



IPSOS GLOBAL ADVISOR

Global Perceptions of Healthcare

5th July 2023



Overall healthcare perceptions

Looking across the countries included in the survey, public views of healthcare in their countries is divided.

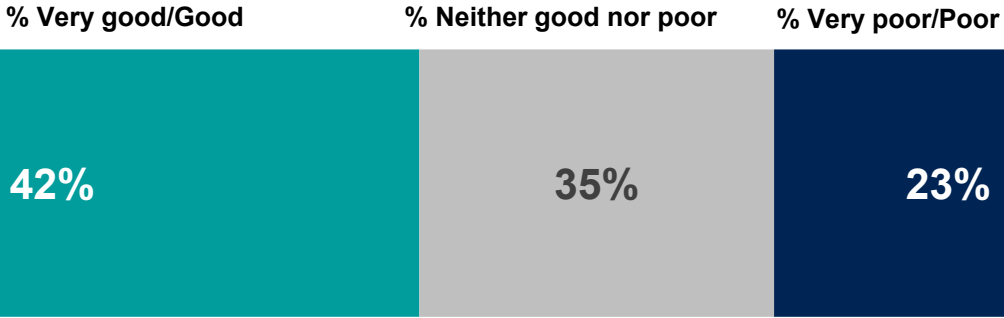
While 4 in 10 (42%) rate the quality of healthcare they/their family have access to in their country as good, about half as many (23%) rate it as poor.

Respondents are split in terms of their satisfaction with their governments' healthcare policies, with half (48%) satisfied and half (47%) dissatisfied.

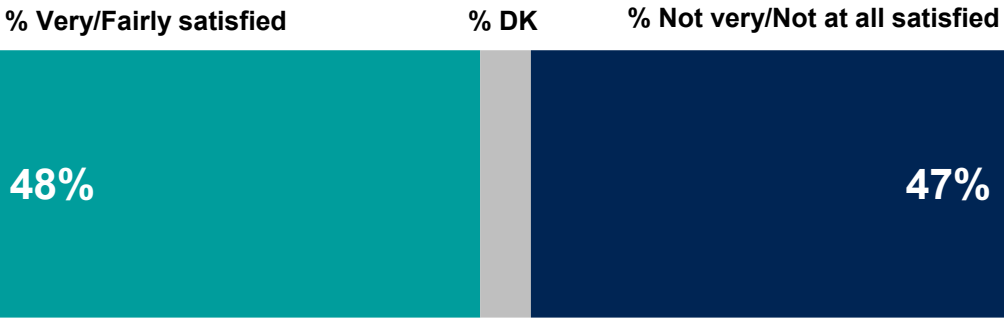
Looking forward, similar proportions expect healthcare quality to improve in coming years (24%) as expect it will get worse (25%), with the remaining 51% expecting it to stay the same.

Global country average

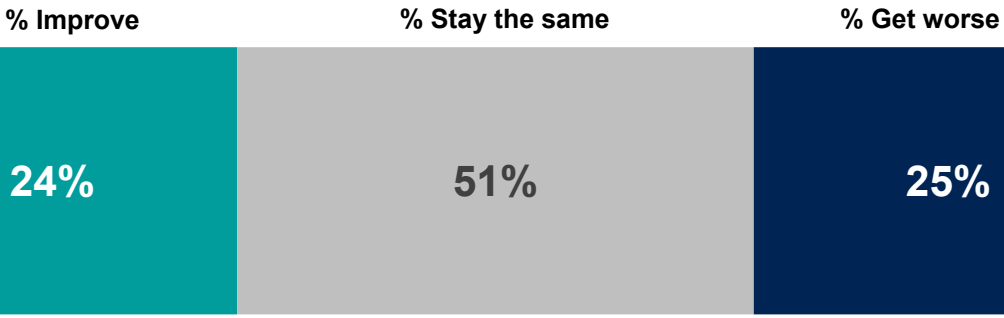
How would you rate the quality of healthcare that you and your family have access to in your country? By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.



How satisfied are you with the government's healthcare policies?



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?

