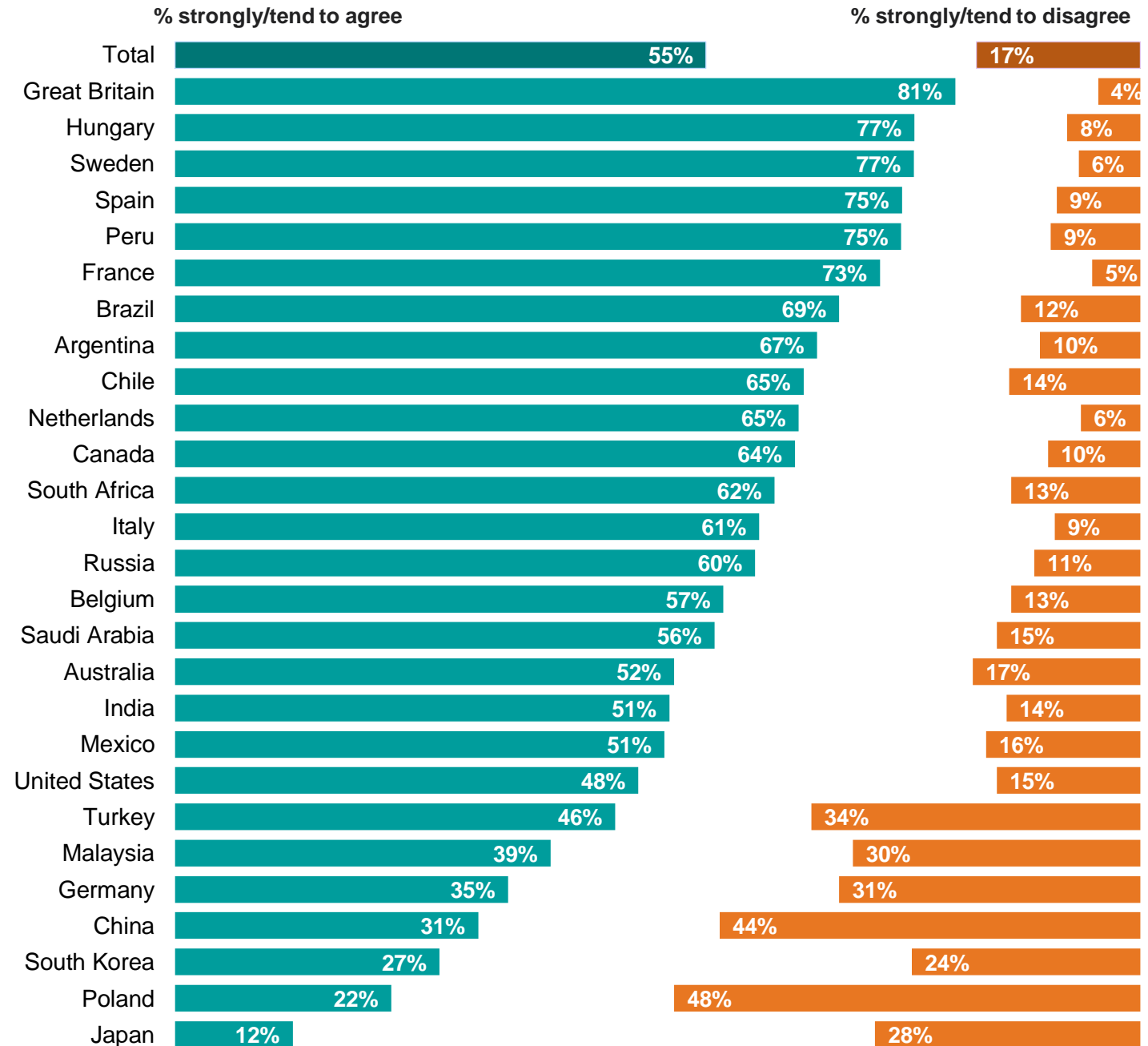


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# HEALTHCARE CAPACITY

The healthcare system in my country is overstretched.

To what extent do you agree or disagree with this statement?



