



PRESS RELEASE

Stress and mental health are important topics in COVID time for Swiss people

December 8, 2021 – While coronavirus is still a top health concern among Swiss people, stress, cancer and mental health related issues comes right after. Like people in other countries, Swiss are not very optimistic that pandemic will end soon, with two-thirds of the public expecting that a return to a normal pre-COVID life is still more than six months away – if it ever happens.

Although Swiss are the most content people in terms of the quality of their healthcare, they think that their healthcare system suffers from similar issues as other healthcare systems in the world not treating mental and physical health equally.

These are findings of Ipsos' 30-country surveys: Global Health Service Monitor, that explores the biggest health challenges facing people today and how well-equipped people think their country's healthcare services are to tackle them (run between 30th August and 3rd September 2021) and Ipsos Predictions (run between from October 22 and November 5, 2021).

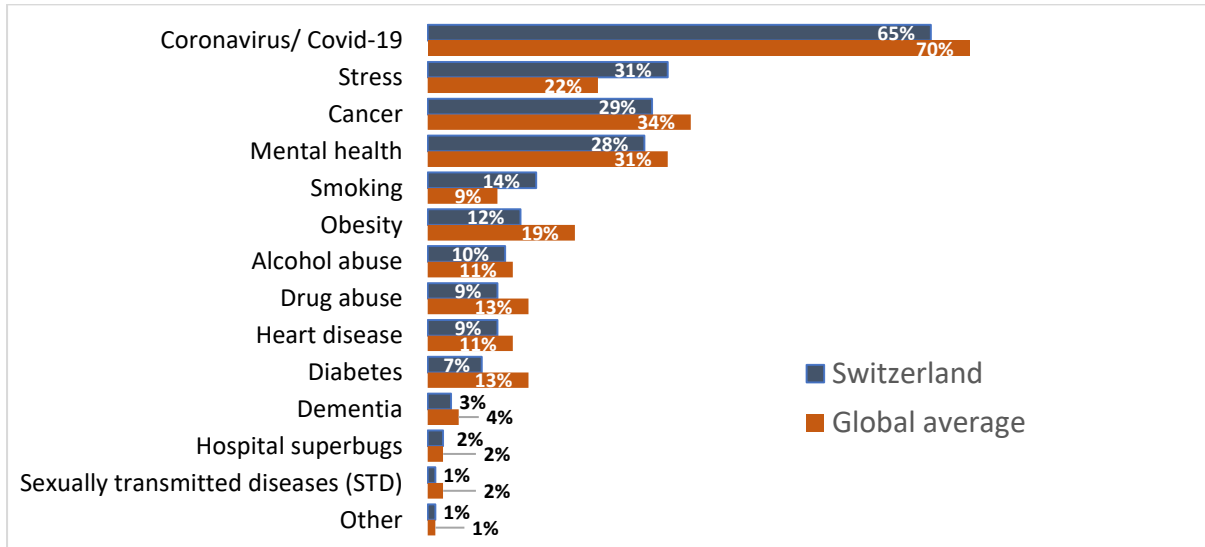
1. Top health concerns in Switzerland

Coronavirus remains the biggest health problem facing people around the world (selected by 70% of people across all 30 countries), followed by cancer (34%) and mental health (31%).

Similarly, in Switzerland, the Coronavirus is a top health concern (65%). However, stress records above-average levels of concern among Swiss people (31%), putting this health issue on the second place. Cancer is on the third place (29%) and mental health on fourth, being only slightly behind cancer (28%).

PRESS RELEASE

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



Base: 21,513 online adults in 30 countries, August 20th – September 3rd 2021.