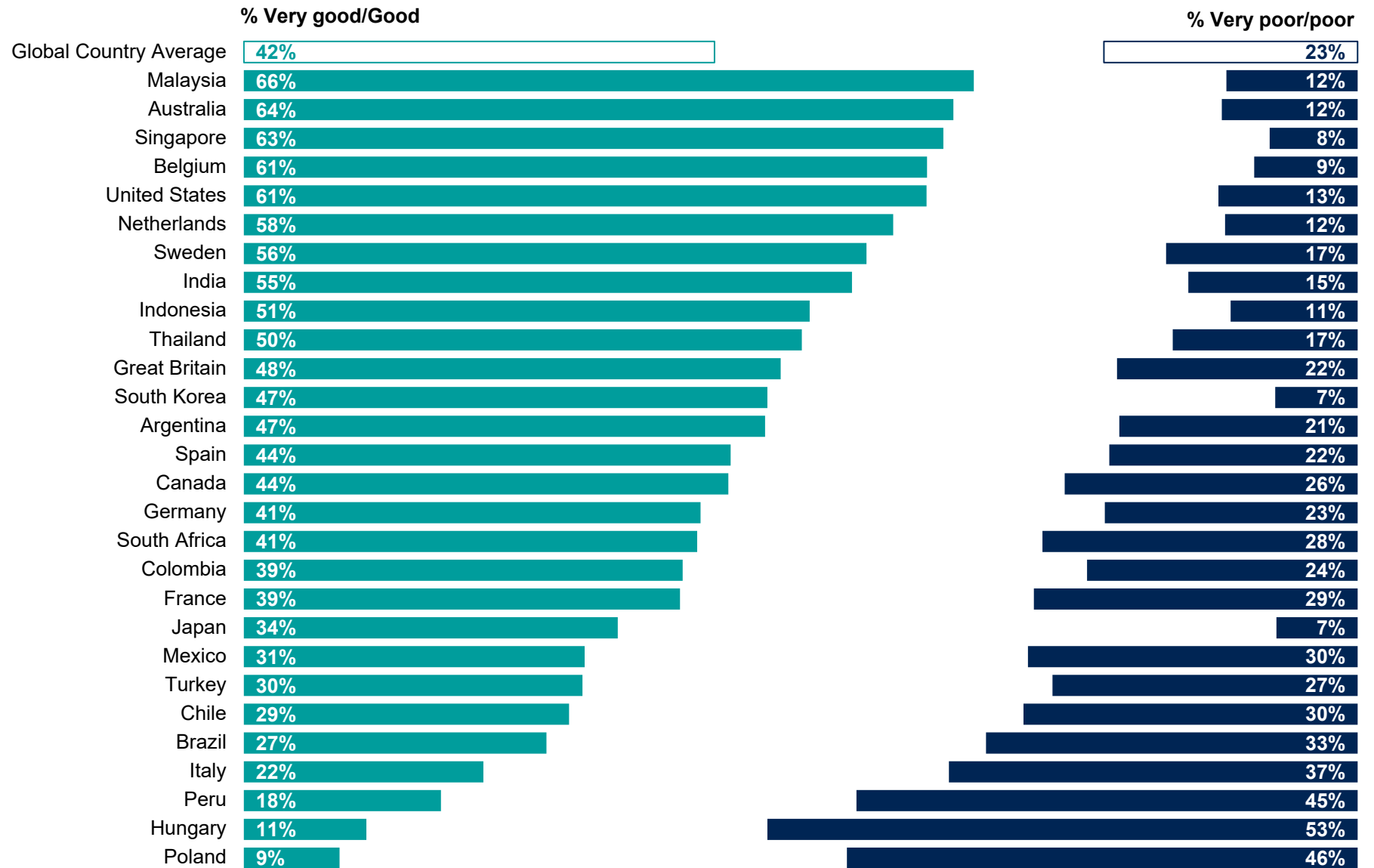




Overall healthcare perceptions

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.

Globally, 42% rate the quality of healthcare that they/their family has access to as good and 23% rate it as poor. Those living in Malaysia (66%), Australia (64%) and Singapore (63%) are most likely to rate the quality of healthcare as good, while those in Hungary (53%), Poland (46%) and Peru (45%) are most likely to rate the quality of healthcare as poor.

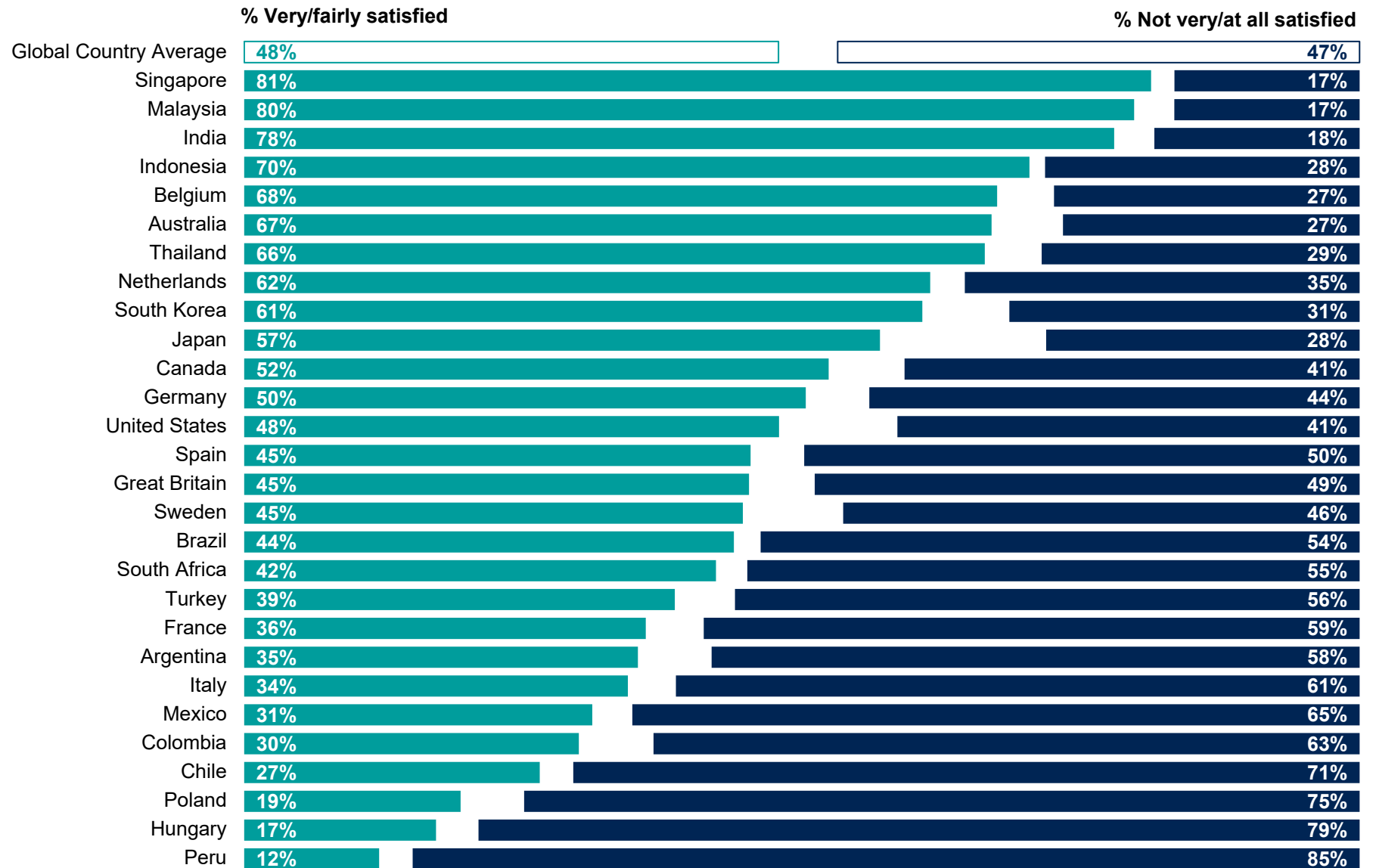




Overall healthcare perceptions

How satisfied are you with the government's healthcare policies?