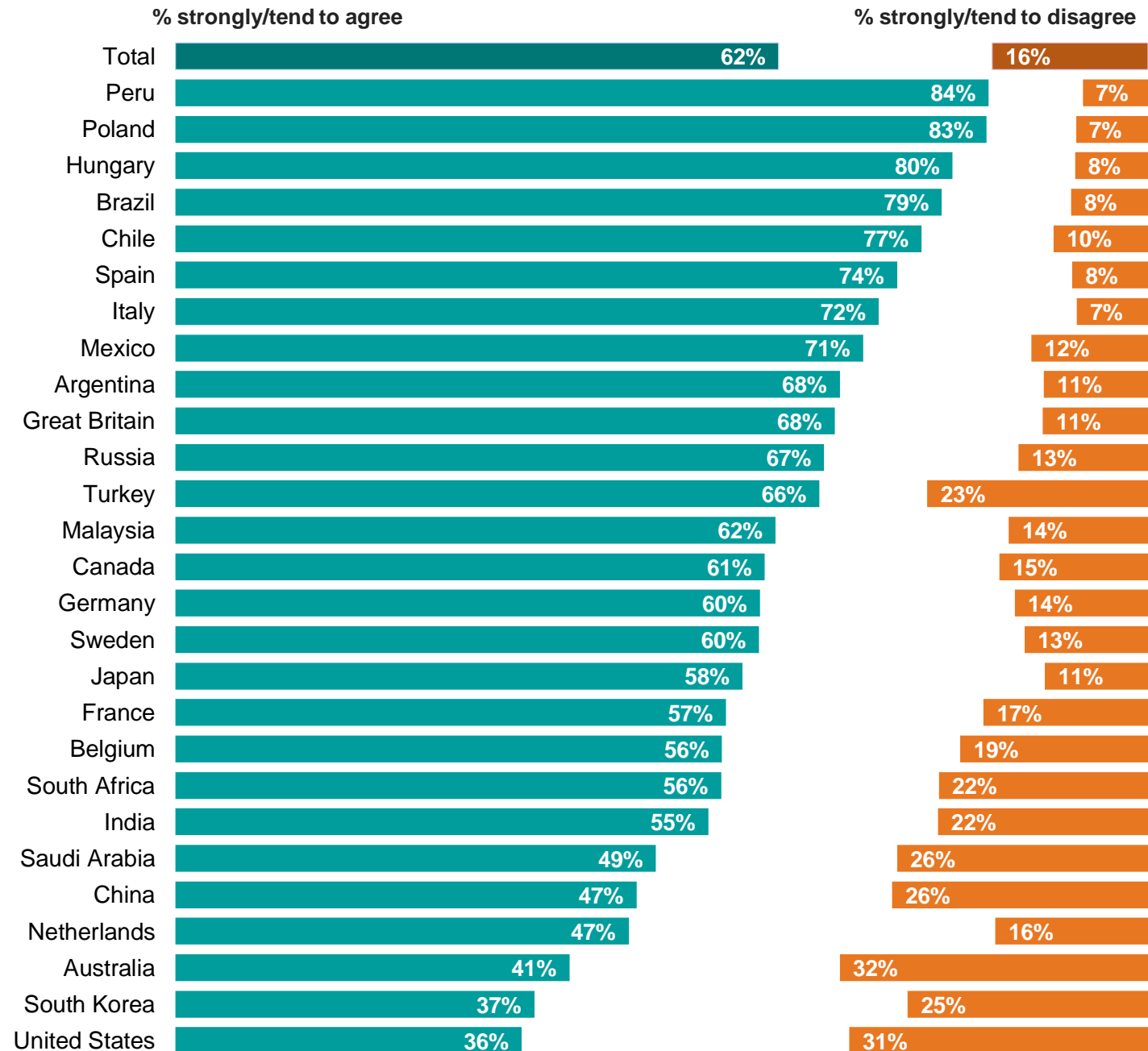
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



# WAITING TIMES

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

To what extent do you agree or disagree with this statement?