The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

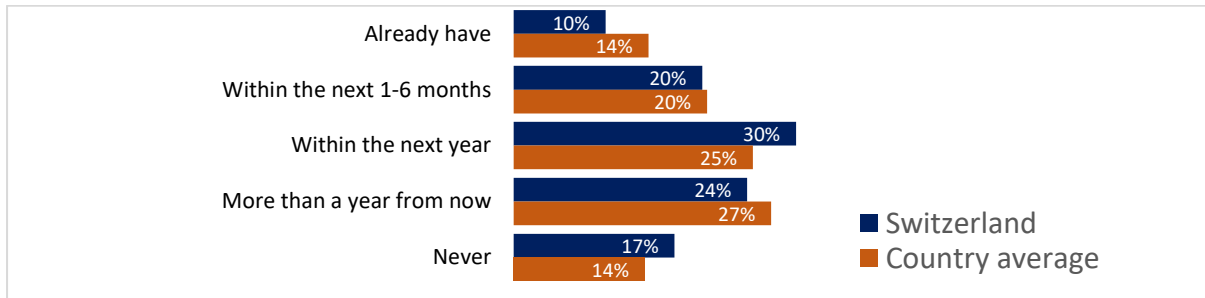
There are, also, generational and gender differences in perception of the top health concerns. Namely, women and people below 50 years old tend to perceive mental health issues and stress as top health concerns more often than men and the oldest generation.

High concern with stress and mental health are probably impacted by belief that a full return to normal is still elusive.

In October and November, before the discovery of the omicron variant, across the 33 countries surveyed, two-thirds expected that a return to normal pre-COVID life is still more than six months away – if it ever happens. Only 14% said their life has already returned to normal while 20% expected it will be the case within the next six months. Situation is similar in Switzerland, where seven in 10 expect that they won’t be able to return to their normal pre-COVID life before at least six more months.

PRESS RELEASE

Q. When do you expect to be able to return to something like your normal, pre-COVID life?



Base: 22,023 online adults in 30 countries, October 22nd - November 5th 2021.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

The public is divided on what would be the best indicator that the pandemic is ending and that major restrictions can be lifted in their country.

Among Swiss people, 32% say it'll be when at least 75% of the population have been vaccinated, 13% say it'll be when transmission of the virus has completely stopped, and 14% say it is when hospitals have had normal operations without staffing or equipment shortages for at least one month. In addition, 11% say it'll be when there are fewer than 10 new cases for every million people per day and 5% say it'll be when there are fewer than two deaths for every million people per week. And tellingly, 11% say they just don't know. Meanwhile, 9% say the pandemic has already come to an end.

2. Trust and satisfaction with healthcare system in Switzerland

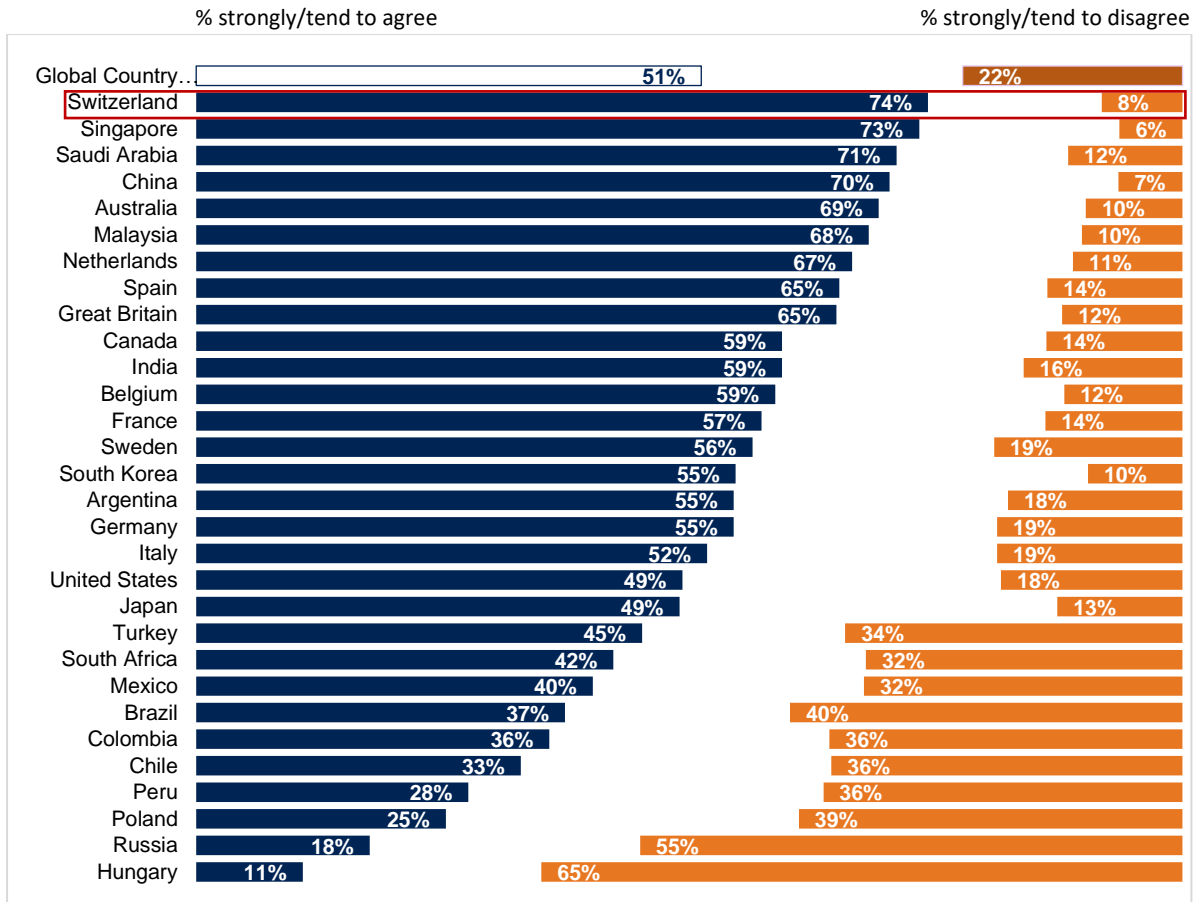
Despite the additional strain that the pandemic has placed on healthcare systems, positive ratings and levels of trust in healthcare services have, on average, not been damaged across countries. Furthermore, Switzerland is on the top of the list of 30 countries in trust in the healthcare system.