Views of government's health policies among the countries surveyed are divided, with 48% satisfied with their government's policies and 47% dissatisfied. Respondents in Singapore (81%), Malaysia (80%) and India (78%) are most likely to say they are satisfied with their government's healthcare policies, while those in Peru (85%), Hungary (79%) and Poland (75%) are the most likely to be dissatisfied.

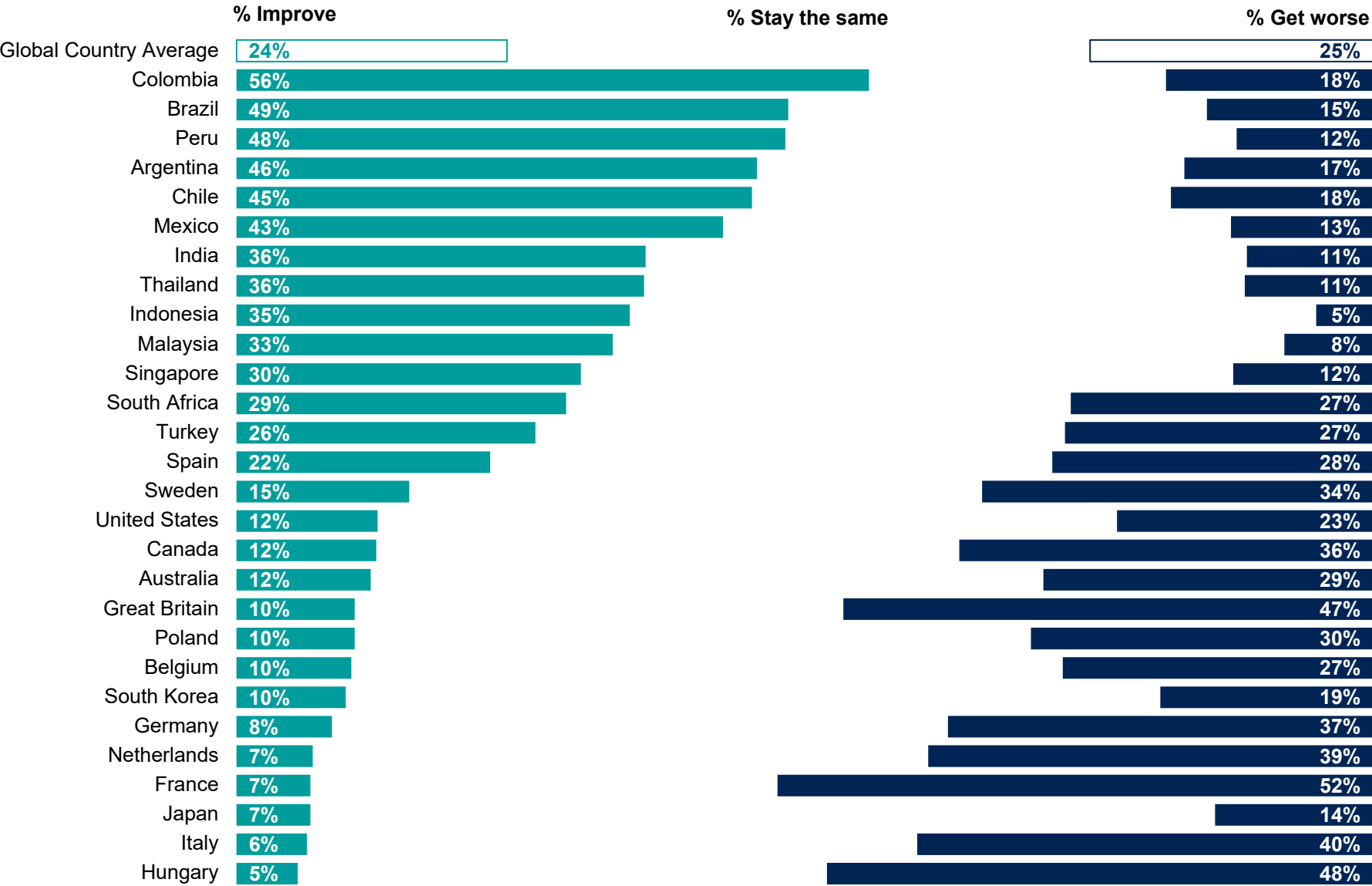




Overall healthcare perceptions

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?

Globally, while 24% expect the quality of healthcare that they/their family will have access to locally will improve in the coming years, a similar proportion (25%) think it will get worse. Respondents in Colombia (56%), Brazil (49%) and Peru (48%) are most likely to expect the quality of healthcare to improve. In contrast, those living in France (52%), Hungary (48%) and Great Britain (47%) are most likely to think it will get worse.