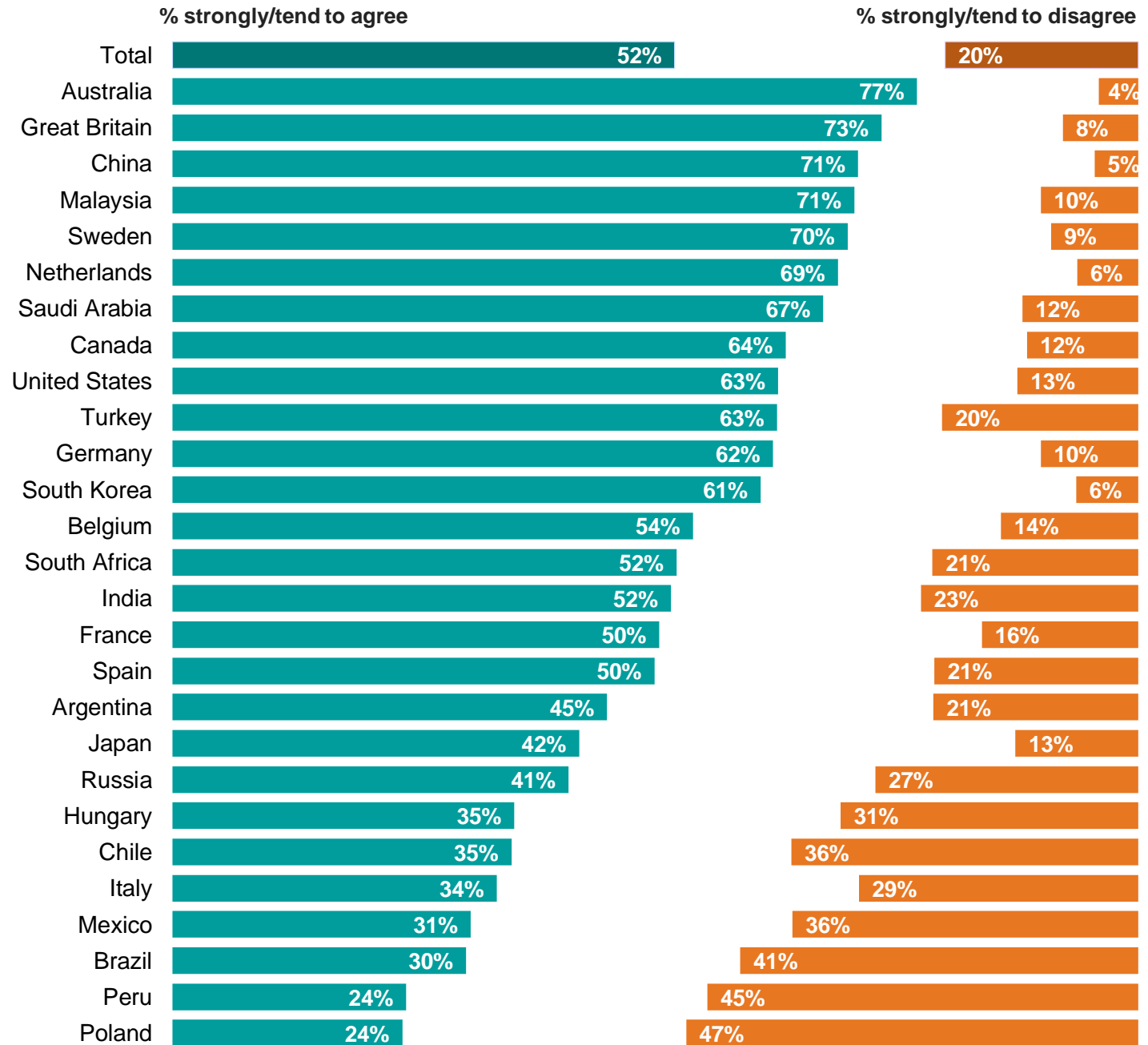


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# HEALTH SERVICE INFORMATION

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

To what extent do you agree or disagree with this statement?