Compared to the global average where one in two (51%) show trust in the healthcare system in the country, in Switzerland almost 3 in 4 adults (74%) trust that the healthcare system will provide them with the best treatment¹.

¹ Results are obtained end of August until beginning of September.

PRESS RELEASE

Q. To what extent do you agree or disagree with this statement? I trust the healthcare system in my country to provide me with the best treatment.



Base: 21,513 online adults in 30 countries, August 20th – September 3rd 2021.

Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Romania, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population.

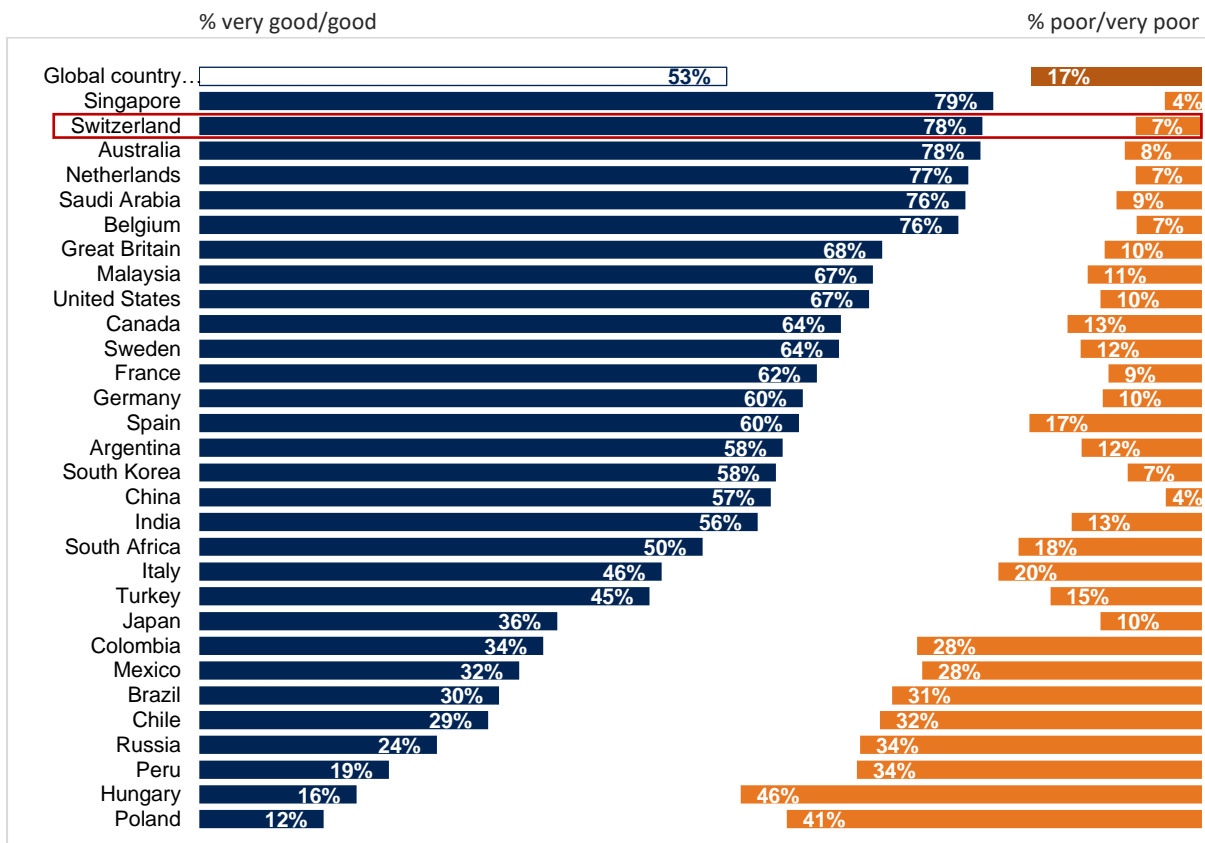
The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