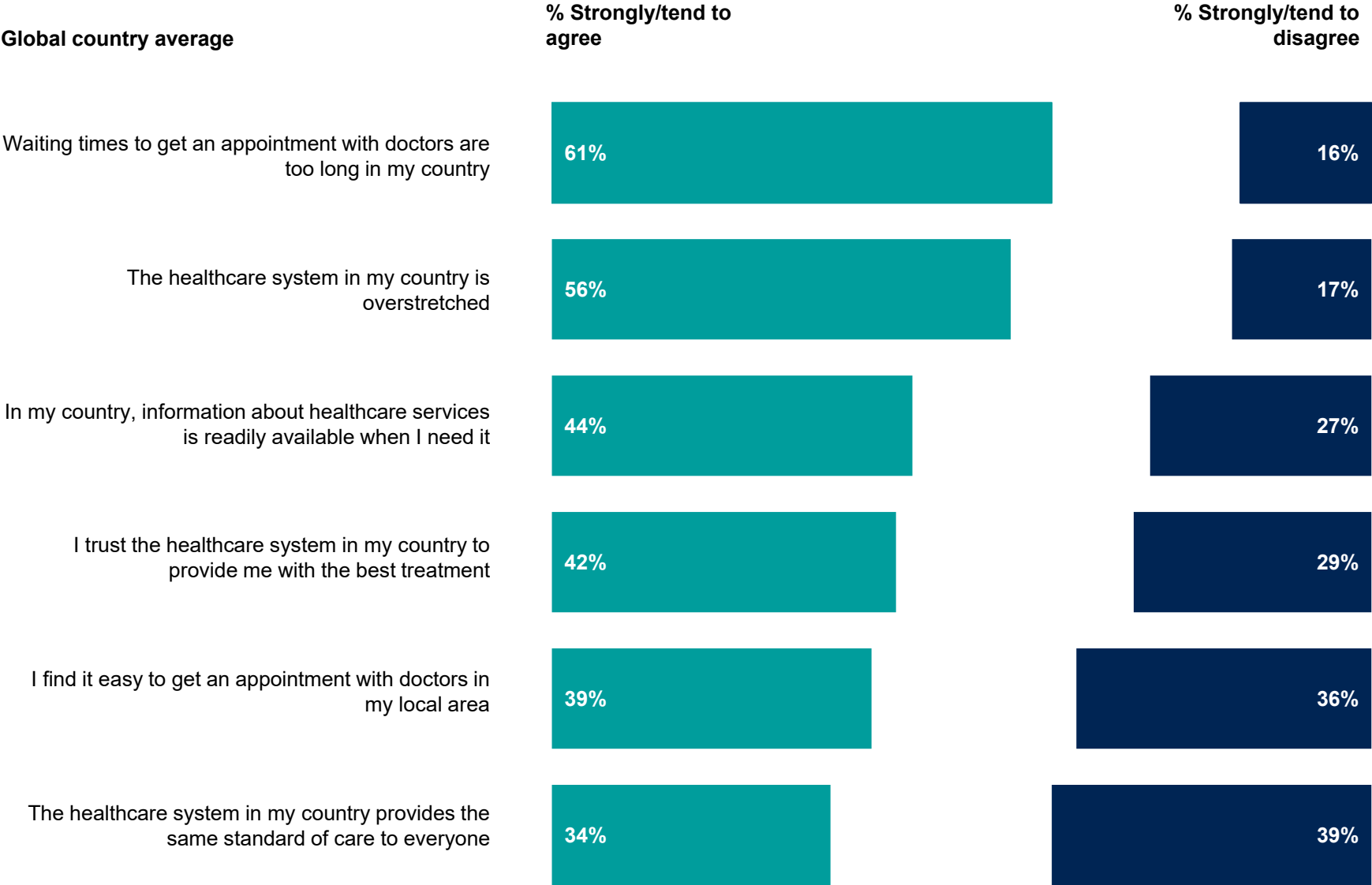


To what extent do you agree or disagree with the following statements?

Globally across the countries surveyed, 3 in 5 (61%) agree that waiting times to get an appointment with doctors are too long in their country, with more than half (56%) feeling the healthcare system in their country is overstretched.

Though only 2 in 5 agree that information about healthcare services is readily available when needed (44%) and that they trust their country's healthcare system to provide them with the best treatment (42%), more agree than disagree with these statements (27% and 29% disagree, respectively).

Opinion is divided as to whether it is easy to get an appointment with doctors in people's local areas, with 39% agreeing and a similar proportion disagreeing (36%). The public is similarly divided as to whether the healthcare system in their country provides the same standard of care to everyone (34% agree, 39% disagree).



Base: 21,530 online adults aged 16-74 across 28 countries, 24 March-7 April, 2023