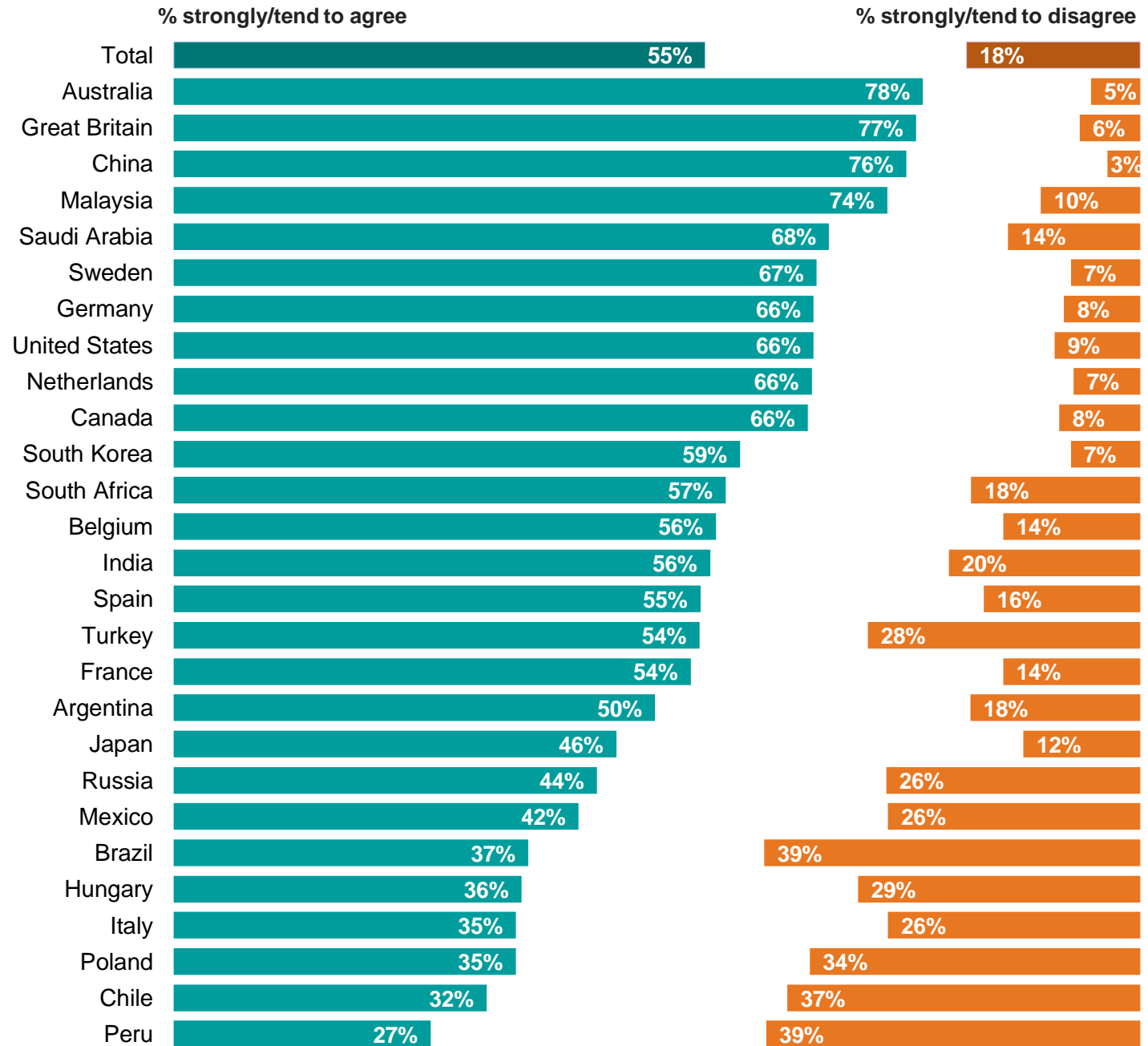


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# HEALTH CARE INFORMATION

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

To what extent do you agree or disagree with this statement?

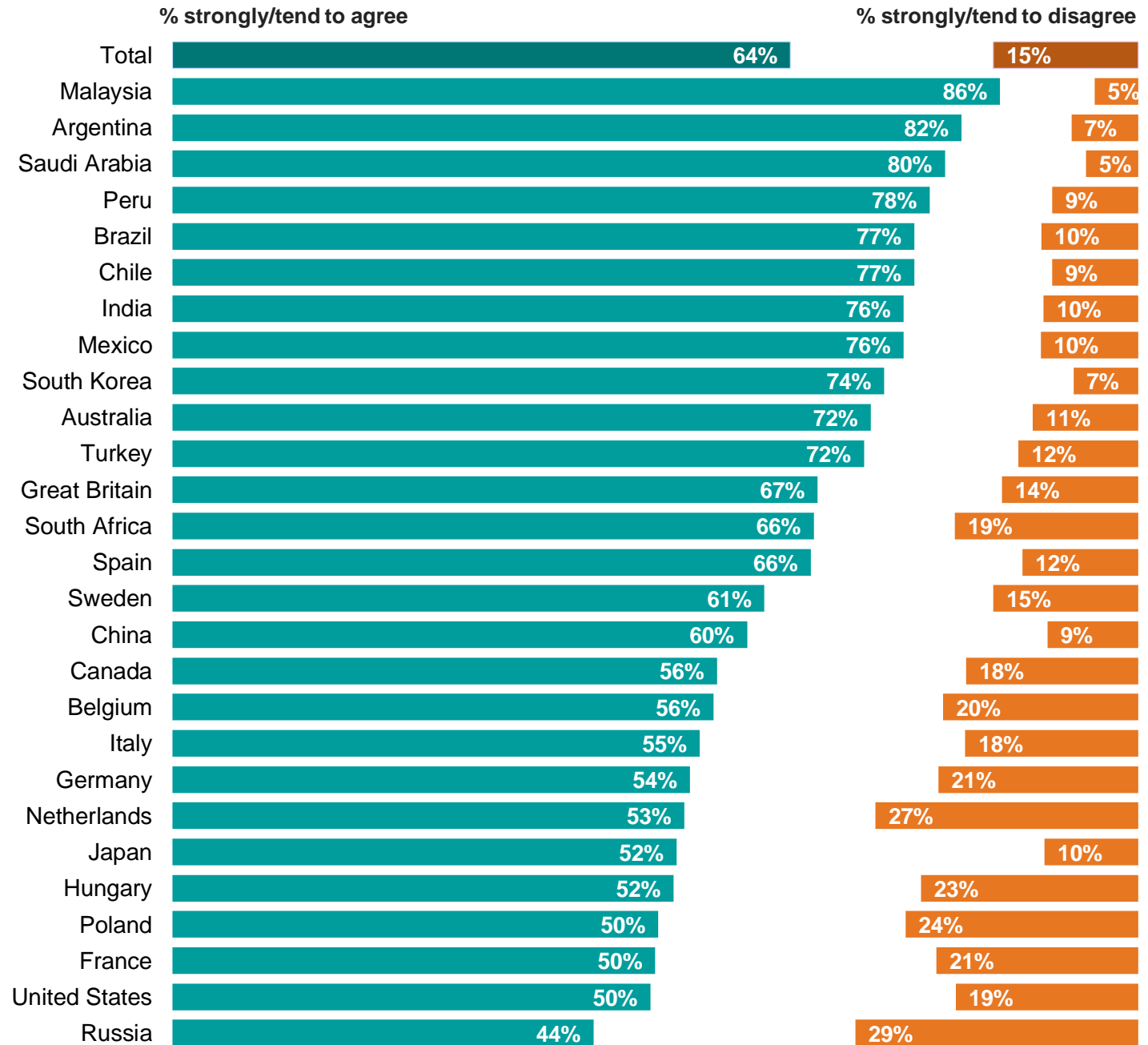


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# COMPULSORY VACCINATIONS

Vaccinating against serious infectious diseases should be compulsory.

To what extent do you agree or disagree with this statement?



Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



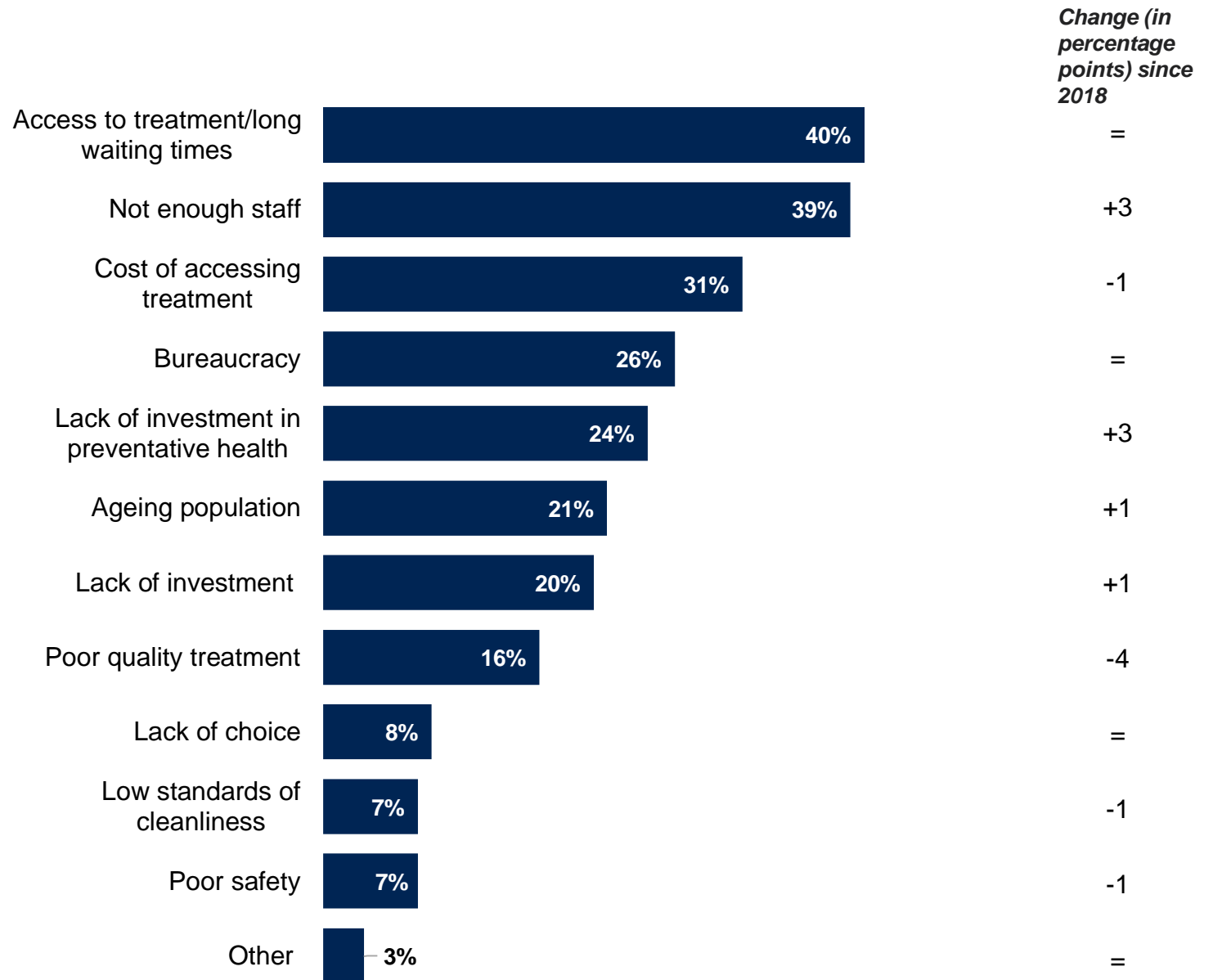
# HEALTHCARE CHALLENGES

# 3

# HEALTHCARE CHALLENGES

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