This high level of trust reflects a positive perception of the Swiss healthcare system on a variety of aspects: a large majority, 76% think that **information about healthcare services is readily available when somebody needs it** and **74% think that about information on how to look after one's health** (compared to 55% and 57% on global average respectively), 70% think that **it is easy to get an appointment with doctors in the local area** (compared to 48% global average) and only 28% think that **waiting times to get an appointment with doctors are too long** (compared to 60% global average).

PRESS RELEASE

Switzerland is also one of the most content countries about the quality of its healthcare together with Australia and just behind Singapore who is on the first place.

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



Base: 21,513 online adults in 30 countries, August 20th – September 3rd 2021.

Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Romania, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

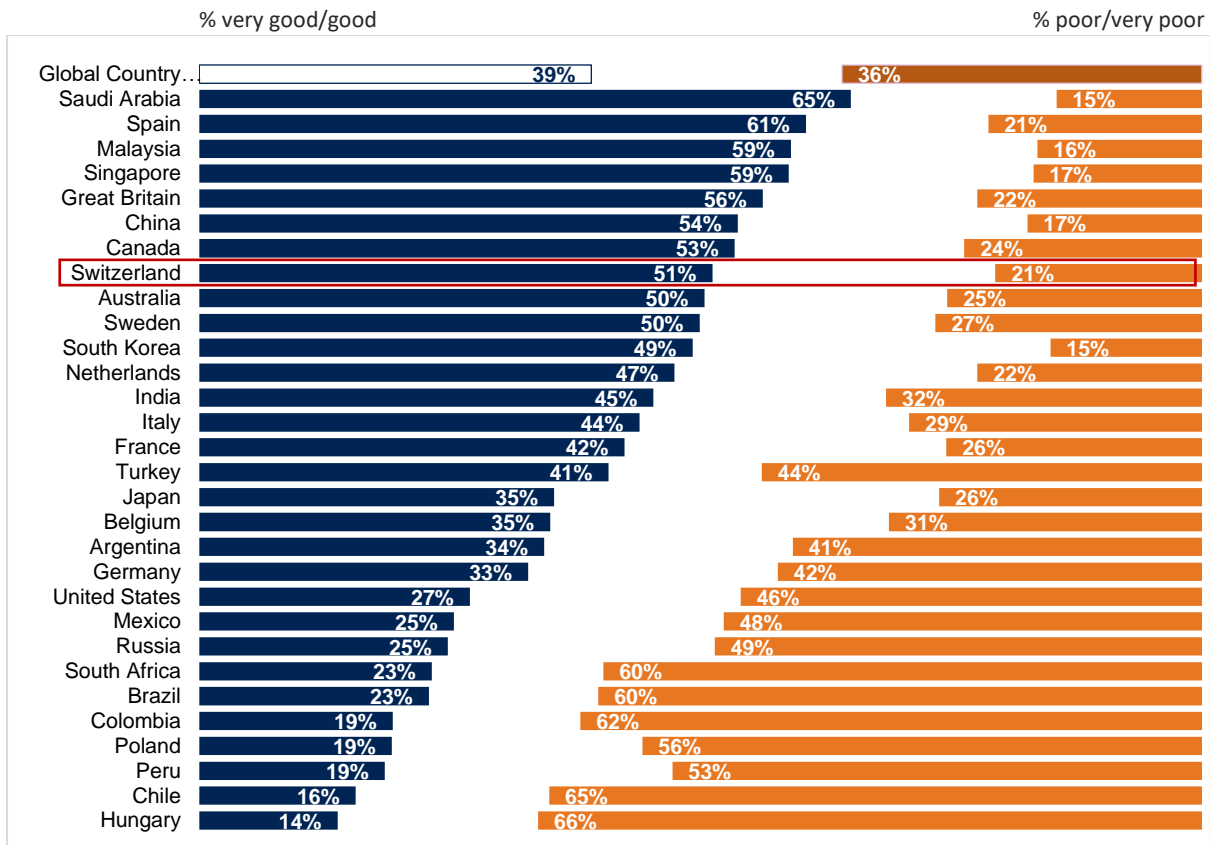
Because of the already good perceived quality of the healthcare system, the majority of Swiss people (61%) think that the situation will not change in the coming years. One in four (24%) think that Swiss healthcare services will further improve and only 15% expect them to deteriorate. This is in line with the situation in other developed countries.