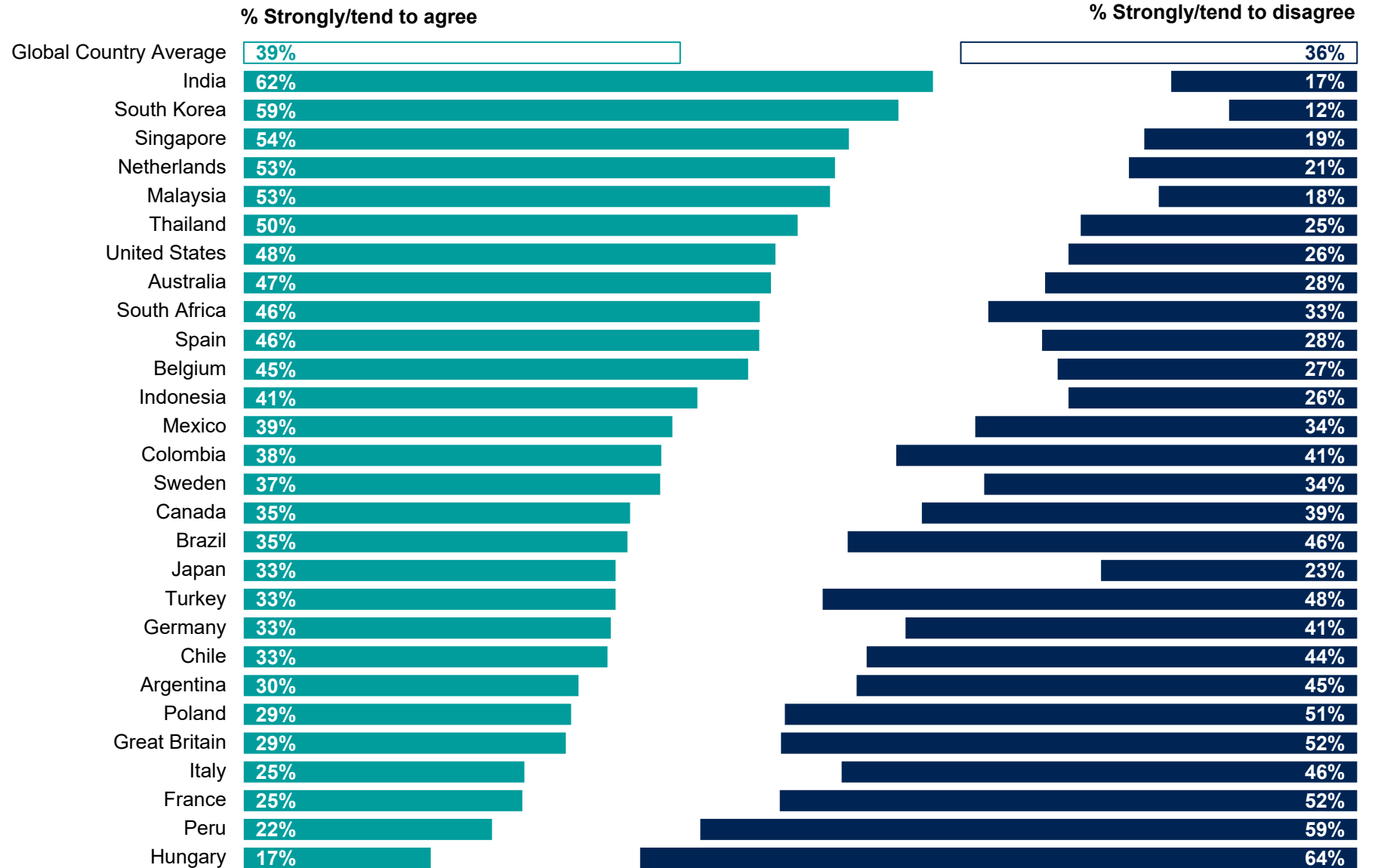


Q

To what extent do you agree or disagree with the following statements?

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

At a global level, 2 in 5 agree that it is easy to get an appointment with doctors in their local area (39%), while a similar proportion disagree (36%). Those in India (62%), South Korea (59%) and Singapore (54%) are most likely to agree that it is easy, while those in Hungary (64%), Peru (59%), France (52%) and Great Britain (52%) are most likely to disagree it is easy to get an appointment.

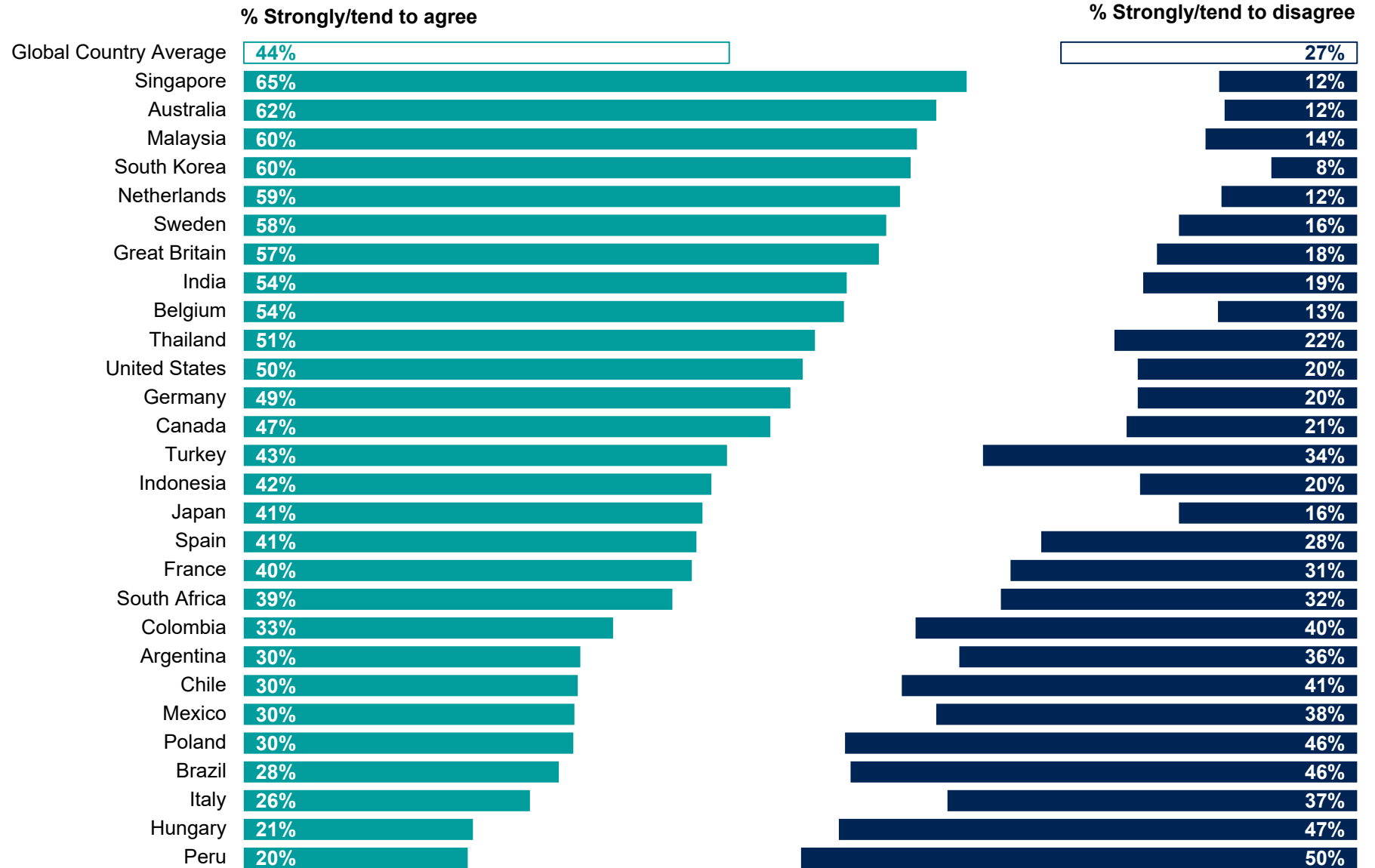


Q

To what extent do you agree or disagree with the following statements?

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

Across all countries surveyed, more than 2 in 5 (44%) agree that information about healthcare services is readily available when they need it, while 27% disagree. Those in Singapore (65%), Australia (62%), Malaysia (60%) and South Korea (60%) are most likely to agree it is readily available, with those in Peru (50%), Hungary (47%), Brazil (46%), and Poland (46%) most likely to disagree.