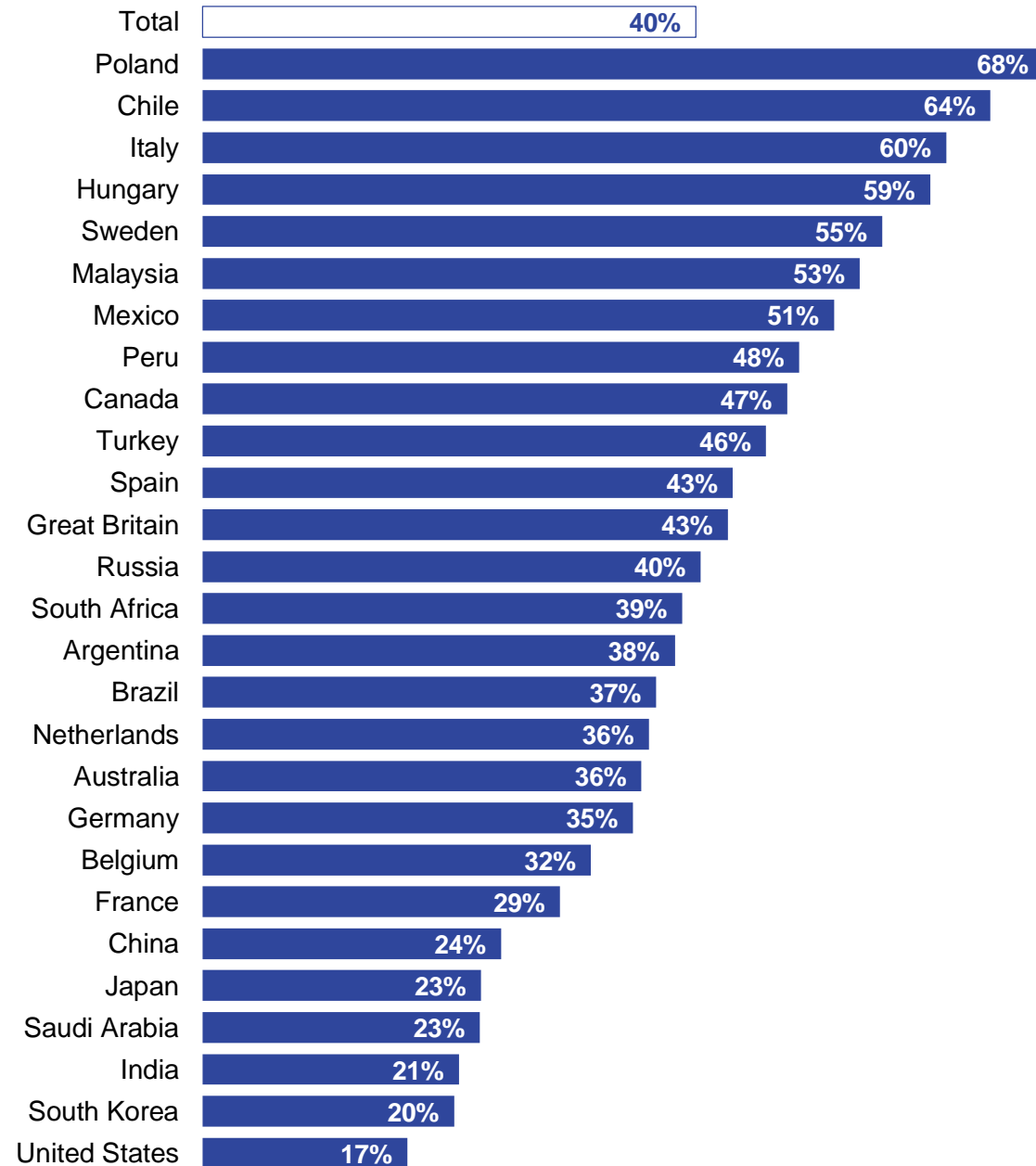
*All countries*



# ACCESS TO TREATMENT/ WAITING TIMES

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

*All countries*

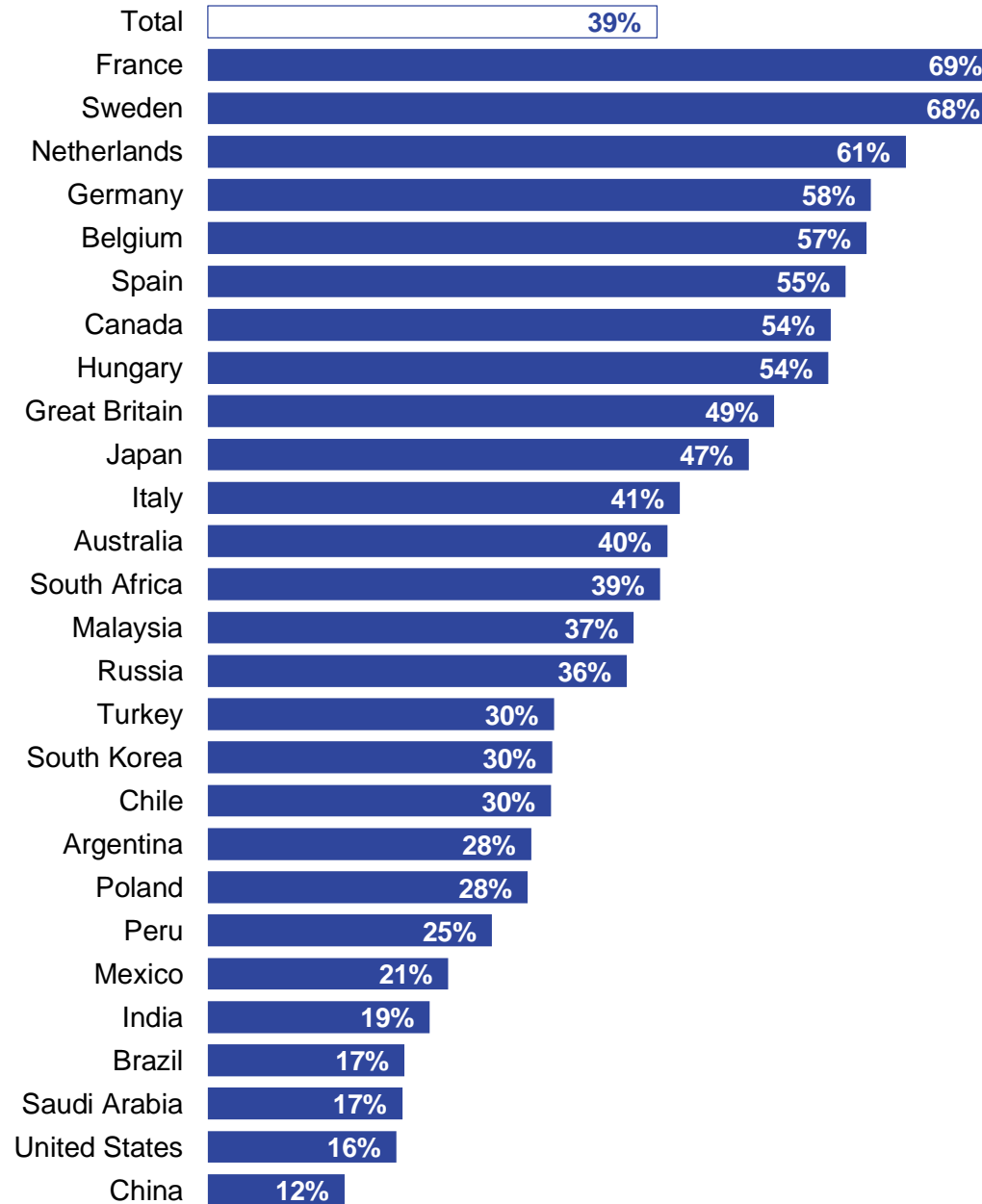