PRESS RELEASE

Switzerland is also ranked high when equality in treatment is in question.

Namely, Switzerland takes a similar position as Australia, Canada and Sweden, on question **if the healthcare system in the country provides the same standard of care to everyone** (51% compared to global average 39%).

Q. To what extent do you agree or disagree with this statement? The healthcare system in my country provides the same standard of care to everyone.



Base: 21,513 online adults in 30 countries, August 20th – September 3rd 2021.

Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Romania, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population.

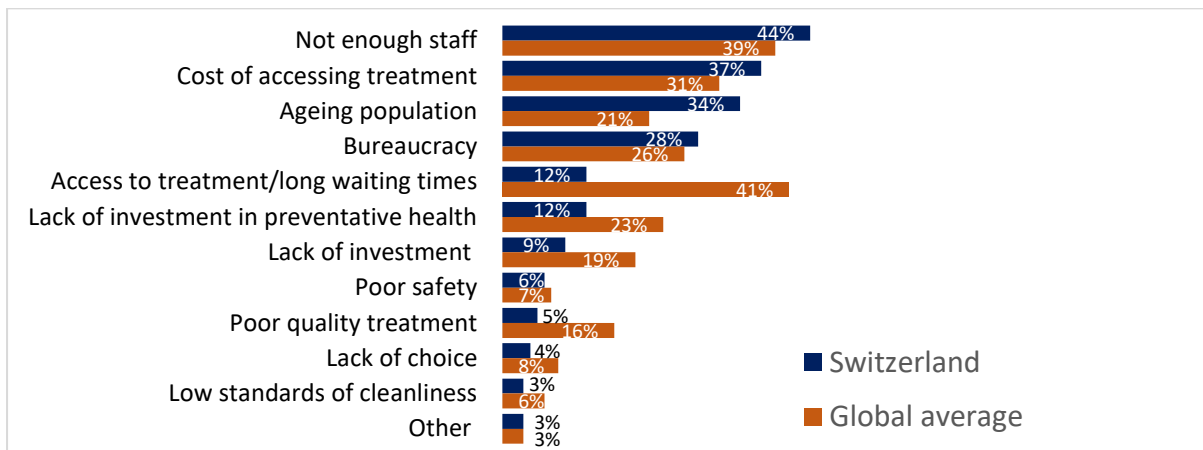
The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

While globally, main challenges of healthcare systems lay in access to treatment/ waiting times, this is not the primary concern of Swiss people.

PRESS RELEASE

Lack of staff (44%) and **costs** (37%) are perceived to be the two issues that the Swiss public think healthcare systems need to improve on most. Next are ageing populations (34%) and bureaucracy (28%). Only 12% of Swiss named access to treatment and waiting time as the challenge which puts Switzerland on this aspect on the bottom of the list of 30 countries included in the study.