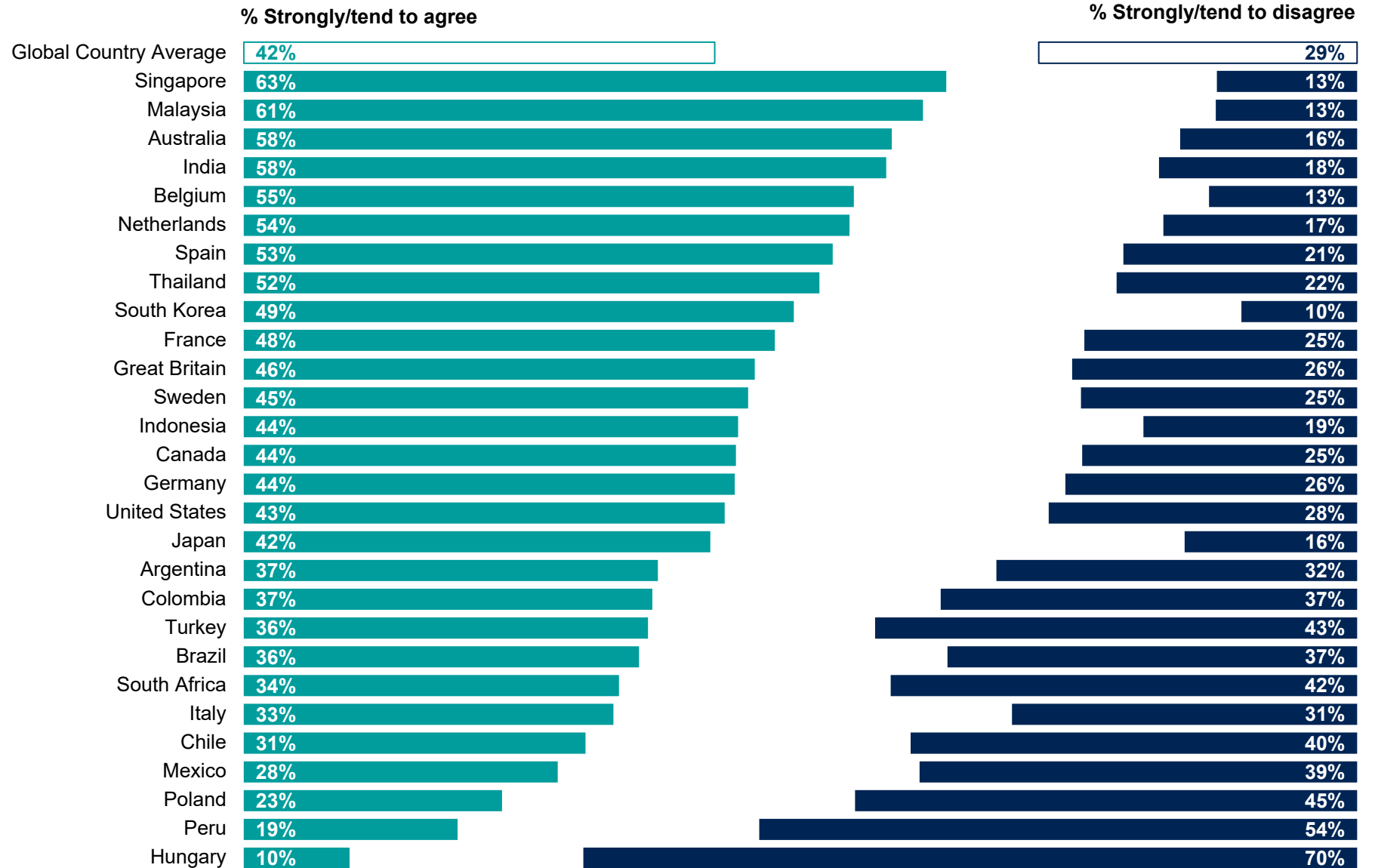


Q

To what extent do you agree or disagree with the following statements?

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

Across all countries included in the survey, 2 in 5 (42%) trust the healthcare system in their country to provide them with the best treatment, while 29% do not. Those in Singapore (63%), Malaysia (61%), Australia (58%) and India (58%) are most likely to trust their healthcare system to provide them with the best treatment, while those in Hungary (70%), Peru (54%) and Poland (45%) are most likely to disagree that they trust it.