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# NOT ENOUGH STAFF

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

*All countries*



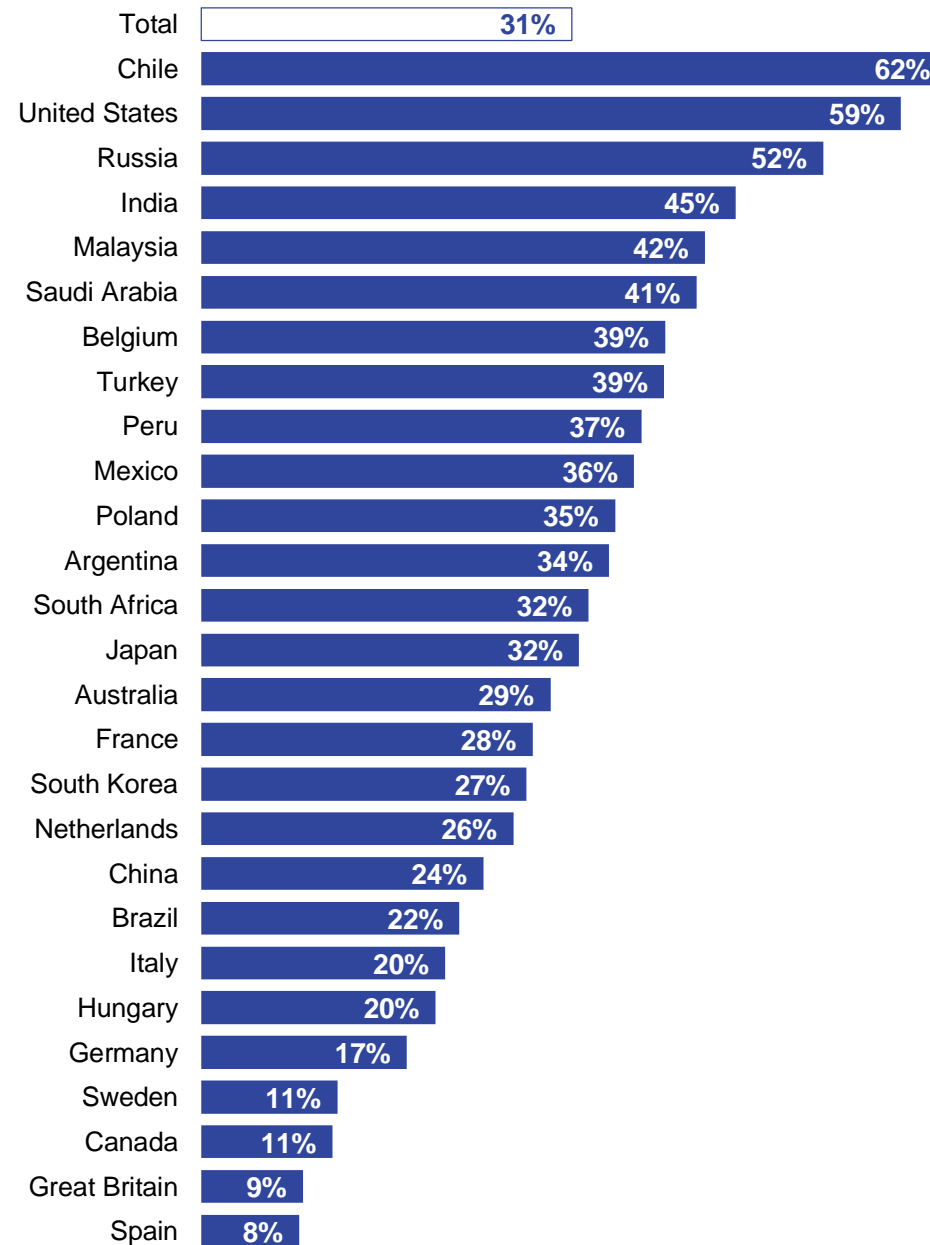
Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020