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



Base: 21,513 online adults in 30 countries, August 20th – September 3rd 2021.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

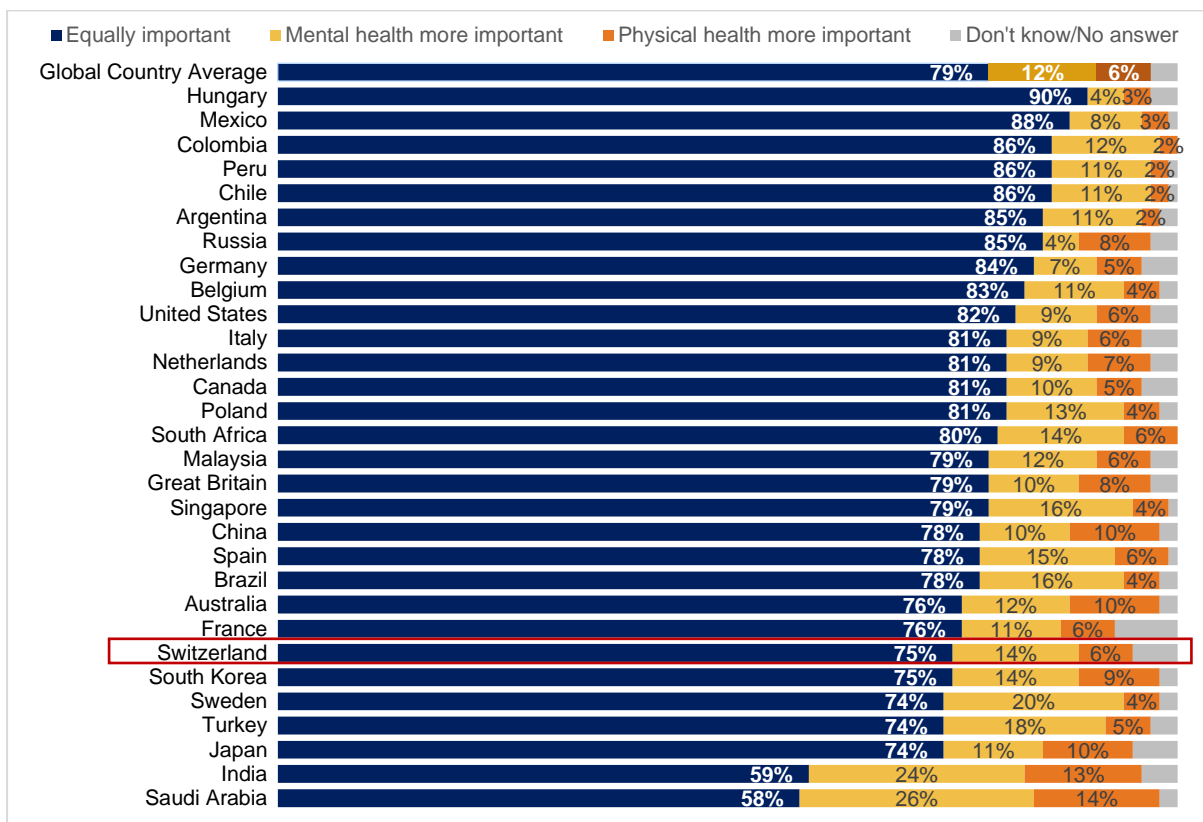
3. Mental health – how important is it and how is it treated?

However, although Swiss are the most content people in terms of the quality of their healthcare, they think that their healthcare system suffers from similar issues as other healthcare systems in the world not treating mental and physical health equally.

On average, eight in 10 (79%) across 30 countries say they consider their mental and physical health to be equally important when it comes to their personal health. The situation in Switzerland is similar to the global average with 75% of Swiss people considering their mental and physical health equally important.

PRESS RELEASE

Q. Thinking about your own health, do you think that mental health or physical health is more important, or are they equally important?