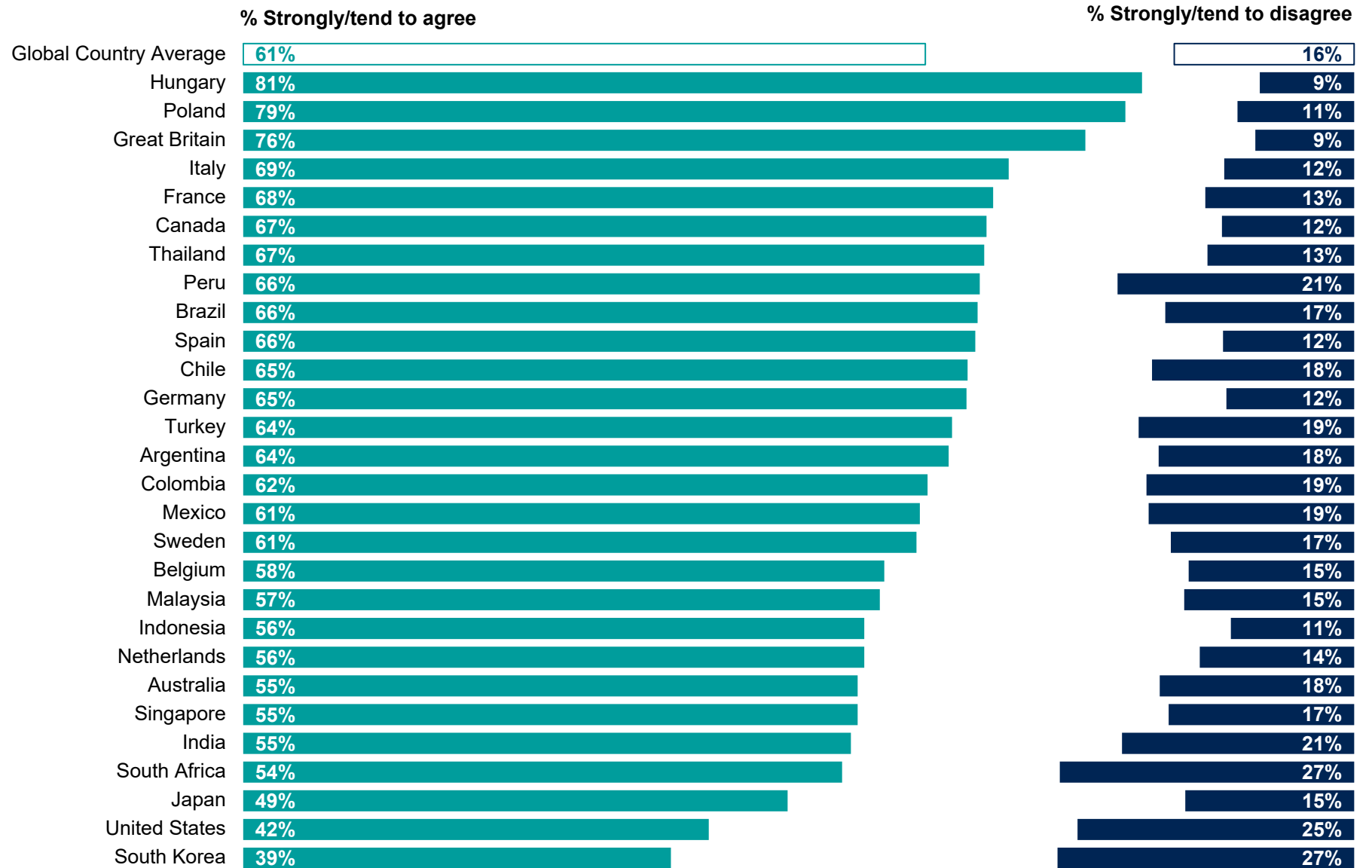


Q

To what extent do you agree or disagree with the following statements?

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

At a global level, 3 in 5 (61%) agree that waiting times for appointments with doctors are too long in their country, while 16% disagree. Respondents in Hungary (81%), Poland (79%) and Great Britain (76%) are most likely to agree waiting times for appointments are too long, while those in South Africa (27%), South Korea (27%) and the United States (25%) are most likely to disagree.

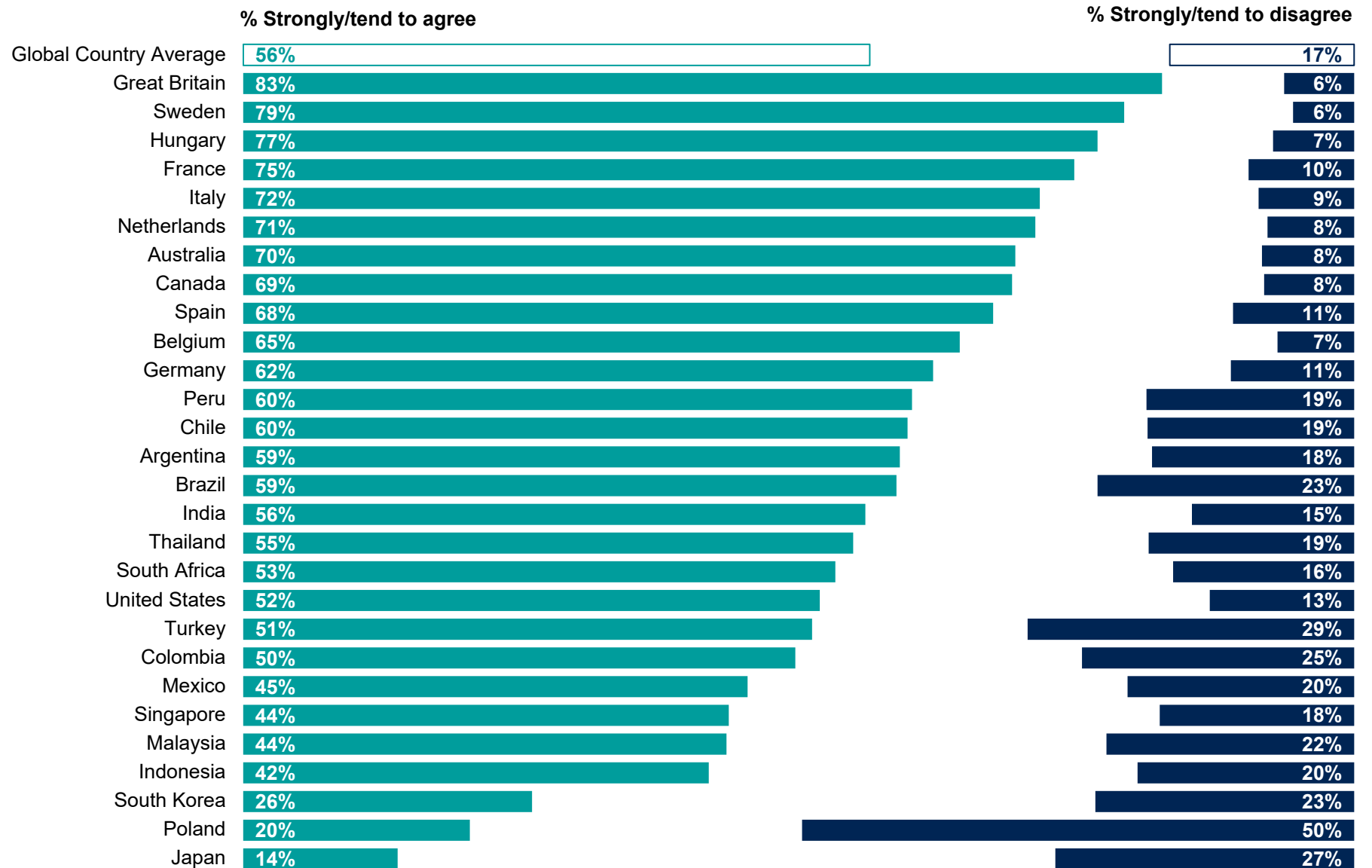


Q

To what extent do you agree or disagree with the following statements?