# COST OF ACCESSING TREATMENT

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

*All countries*

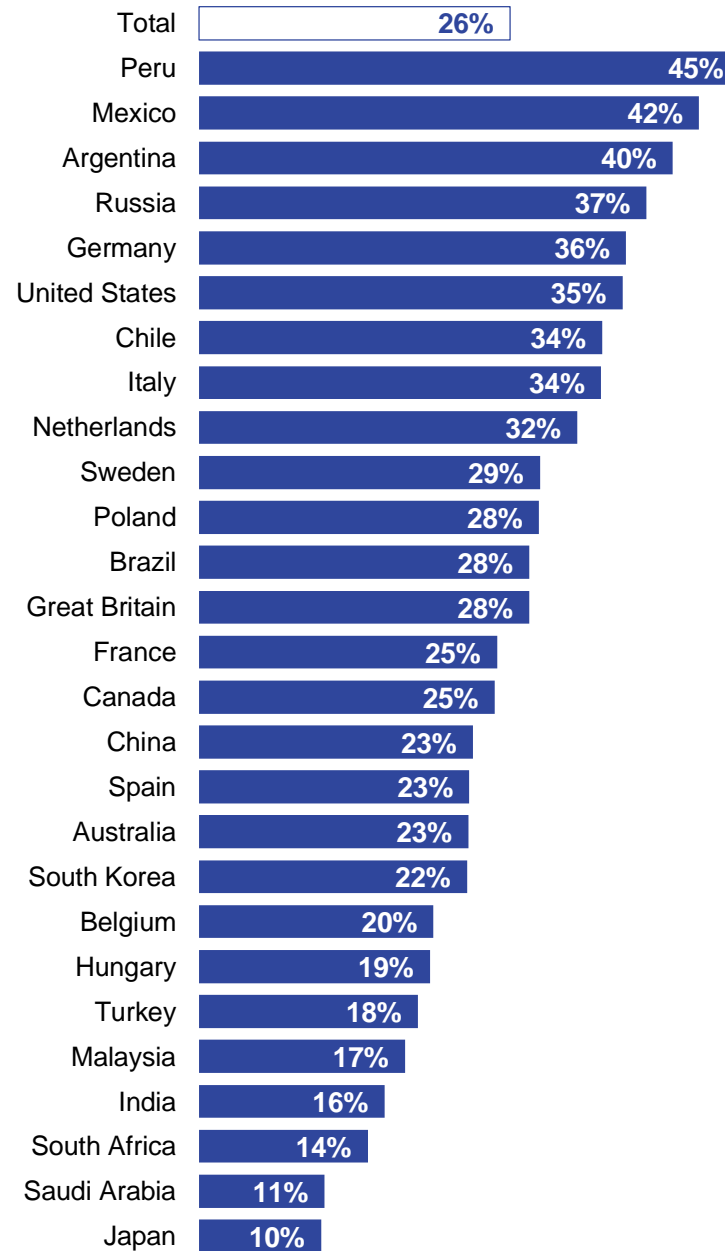


Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# BUREAUCRACY

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

*All countries*



Base: 20,009 online adults aged 16-74, September 25th – October 9th 2020

# METHODOLOGY

This 27-country Global Advisor survey was conducted between September 25th and October 9<sup>th</sup>, 2020 via the Ipsos Online Panel system among 20,009 adults aged 18-74 in Canada, Malaysia, South Africa, Turkey and the United States, and 16-74 in all 22 other countries.

The sample consists of approximately 1000+ individuals in each of Australia, Belgium, Brazil, Canada, China (mainland), France, Germany, Great Britain, Italy, Japan, Mexico, Spain, Sweden, and the US, and approximately 500+ individuals in each of Argentina, Chile, Hungary, India, Malaysia, the Netherlands, Peru, Poland, Russia, Saudi Arabia, South Africa, South Korea, and Turkey.

The samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, Poland, South Korea, Spain, Sweden, and the U.S. can be taken as representative of these countries' general adult population under the age of 75.

The samples in Brazil, Chile, China, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these markets should be viewed as reflecting the views of the more “connected” segment of these populations.

Weighting has been employed to balance demographics and ensure that the sample's composition reflects that of the adult population according to the most recent census data.

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

Where results do not sum to 100 or the ‘difference’ appears to be +/-1 more/less than the actual, this may be due to rounding, multiple responses, or the exclusion of don't knows or not stated responses

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

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