Base: 21,513 online adults in 30 countries, August 20th – September 3rd 2021

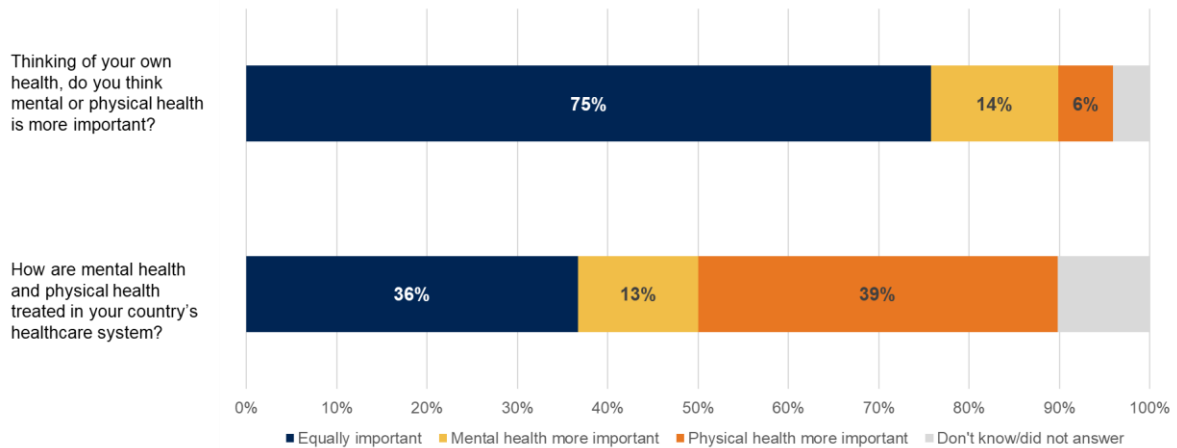
Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Romania, Russia, Saudi Arabia, Singapore, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

The "Global Country Average" reflects the average result for all the countries where the survey was conducted

However, despite the widespread agreement that mental and physical health are equally important to an overall picture of health, people are less likely to think that their country's healthcare systems treat them equally: 35% globally say this is the case, while 42% say that physical health is treated with greater importance. Only 9% think that mental health is treated as more important. In Switzerland, the situation is similar with 36% who think that healthcare system in their country treat mental and physical health with equal importance while a larger proportion (39%) think healthcare treats physical health with greater importance.

PRESS RELEASE

Perceived vs. experienced importance of health – Switzerland data



Base: 500 online adults in Switzerland, August 20th – September 3rd 2021.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

The World Health Day was a good opportunity to raise awareness on mental health in general, especially in time when continuous stress provoked by long-lasting pandemic impact our lives to a great extent. The question remains on how we can get better support from healthcare systems on this important aspect of our wellbeing.

For more information, please contact: Hana Baronijan Hana.Baronijan@ipsos.com and Martin Fenboeck Martin.Fenboeck@ipsos.com



PRESS RELEASE

About the Study - "Health Care"

These are the results of a 30-market survey conducted by Ipsos on its Global Advisor online platform. Ipsos interviewed a total of 21,513 adults aged 18-74 in the United States, Canada, Israel, Malaysia, South Africa, and Turkey, aged 21-74 in Singapore, and 16-74 in 24 other markets between Friday, August 20 and Friday, September 3, 2021.

The sample consists of approximately 1,000 individuals in each of Australia, Belgium, Brazil, Canada, mainland China, France, Germany, Great Britain, Italy, Japan, Spain, and the U.S., and 500 individuals in each of Argentina, Chile, Colombia, Hungary, India, Israel, Malaysia, Mexico, the Netherlands, Peru, Poland, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Sweden, Switzerland, and Turkey.

The samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, Poland, South Korea, Spain, Sweden, Switzerland, and the U.S. can be taken as representative of their general adult population under the age of 75. The samples in Brazil, mainland China, Chile, Colombia, India, Israel, Malaysia, Mexico, Peru, Russia, Saudi Arabia, Singapore, South Africa, and Turkey 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.

About the Study - "Predictions"

These are the results of a 33-country survey conducted by Ipsos on its Global Advisor online platform. Ipsos interviewed a total of 22,023 adults aged 18-74 in the United States, Canada, Malaysia, South Africa, and +Turkey, and 16-74 in 27 other markets between Friday, October 22 and Friday, November 5, 2021.

About the Studies - Technical note

The data is weighted so that each country's sample composition 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 where 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. The publication of these findings abides by local rules and regulations.

About Ipsos

Ipsos is the world's third largest market research company, present in 90 markets and employing more than 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP www.ipsos.com