The healthcare system in my country is overstretched.

Across all countries surveyed, more than half (56%) feel the healthcare system in their country is overstretched, while 17% think it is not. Respondents in Great Britain (83%), Sweden (79%), and Hungary (77%) are most likely to consider their country's healthcare system to be overstretched, while those in Poland (50%), Turkey (29%) and Japan (27%) are most likely to disagree that it is overstretched.

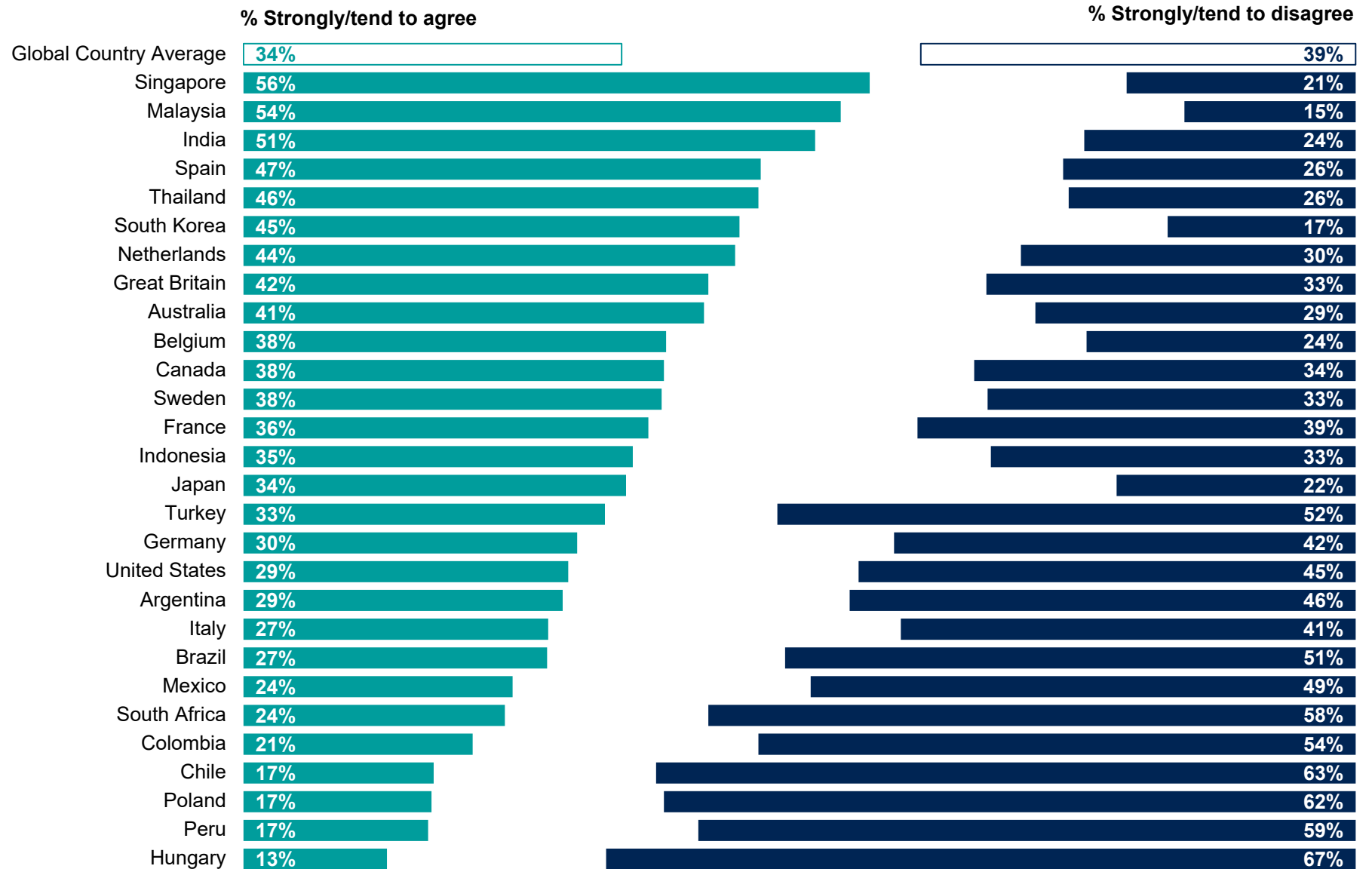


Q

To what extent do you agree or disagree with the following statements?

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

Globally, 1 in 3 (34%) feel that the healthcare system in their country provides the same standard of care to all, with slightly more (39%) thinking it does not. Those in Singapore (56%), Malaysia (54%), and India (51%) are most likely to agree, while those in Hungary (67%), Chile (63%) and Poland (62%) most likely to disagree.



TECHNICAL NOTE

These are the results of a 28-country survey conducted by Ipsos on its Global Advisor online platform between Friday, March 24 and Friday, April 7, 2023. For this survey, Ipsos interviewed a total of 21,530 adults aged 18-74 in Canada, South Africa, Turkey, 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 2,000 individuals in Japan, 1,000 individuals in each of Argentina, Australia, Brazil, Canada, France, Germany, Great Britain, India, Italy, Mexico, Spain, and the U.S., and 500 individuals in each of Belgium, Chile, Colombia, Hungary, Indonesia, Malaysia, the Netherlands, Peru, Poland, Portugal, Singapore, South Africa, South Korea, Sweden, Thailand, 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 their general adult population under the age of 75.

The samples in Brazil, Chile, Colombia, India, Indonesia, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, 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.

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.

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 know” or not stated responses.

The precision of Ipsos online polls is 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 Ipsos’ use of credibility intervals, please visit the Ipsos website.

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

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